UNIVERSITY OF CENTRAL FLORIDA
RECREATION AND WELLNESS CENTER

New Staff Training Presentation

2014-2015
Training Overview

- **Objective**
  - This training is to ensure all RWC employees will have a base line knowledge of RWC policies, procedures, programs and facilities.

- All employees are responsible for information in this training as well as all additional information from the Employee Handbook. Prior to the first day of employment, all employees should print out and sign the acknowledgement of review on the last page of the employee handbook. This must be presented when you arrive to complete employment paperwork.

- Each RWC employee must complete training before their first day of work. Those who do not complete it by this date will be removed from the schedule until they do so.

- For students with Disabilities: If you are in need of special accommodations to complete this training, please call Valerie Wexler at 407-823-2408.
MISSION

To foster healthy lifestyle choices and wellness through efficient services, comprehensive programs and high quality facilities. The Recreation and Wellness Center is designed to enrich Campus Life and advance the University educational mission.

VISION

The UCF Recreation and Wellness Center strives to both set and stay ahead of the national standards for university recreational programs and facilities by offering unique and innovative student development and leadership opportunities, while seeking to be inclusive and adaptable to the needs of all UCF students.
VALUES

- The following values guide how we deliver services to our participants.
  - SAFE
  - CLEAN
  - DEPENDABLE
  - QUALITY
  - FUN

- Each staff member is expected to understand and be able to apply each value to assist in making the best decisions for our programs, facilities and constituents while employed at RWC.
GOALS

- In the academic year 2009 – 2010, the RWC established 4 thematic areas to serve as goals or specific areas of continuous improvement.
- These goals differ from the RWC Values in that these goals are areas we are committing to improve, values are guiding principles that influence our behaviors and decisions each and every time we walk into the RWC.

- Risk Management
  - (Safety) Creativity
- Diversity
  - (Quality) Community
- Staff Development
  - (Dependable) Community
- Healthy Lifestyle
  - (Fun) Excellence
GOALS

- Risk Management
  - Utilizing the FAST Training Model for the Emergency Action Plan, students will be trained and able to respond to emergencies that may occur in the Recreation and Wellness Center.

- Diversity
  - In collaboration with the Office of Diversity Initiatives, the RWC will develop cultural competencies for all RWC employees to aid in establishing a more diverse and inclusive environment.
GOALS

- **Staff Development**
  - RWC employees will participate in various Team Development Programs and trainings to ensure staff are able to fulfill the mission of Recreation and Wellness Center.

- **Healthy Lifestyles**
  - Students will engage in Healthy Lifestyle behaviors as exhibited through participation in RWC programs.
Diversity Statement

We (RWC) aspire to create an environment in which we celebrate the differences we share across the spectrum of human diversity. Diversity is vital to an individual’s holistic development and the social fabric of the university. We are committed to creating an inclusive environment through hiring and developing culturally competent staff members, outreaching to under-served populations and providing facilities and programs that support all members of the UCF community. Our expectation of the RWC community is to embrace an open minded and respectful attitude toward individual differences.
UCF Creed

Integrity, scholarship, community, creativity, and excellence are the core values that guide our conduct, performance, and decisions as members of the UCF Community. These values continue to be a driving force in your decision making as a member of the RWC Staff.

- **Integrity** - I will practice and defend academic and personal honesty.

- **Scholarship** - I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

- **Community** - I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

- **Creativity** - I will use my talents to enrich the human experience.

- **Excellence** - I will strive toward the highest standards of performance in any endeavor I undertake.
STAFF
Program Staff

Gary Cahen
Associate Director

Assistant Director
IM Sports/RWC Park
Shane Land

IM Sports/RWC Park
Coordinator
Matthew Dunigan

Sports Officials

Graduate Assistant
IM Sports
Kari Budnik

Graduate Assistant
IM Sports
John Conley

Park Attendants

Graduate Assistant
Fitness
Valerie Wexler

Graduate Assistant
Fitness
Nick Deponte

Fitness Coordinator

Assistant Director
Fitness
TBD

Fitness Attendants
Group Ex. Instructors
Personal Trainers
Program Staff continued

