



2025

EMPLOYEE PLAYBOOK

What you need to know to become a
starting player!





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WELCOME TO TEAM REC!



I am thrilled to welcome you to **TEAM REC** and to the best job on campus! Our professional and graduate staff are dedicated to your success and the success of our entire department. We hope you immerse yourself in our culture of excellence, and we look forward to being part of your student and professional development.

Over our 16 years of operation at the Marshall Recreation Center, we have celebrated countless success stories from our members, including weight loss journeys, lifestyle changes, and overall better health. Each of these stories reflects the important work you do every day. Whether you're greeting our morning crew with a smile, teaching someone to swim, or officiating a championship game, the impact you have on our visitors and program participants is invaluable.

As you embark on your campus recreation career, I encourage you to absorb all the knowledge our department has to offer, form life-long friendships, and show up every day with an attitude of excellence. This is what you owe to your teammates and what our members deserve.

I look forward to growing with you and assisting in any way possible.

GO HERD!

Michele Muth

Director of Campus Recreation
Marshall University



ABOUT US

At Marshall Recreation our mission is to promote health and wellbeing by providing a clean and safe environment, innovative programs, and opportunities for student development.

Our vision is to have a lifelong impact on the Marshall community by serving as a destination for healthy lifestyles.

Our values should inspire the work you do here because

We Value Integrity

We are a culture centered on honesty, trust, respect, and accountability.

We Value Empowerment

We are devoted to the development of our staff and encourage ownership and inspire creativity.

We Value Inclusion

We are focused on equal opportunity and celebrate differences within our community.

We Value Enthusiasm

We are passionate, invested, and excited to serve others in a positive way.

We Value Teamwork

We are committed to fostering relationships, supportive of one another and work together to achieve our purpose.

WHY WORK FOR US?

Joining the Marshall Campus Recreation team means being part of a dynamic, supportive, and growth-oriented environment that values your personal and professional development. Here's what sets us apart:

- **Professional Development Opportunities**

- We believe in investing in our team members. Employees have access to funding for professional certifications, workshops, and conferences, helping you build skills that will last a lifetime.

- **Leadership Opportunities**

- Many of our employees are promoted to supervisory or managerial roles, gaining valuable experience in managing teams, planning events, and overseeing operations. You'll also have the opportunity to participate in the Student Rec Leadership Council or Safety Team, where you can influence decisions and contribute to the success of our programs.

- **All-Star Team Recognition**

- We celebrate excellence through our All-Star Team awards. This recognition highlights team members who go above and beyond in their roles, ensuring that your hard work never goes unnoticed.

- **Compensation and Perks**

- Our positions are competitively paid, and you'll have opportunities for promotions that come with increased responsibility and pay. Additionally, our employees enjoy flexible scheduling that works around your classes and personal commitments, making it easier to balance work and school.

- **Recognition**

- We host events like Spirit Week, a fun-filled week featuring activities, food, and opportunities to connect with your coworkers. At the end of each semester, we come together for banquets to celebrate achievements, reflect on our success, and enjoy some well-deserved recognition.

Learn More about employee benefits, upcoming events, and resources by visiting our website.

<https://www.marshall.edu/campusrec/current-employees/>

TEAM



GENERAL POLICIES & PROCEDURES FOR EMPLOYEES

The following are our expectations of everyone who works at the Recreation Center:

- **Clocking In/Out:**
 - Use ADP at the employee clock-in computer in the dugout.
 - Notify your supervisor if you forget to clock in/out.
 - Group fitness instructors, personal trainers, PEL instructors, and private swim instructors do not clock in and out except for meetings and trainings.
- **Scheduling:**
 - You are expected to work a minimum of two shifts per week.
 - You will be expected to work weekends.
 - A permanent schedule will be created by semesters, breaks or months depending on the area you are working in.
 - Event Staff shifts are available for anyone to pick up.
- **Breaks:**
 - Staff working over 6 hours receive one 20-minute paid break or two 10-minute paid breaks. Breaks must be approved by the manager on shift.
 - If you need to leave the building during your break, you must clock out for that time.
- **Substitution Policy**
 - You are responsible to find a replacement if you are unable to work for any reason. To find coverage, follow these steps:
 1. Drop your shift on SubltUp
 2. Put notice in GroupMe
 3. Text individual staff members
 4. Call individual staff members
 - You are responsible for your shift until it is picked up by another person. Your Supervisor will not approve anything until someone has requested your shift.