Assistant Director
Outdoor Adventure
Nathan Vink

Coordinator
Outdoor Adventure
Andrea Snead

Athletic Training/ Risk Management Coordinator
Gaby Bell

Graduate Assistant
Outdoor Adventure
Alison Hughes

Graduate Assistant
Athletic Training
Haley Sweeney

OA Trips Staff
Climbing Tower Staff
Challenge Course Facilitators
Outdoor Adventure Center Staff
Lake Claire Staff

Sport Club Supervisors & Sport Club Council

Associate Director
Gary Cahen

Coordinator
Sports Clubs
Pamela Grega

Graduate Assistant
Sports Club
Lisa Fitzgerald
The radios are for professional communication only. All communication should be work related topics only.

All communication will start with your identification number and then the number of the person you are trying to contact. Staff radio #s are listed to the right.

700 Sport Clubs
801 Building Manager
802 Member Services
803 Fitness Attendants
804 Lap Pool Lifeguards
805 Leisure Pool Lifeguards
806 Climbing Tower
807 Group Ex and Spinning Studios
808 Building Manager – Leisure Pool
809 Intramural Sports
900 Athletic Trainers
1001 RWC Park
1002 Knights Plaza
Base = Main office
Lake Claire = Lake Claire
Custodial = Custodial
Maintenance = Maintenance
Student work room = Student work room
Professionalism

- Have a positive attitude while at work & during participation in all other RWC events:
  - Intramural Sports
  - Outdoor Adventure Trips
  - Group Exercise
  - Sport Club events
- You are held to a higher standard, and must remember that you are representing the RWC at all times.
Professionalism

- Be on time
- Dress appropriately
- Deliver exceptional customer service
Professionalism

- The purpose of staff uniforms is to clearly identify RWC employees to all that you come in contact with. Uniforms are to be worn only while at work.
- Employee shirts should always look neat and presentable.
- Undershirts should be grey, black or white. Long Sleeve undershirts should not have lettering down the sleeve.
Professionalism

Customer Service

- The expectation of an RWC employee is that you are able to find and provide information for patrons.
- Most information can be found on the RWC website.
- If you cannot find information on the web, direct patrons to specific area staff.

Not professional

Professional
Memberships

- **Types of Memberships**
  - **Student**
    - FREE for currently enrolled students
    - 5 Free guest passes per semester (to use at either the RWC or Leisure Pool)
  - **Daily**
    - Member guest $5
    - Non-Member guest $10
  - **Faculty/Staff**
    - Prices vary see website
  - **UCF Affiliated**
    - Prices vary see website
  - **Courtesy**
    - Prices vary see website
Reservations

What can be reserved?
- Most RWC facilities
  - Lake Claire Pavilions
  - Leisure Pool
  - Challenge Course
  - Artificial Turf Fields
  - See web site for full list
- Banner Space
  - Railing over looking current weight floor

Who can reserve?
- Registered Student Organizations (FREE)
- Campus Departments
- Non-affiliated Groups

How to reserve?
- Direct those interested to RWC website
- “Facilities” tab
- “Reservation Request” link
Hours of Operation

RWC Building Regular Hours

- Monday – Thursday: 6:00am – 12:00am
- Friday: 6:00am – 10:00pm
- Saturday: 9:00pm – 9:00pm
- Sunday: 11:00am – 12:00am

*Hours are subject to change due to Holidays, Winter Break & Spring Break

Website
rwc.sdes.ucf.edu
Technology

- For those employees who will have a computer account
  - Always lock your computer when you walk away
    - Shortcut (hit windows key+L)
    - The computers should auto lock after 7 mins, if this is not occurring place a CALL TICKET!

- Have a technology-related problem and need it fixed fast? Submit a call ticket!

- What warrants a CALL TICKET?
  - Anytime you are experiencing a computer issue
  - Refrain from calling the SDES IT department if at all possible
  - ALWAYS place a call ticket.
Technology

How do I place a call ticket?