GENERAL POLICIES & PROCEDURES FOR EMPLOYEES

- **Uniform**

- Wear approved Rec Center shirt provided by your supervisor. This includes:
 - Rec staff shirt
 - All-star shirt
 - Staff ordered sweatshirt
- Hats or head coverings are not allowed (except for faith-based reasons).
- Pants should be worn at the waist without rips or tears.



- **Eating and Drinking**

- Full meals are not allowed at workstations.
- Beverages are allowed at workstations.
- Meals can be consumed in lobby, dugout or guard room while on break, or before or after shifts.

- **Non-Work-Related Activities that are prohibited**

- Reading, exercising, doing homework, or using personal technology during work hours.
- Socializing with friends or relatives while on duty.
- Personal phone calls.

- **Trainings and Meetings**

- Attendance is required at trainings and meetings.
- Missing trainings and meetings will result in a coaching report.



GENERAL POLICIES & PROCEDURES FOR EMPLOYEES

- **Two-way Radios**

- Radios are for communication between staff.
- Be professional, follow proper radio procedures and take care of the equipment.
- If you are assigned to use a radio in your position you are to have one on you and be able to always hear it.
- Radios are kept in The Dugout. When returning a radio after shift, turn it off before putting it on the charger.
- Report any malfunctions to Building Manager.

- **Radio Call Numbers**

- Call numbers are assigned to each department.
- A radio check will be performed at various times throughout the day. The Building Manager will announce each call number, and you are to respond with your name. The purpose of this is to check that radios are working and can be heard. If they do not hear a response, they will come to check on your area.

Rec 1 - Building Manager

Rec 2 - Pro Shop

Rec 3 - Welcome Desk

Rec 4 - Fitness Attendant

Rec 5 - Building Maintenance Attendant

Rec 6 - Aquatics

Rec 7 - Intramurals

Rec 8 - Outdoor Pursuits

Rec 9 - Camps/KNO

Rec 10 - Henderson Lifeguards



- **When speaking on the radio**

- Be professional – everyone will hear you!
- Use call number to call number language.
 - EX: "Rec 1 to Rec 2"
 - "Go ahead"
- Address professional staff and graduate assistants by name.





STAFF DEVELOPMENT AND ACCOUNTABILITY

Marshall Recreation has created a strategic and dynamic approach to provide a satisfying and productive work environment. This approach is built around a culture of **belonging** and **development**. This will be an ongoing process that will involve regular check-ins by your supervisors, reviews of your performance and development, pathways for further development and performance management when expectations are not met.

Employee Development

Competency based trainings: trainings will be conducted to ensure that you have the skills and knowledge needed to perform your job along with developing personal abilities to thrive in the workplace.

Competencies that will be focused on are:

- *Teamwork*
- *Leadership*
- *Communication*
- *Critical thinking*
- *Professionalism*
- *Health and wellbeing*
- *Diversity equity and Inclusion*

Pathways for Development: Each area has a pathway of learning to support you in your development and growth. These pathways are designed to assist with advancement to other positions within the recreation center and to prepare you for your future careers.

Additional opportunities that are available:

- *Certifications*
- *Conferences*
- *Cross Training*
- *Promotions*

PERFORMANCE MANAGEMENT

The Marshall Rec Center prioritize learning and development, but if you are not meeting the expectations stated, we have a process of coaching, counseling, and consequences.

Coaching Reports

- These reports are used to help clarify expectations, document the discussion and create a direction for future improvement.
- Consequences range from discussions, warnings, and points on your employee record up to termination.
- Used to document and address performance issues.



Performance Reviews: Employee reviews will be conducted within the first three to six months and then on a yearly basis. They are based on three aspects of the employee experience.

- An assessment of the current job and how you are performing.
- An assessment of how you have grown.
- Review of pathway for your further development.

Each area will conduct these reviews in a manner appropriate for the position.

At-Will Employment: Employment at Marshall Recreation Center is at-will and can be terminated at any time by either the Professional Staff or you.





THE FACILITY HOURS

SEMESTER HOURS

Fall hours begin the Sunday of WOW week in August and continue to the Saturday concluding exam week.
Spring hours begin the Sunday before the first day of classes and continue to the Saturday concluding exam week.

SUNDAY	MONDAY-THURSDAY	FRIDAY	SATURDAY
FACILITY	FACILITY	FACILITY	FACILITY
12PM-10PM	6AM-11PM	6AM-10PM	9AM-7PM
POOL & SPA	POOL & SPA	POOL & SPA	POOL & SPA
12PM-7PM	6AM-10AM 12PM-2PM 4PM-9PM	6AM-10AM 12PM-2PM 4PM-8PM	9AM-5PM
CLIMBING WALL	CLIMBING WALL	CLIMBING WALL	CLIMBING WALL
2PM-6PM	3PM-9PM	3PM-7PM	CLOSED

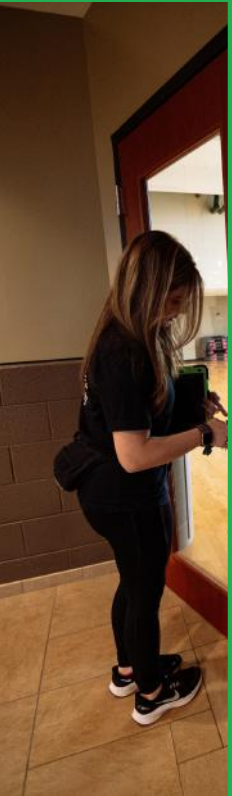
BREAK HOURS

Break hours begin the Sunday of the start of Break and continue to the Saturday before classes resume.

SUNDAY	MONDAY-THURSDAY	FRIDAY	SATURDAY
FACILITY	FACILITY	FACILITY	FACILITY
12PM-7PM	6AM-8PM	6AM-8PM	9AM-7PM
POOL & SPA	POOL & SPA	POOL & SPA	POOL & SPA
12PM-6PM	6AM-10AM 12PM-2PM 4PM-7PM	6AM-10AM 12PM-2PM 4PM-7PM	9AM-5PM
CLIMBING WALL	CLIMBING WALL	CLIMBING WALL	CLIMBING WALL
CLOSED	4PM-7PM	4PM-7PM	CLOSED



FACILITY POLICIES



Who can access the Recreation Center

- A current Marshall ID Card, Marshall Recreation issued key tag, or appropriate mobile app must be used to access the facility.
- Currently enrolled Marshall University and MountWest Community College students have access to the Rec. Non-students are eligible for memberships through their affiliation with Marshall University.
- Members must have a photo and liability waiver on file.
- Guests can self-sponsor for a one-day pass.

Age restrictions

- All youth, 13 and under, must be accompanied by an adult to enter the facility.
- <1 – 5 years of age: Membership required. Must always be accompanied by a parent/guardian. Not permitted in any fitness area or spa at any time.
- 6 – 8 years of age: Not permitted in any fitness area at any time, with exception to the indoor track (3rd floor). Permitted in other areas with a parent or guardian.
- 9 –13 years of age: Permitted into most areas, including all fitness areas, of the Marshall Recreation Center with direct parent/guardian supervision.
- Participants 13 and under must be directly supervised in the pool/spa by a guardian on deck or in the water.
- 14 years of age and older: Membership or guest pass required. Permitted into all areas of the Marshall Recreation Center without direct parent/guardian supervision.

Appropriate attire while using the Recreation Center

- Athletic type tops and bottoms in activity areas.
- Shirts must be worn in all non-aquatic areas.
- Clean, closed toe, fullback, athletic shoes with non-marking soles are required in all fitness activity space during active participation.
- Clothing that sends profane, inflammatory, or bigoted messages is prohibited.

Prohibited actions

- Personal belongings, gym bags, backpacks, etc. are not permitted in hallways, lobbies, or activity areas. Lockers and cubbies are available for storage of all items.
- Photography of any type is prohibited in the locker rooms.
- Only recognizable service animals are allowed in the building.

Campus Recreation is not responsible for lost, stolen or damaged items.

Lost and found items are recorded in the lost and found database at the welcome desk. Items not claimed within 30 days will be either discarded or donated to charity.

For more in depth information, please refer to the Manual Binder in the dugout.