- Go to Sharepoint
- Click on “Submit a Call Ticket” link
- Complete form
  - Your computer name will be needed
    - To find this right click the “My Computer” icon on your desktop
    - Click properties
    - Your computer name will be listed at the bottom of this window
    - This will assist the Computer Technician in locating your computer
  - Always choose “LOW”
  - DO NOT use “Urgent” as this is for extreme emergencies
- A computer tech will fulfill your request as soon as possible
RISK MANAGEMENT
Risk Management

In case of an emergency always think, F.A.S.T.

Find the problem
Assess the situation
Start communication
Take action/give care
Risk Management

- Employees must be CPR/First Aid certified within 30 days of hire date.
- Current employees must seek recertification before current certification expires. Failure to renew certification will result in removal from work schedule.
- CPR/First Aid class schedule can be found on the RWC website
Risk Management

Thorguard

- What is it?
  - A lightning prediction system

- What should I do?
  - You will be warned by our THORGUIDE lightning prediction system, which sounds one prolonged blast of the horns, signaling lightning is in the area.

  - You should inform all participants to leave their respective outdoor area.

  - As an employee, once you have cleared your area you should proceed to a shelter immediately.

  - The all clear of lightning is signaled by three five-second blasts of the horns.
RWC Website

- The RWC website is your one stop shop for just about all of the information about the RWC. There are several web pages with information but here are some of the most commonly visited pages. Please take a moment to check each of them out. (click the links)
  - RWC Homepage become familiar with this page
  - Group Ex Sign up direct patrons to this page to sign up for group ex classes
  - Intramural Sports Sign up this page shows you all of the current sports available
  - Building Hour Adjustments this page shows you adjusted facility hours
  - If you have questions, refer patrons to the website, as the majority of answers can be found here.
RWC New Hire Website

- RWC New Hire Website
- This page walks you through the hiring process in 5 steps including:
  - Filling out Hiring Packet
  - Personal Documentation you will need
  - Employee Handbook
  - Access to this RWC PowerPoint
  - Access to CPR and First Aid Schedules
  - Handbook and Answer Sheet
  - Risk Management Classes
RWC Sharepoint Website

- This page includes
  - Call Tickets (link to SDES IT site)
  - Kronos
  - Maintenance Requests
  - Marketing Request Form
  - Message Boards
  - Program area Sharepoint sites
  - N.I.R.S.A Bluefishjobs.com
  - Travel Requests
Developmental Opportunities

Where can you go within RWC & Campus Recreation?

- Promotion opportunities
  - Shift Lead, Lead staff, Building Manager
  - A Lead is a supervisory role within a program area or facility position.

- RWC Student Staff Advisory Council
  - These members are selected by the full-time staff to represent YOUR voice within each work group.

- Development Series Workshops
  - Throughout the semester the RWC offers a series of sessions open to all RWC employees focused on a variety of topics created by full-time staff, specifically geared towards you! Schedules are distributed at the beginning of each semester to all full time staff and graduate assistants.

- Committees
  - Risk Management, Healthy Lifestyles, Diversity, Training & Development, Philanthropy

- Conferences
  - NIRSA
  - External trainings and certifications
Facilities & Programs

- Two main components of the RWC are Facilities & Programs:
  - Facilities
    - Indoor & Outdoor
    - Member Services
    - Administration Office
      - Full-Time Staff
      - Maintenance
      - Custodial
    - Marketing
    - Building Managers
      - Park Supervisors
      - Sport Club Supervisors
  - Programs
    - Fitness
    - Intramural Sports
    - Outdoor Adventure
    - Sport Clubs
    - Aquatics
    - Athletic Training
    - *Regional Campus Recreation
FACILITIES
Indoor

- Four indoor multipurpose courts
- 2 Court MAC (Multi-Activity Court) Gym
- 2,024 sq. ft. Multipurpose Room
- Four Racquetball Courts
- 1/8 mile indoor track
- 14,530 sq. ft. weight floor
- 9,315 sq. ft. Cardio floor
- 41 ft. Climbing Tower
- Group Exercise Studio
- Spinning Studio
- Outdoor Adventure Center
- Athletic Training Room
- College of Education Gym
  - 3 additional multipurpose courts
Outdoor

RWC:
- 186,000 gallon Leisure Pool ranging from zero to five ft. deep
- Lap Pool (9 lanes)
- Four Sand Volleyball courts
- Three basketball courts
- Nine tennis courts
- 18 hole disc golf course (UCF Arboretum)