FACILITY AREA POLICIES

Aquatic Center

- The Pool and spa cannot be used without a lifeguard on duty.
- Participants 13 and under must be directly supervised by a guardian on deck or in the water.
- The Vortex can be turned on by staff for 30 minutes at the top of every hour during the following times: Monday through Friday (4 pm-close) and Saturday & Sunday (1 pm-close). The vortex will be turned on during parties and rentals during the following times: Friday (5-7 pm) and Saturday & Sunday (12:30-2:30 pm & 3:30-5:30 pm). If there is no one using the vortex, the vortex will be turned off. During group swim lessons, private swim lessons, or Aquatic Fitness classes, the vortex will be turned off.
- Children under the age of 5 are prohibited from using the spa. (per Model Aquatic Health Code; Code 281) See the lifeguard for clarification.

Courts

- Courts are prioritized for informal recreation on a first come, first serve basis for basketball, volleyball, badminton, and/or pickleball.
- Clean, non-marking athletic shoes are required.
- Any objects or activities that could potentially damage the court or other members are prohibited. This includes but is not limited to twirling objects, jump ropes, roller skates, bikes, etc.

Climbing Wall

- A separate climbing wall waiver must be signed in order to participate.
- The use of chalk is limited to chalk balls or socks. Loose chalk or liquid chalk is not permitted within our facility.
- Tie hair back when necessary. All rings and jewelry should be removed prior to climbing.

Fitness Floors

- Athletic-type tops and bottoms are required in activity areas. Jeans, khakis, or shorts with embellishments are prohibited on the fitness equipment. Clothing that sends profane, inflammatory, or bigoted messages is also prohibited.
- Only drinks in a spill-proof unbreakable container is permitted in the fitness areas.
- Collars are required on all free bar lifts.
- The use of powdered chalk is prohibited.
- Closed-toe, full back, athletic shoes with non-marking soles are required in all fitness activity spaces during active participation. Participants are strongly encouraged to bring a second pair of clean footwear for their workouts. Dirty, muddy footwear is not permitted.

Group Fitness Studios

- Studio C is available for informal use during non-programmed times. Studio A, B, ThunderZone, and the Yoga studio are for programmed use only.
- The sound system and equipment are available for use only during scheduled group fitness classes in the Fitness Studios by properly trained fitness instructors.
- Studios should not be opened early for participants without the instructor present for the class.

For more in depth information, please refer to the Manual Binder in the dugout.





THE PROGRAMS

Aquatics

- Group Swim Lessons
- Private Swim Lessons

Safety Certification Classes

- CPR/AED for the Adult
- CPR for the Professional Rescuer
- Lifeguard Training
- Lifeguard Instructor Training

Competitive Sports

- Intramural sport leagues and tournaments

Fitness

- Group Fitness Classes
- Personal Training

Outdoor Pursuits

- Outdoor gear rentals
- Climbing classes

Youth Programs

- Summer and break kid's camps
- Kid's Night Out





EMERGENCY AND INCIDENT MANAGEMENT

The safety and security of students, members, and guests is paramount. Marshall Recreation Center ensures all programs, services, facilities, policies, and procedures align with industry standards.

Legal Considerations

Be familiar with these legal considerations as you perform your duties as a Recreation Center employee.

Duty to Act

As a Campus Recreation employee, you have a responsibility to take action in emergencies. Your top priority should always be the safety of our patrons. This means preventing accidents when possible and helping anyone who needs assistance.

Negligence

Negligence means failing to act with the level of care that a reasonable person would in the same situation. In other words, if you don't follow proper safety procedures, you could be considered negligent.

Standard of Care

Patrons expect us to follow safety standards. Our guidelines are based on trusted organizations like the American Red Cross, American College of Exercise and Sport Medicine, and NIRSA, along with state and local laws. These standards help us maintain a safe environment for everyone.

Liability

Liability means being legally responsible for your actions. If someone claims you didn't act properly and it caused them harm, they can sue you. For them to win, they must prove you had a duty to act, didn't meet that duty, and caused harm because of it.

West Virginia Good Samaritan Law

This law protects anyone who provides emergency care at the scene of an accident or crime. If you help someone in good faith and don't get paid for it, you can't be sued for any harm caused during your assistance. This applies even if you're not a medical professional.

Informed and Implied Consent

Before giving care, a person must give their permission (this is called informed consent). However, if someone is unconscious, confused, or too ill to respond, the law assumes they would give permission if they could (this is called implied consent). If a child needs help and their parent or guardian isn't around, implied consent also applies.



EMERGENCY AND INCIDENT MANAGEMENT

The safety and security of students, members, and guests is paramount. Marshall Recreation Center ensures all programs, services, facilities, policies, and procedures align with industry standards.

Emergency Equipment

- **Trauma Bags:** Located throughout the facility and restocked regularly.
- **Hip Packs:** Managers, Supervisors and Lifeguards must wear a hip pack during their shift. It is also your responsibility to verify it is properly stocked before using it.
- **AEDs:** Checked monthly and located on all levels by the elevators.
- **Biohazard Disposal:** Centralized biohazard bin in the laundry room.
- **Red Bucket:** Located at the Welcome Desk to be used for larger Biohazard cleanups.
- **Fire Extinguishers:** Located near each stairwell and emergency exit.
- **Backboards:** Located in the Aquatic Center.

Emergency Communications

- The **Welcome Desk** serves as the liaison during emergencies and other key personnel as needed.
- **Radio Use:** When an emergency is occurring in the building or a code has been called all radio communication not pertaining to the immediate emergency must stop.
- **MU Alert:** This is the Marshall University Emergency Messaging System. You can sign up for emergency notifications via Quick Links on your MyMU page.



EMERGENCY ACTION PLAN

Emergency Codes

- We have specific procedures for specific emergency events. They are called codes and are assigned a color.

Code	Meaning	Example
White	Non-fire Evacuation	Gas leak
Red	Fire Evacuation	Dryer catches fire
Blue	EMS Needed - Now	Cardiac arrest
Yellow	EMS Not Needed - Yet	Sprained ankle
Violet	Violence	Fight on the courts
Pink	Missing Person(s)	Child missing from camp
Indigo	Bodily Fluid Spill	Blood found on the courts
Green	All Clear	Resume normal operation

Incident and Accident Follow-Up

- Documentation: Incidents and accidents are documented electronically by the Building Manager or area Supervisor. It is essential to have every situation documented with detail.

Blood Borne Pathogens

- To avoid exposure to blood borne pathogens ALWAYS follow universal precautions:
 - Treat all blood and bodily fluids as if they are infectious for HIV, hepatitis, and other blood borne pathogens.
 - Use barrier protection which includes gloves, masks, goggles, and breathing barriers.
 - Follow proper decontamination procedures.
- If you happen to become exposed, contact your supervisor immediately.

NON-CODE EMERGENCIES

BEHAVIORAL EMERGENCY

this is a broad term to encompass several actions from minor to major incidents.

- The following are some examples:
 - Vandalism or theft.
 - Use of a controlled substance.
 - Improperly entering facility.
 - Not leaving facility when asked.
 - Verbal, physical or sexual abuse.
 - A person's behavior is out of control and that person becomes a danger to themselves or others.
- **If you are experiencing someone having a behavioral emergency, work with your Building Manager to control the situation as you are able and call MUPD.**

ACTIVE SHOOTER

A person targeting groups or individuals with a firearm. If this occurs, follow these directions.

RUN

When there is an active threat, and you are able, **run** away from the threat and call 911 ASAP!

HIDE

If running is not possible, **hide**. Block doors, avoid windows, turn off lights, silence your cell phone.

FIGHT

As a last resort, act individually or with a group to **fight**, disrupt, or incapacitate the shooter.

SEVERE WEATHER

- When the university schedule is altered due to severe weather, you will get information via MU Alert, social media, and local media.
- **The Recreation does not close for severe weather unless deemed necessary by the Director.**
- If the University cancels classes, Recreation Programs are also canceled. This includes Group Fitness, Swim Lessons, Intramural programs, and PEL classes.
- If you are scheduled for a Facilities shift you must plan on working if it is safe for you to come to the Rec.
 - If it is not safe for you to travel to work, you are to inform your supervisor immediately and you will not be considered no show.
- **Your supervisor will notify you as soon as they know if the Recreation Center is closed or operation on an alternate schedule.**





WELCOME TO
TEAM REC!

We are so happy to have you here!