RWC Park:
- Six lit synthetic grass fields.
- Softball/baseball field
- Four Multipurpose fields
- Restroom Facility & Maintenance Building
- Pavilion and grills available for use

Challenge Course:
- High Elements; 10 total on two levels 25-45 ft.
- Low Elements; 11 total

Lake Claire:
- Three reservable pavilions with grills
- Equipment available for checkout: kayaks, canoes, cornhole and ladderball
- Pier with beachfront
- Open grass area
Member Services

- Access Control Point for RWC patrons
- Filter FAQs
- Responsible for calling 911 during the Emergency Action Plan
- Equipment Checkout
Administrative Office

- Place to obtain memberships
  - Guest passes

- Inquire about facility reservations

- Hiring paperwork

- Place to register for:
  - Personal Training
  - CPR/AED/First Aid classes
Marketing

- Responsible for:
  - Orientations
  - Signage
  - Enforce Marketing Policies & Design Standards
  - Sponsorships
  - Banner space
  - Create all design work for RWC programs and facilities

- Have a great marketing idea, inform your supervisor!!!

- NIRSA Creative Excellence Award Winning Staff
  - 2012-2013
  - 2nd Place Winner
  - Facility Publication Category
Knights Plaza

- Satellite facility located in Knights Plaza
- 8700 sq ft facility
- Cardio Equipment
- Selectorizor Machines
- Mind & Body Studio
Fitness

Five Components:
- Group Exercise
- Personal Training
- Fitness Orientations
- Fitness Assessments
- Assisted Workouts
- Special Events
Intramural Sports

- League Sports
- Tournaments
- Officials Development
Outdoor Adventure

We are dedicated to encouraging personal growth, enhancing social interaction skills and cultivating leaders through engaging & challenging outdoor adventure pursuits.

- Outdoor Adventure Center
- Climbing Tower
- Challenge Course
- Adventure Trips
- Lake Claire
- Special Events
Sport Clubs

- Sport Clubs are formed by Students motivated by a common interest and desire to participate in a specific sport activity, whether it is recreational, instructional, or competitive in nature. Sport Clubs are part of the Sport Club Council and are registered student organizations.
- Currently we have 42 Sport Clubs
- How to join or form a Sport Club:
  - Contact the SCC President, Sport Club Coordinator or an Officer of that club for more information.
  - Visit the Sport Clubs website
  - Create a profile on KnightSync
- See a complete listing of our clubs
Regional Recreation

The Recreation and Wellness Center is pleased to partner with the Student Government Association, Student Outreach Services and Regional Campus Student Services offices to extend our services to students on the following regional campuses:

- Cocoa
- Daytona Beach
- Palm Bay
- Rosen
- Sanford/Lake Mary
- South Lake
- Valencia West
Aquatics

- **Swim Lessons**
  - Beginner, Intermediate, Adult Lessons Available
  - Each session is 5 weeks long, 2 days a week

- **Private Swim Lessons**

- **Lap Pool**
  - 9 Lane Lap Pool

- **Leisure Pool**
  - Sunday- Saturday 11 am- 5 pm

- **Special Events**
Athletic Training

- Provide coverage primarily for Intramural Sports and Sport Club Events.
- A Certified Athletic Trainer will be accessible most evenings for evaluation and treatment of sport related injuries.
- [Open Clinic Hours](#) are posted online.
What is NIRSA?

- NIRSA stands for the National Intramural-Recreational Sports Association.
- NIRSA is the Professional Association for Collegiate Recreation Departments.
- Over 4,000 NIRSA members are represented on more than 700 campuses and universities, as well as on U.S. military installations, in public park and recreation departments, correctional facilities, not-for-profit organizations, and private enterprises.
- Check NIRSA.org for upcoming events.
Getting Paid

- Use your UCF Student ID to clock in & out at work
  - Check with your supervisor if you have more than one position within your workgroup as you will have an added step with clocking in

- KRONOS machines located around the RWC
  - Member Services Desk
  - Outside Athletic Training Room
  - Leisure Pool/Wet Classroom
  - RWC Park Building 321

- View your paycheck at http://www.my.ucf.edu
  - Employee Self-Service
Quiz Time!

- Yes, that’s right. It’s time for you make sure you were paying attention. You must pass with a 100% but feel free to use the resources at your fingertips.
- The answer sheet for the quiz is located on the New Hire website on the same sheet as the Handbook Acknowledgement.

Good luck!

1. What are the two main components of the RWC?
   a) Indoor and Outdoor
   b) Facilities and Programs
   c) Park and Building
   d) Intramurals and Recreation

2. What are the five values of the RWC?
   a) Clean, Safe, Dependable, Quality, Fun
   b) Smart, Clean, Safe, Community, Scholarship
   c) Earth, Wind, Fire, Sun, Heart
   d) Leadership, Fun, Health, Development, Growth

3. What are two components of the RWC mission statement?
   a) Excellence and Integrity
   b) Character and Skill
   c) Mental health and decision making
   d) Healthy lifestyle choices and enriching campus life

4. What is the radio code for athletic trainers?
   a) 801
   b) 805
   c) 300
   d) 900

5. What are the 4 steps in F.A.S.T.?
   a) Figure out what’s going on, Always wear gloves, speak loud, take person out of environment
   b) Find the problem, Assess the situation, start communication, take action/give care
   c) First don’t endanger yourself, ask for help, stay out of the way, turn away others who want to use the area
   d) Find the problem, act fast, start yelling, take action/give care
6. What is the RWC website?
   a) recreation@ucf.edu
   b) RecreationalSports.ucf.org
   c) Ucf.edu/rwc
   d) Rec.ucf.edu

7. What are the RWC hours Monday-Thursday?
   a) 8:00am-10:00am
   b) 6:00am-12:00am
   c) 7:00am-11:30pm
   d) 6:00am-10:00pm

8. What are two of the seven program areas?
   a) Club Sports and Team Sports
   b) Rock Climbing and Cardio
   c) Aquatics and Intramurals
   d) Weight lifting and Basketball

9. The RWC believes what about diversity?
   a) It is only about the color of one’s skin.
   b) It is vital to an individual’s development and the social fabric of the university.
   c) Diversity is only a human resource issue.
   d) Diversity issues are just another fad.

10. What are two components of the Fitness program area?
    a) Group Exercise and Wellness Center
    b) Personal Training and Massage Therapy
    c) Assisted Workout and Nutrition Services
    d) Group Exercise and Personal Training

11. What are the four RWC goals?
    a) Risk Management, Diversity, Staff Development, and Healthy Lifestyles
    b) Integrity, Scholarship, Community, Creativity, Excellence
    c) Education, International Prominence, Research, Diversity
    d) Creativity, Education, Risk Management, Integrity

12. What is the radio code for the Building Managers?
    a) 801
    b) 1000
    c) 101
    d) 812

13. _______ is the name of the system we use to “clock in”.
    a) Pay-Way
    b) Tik-Tok
    c) Kronos
    d) Time-Keeper

14. What are two components of the Outdoor Adventure program area?
    a) Surf Club and RecFest
    b) RWC Park and Lap Pool
    c) Lake Claire and Climbing Tower
    d) Stadium Run Class and Sand Volleyball League

15. Which is not a sport club?
    a) Basketball
    b) Table Tennis
    c) Soccer
    d) Roller Hockey

16. Which two cities below house UCF regional campuses?
    a) Oviedo and Christmas
    b) Ocoee and Winter Park
    c) Palm Bay and Daytona
    d) Ormond and Viero

17. How many days after start date do you have to obtain CPR/AED/First Aid certifications?
    a) 3.14156 days
    b) Must be certified prior to being hired.
    c) 1 semester
    d) 30 days

18. Where is the satellite facility located?
    a) Student Union
    b) Basement floor of Howard Phillips Hall
    c) Knights Plaza
    d) Ferrell Commons
Welcome to the RWC Team!

- Your supervisor will receive all of the quizzes and they will be graded. You must pass with 100%.
- Once completed, take your Handbook Acknowledgement form with the Quiz Answers to your New Hire appointment with the Office Manager, at which time you can complete your hiring paperwork.