I. Introduction

Welcome to the Campus Recreation staff at Roanoke College, where we employ over 100 students in various capacities. We hope that you enjoy being a part of our team as we strive to provide the best program possible for our students and the rest of the campus community. This handbook is provided to guide our employees in the functions of their job within their program area and the department. Job expectations, responsibilities and evaluations are also covered. Employees should know and understand the policies listed in this handbook. If any specific questions or problems arise that are not covered, please ask your program coordinator.

II. Mission Statement

Campus Recreation strives to enhance campus life by offering a wide range of engaging programs and activities to encourage healthy lifestyles and maximize the participation and satisfaction of students and the Roanoke College community as a whole.

III. Organizational Structure

Campus Recreation works as a collective team to accomplish many of its goals. However, for most programming purposes the department is setup in 3 program areas each with 3 specific programs.

IV. Job Descriptions

The following job descriptions will cover the expectations and responsibilities of the Outdoor Adventures staff:

- Outdoor Adventures Senior Lead Guide
- Outdoor Adventures Lead Guide
- Outdoor Adventures Assistant Guide
Outdoor Adventures Senior Lead Guide

Overview
The Outdoor Adventures Senior Lead Guide, reporting to the Adventures Coordinator, is a leader within the Outdoor Adventures program who must show a high level of commitment to its success. The Senior Lead Guide will supervise the Lead Guides, Assistant Guides and Center Attendants and is responsible for planning and leading various OA trips.

Hours
- Approximately 10-12 hours per week
- Most trips run on the weekends but requires meeting and planning during the week

Responsibilities
- Be on time and ready to work when scheduled and responsible as a key holder
- Recruit, hire, train, schedule, supervise, and evaluate Lead Guides and Assistant Guides
- Plan and implement various OA trips including hiking, climbing, mountain biking, whitewater rafting, kayaking, and skiing
- Make safety the top priority during transit as well as during the activity itself
- Coordinate with vendors and outfitters to make reservations and submit orders
- Use credit card responsibly when making purchases for the program
- Submit timely van reservation requests as needed
- Submit timely marketing requests to marketing assistant for upcoming programs
- Respond to emergency situations according to level of first responder training
- Maintain an updated inventory of all OA equipment and notify director of repair needs
- Attend regular Campus Recreation leadership staff meetings
- Conduct regular Outdoor Adventures staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

Qualifications
- Must be a currently enrolled student in good standing
- Possess a valid driver’s license
- Current First Aid and CPR/AED certification or willingness to become certified
- Current Advanced Wilderness First Aid certification or willingness to become certified
- Thorough knowledge of running trips outdoors in varying conditions
- Exceptional communication skills and proven leadership qualities
- Desire to work as part of a team
- Prior experience as an assistant guide is required
Outdoor Adventures Lead Guide

Overview
The Outdoor Adventures Lead Guide, reporting to the Outdoor Adventures Senior Lead Guide, is a leader within the Outdoor Adventures program who must show a high level of commitment to its success. The Lead Guide assist in supervising the Assistant Guides and is responsible for planning and leading various OA trips.

Hours
- Approximately 8-10 hours per week
- Most trips run on the weekends but some activities and meetings take place during the week

Responsibilities
- Be on time and ready to work when scheduled and responsible as a key holder
- Recruit, hire, train, schedule, supervise, and evaluate assistant guides
- Plan and implement various OA trips including hiking, climbing, mountain biking, whitewater rafting, kayaking, and skiing
- Make safety the top priority during transit as well as during the activity itself
- Use credit card responsibly when making purchases for the program
- Submit timely van reservation requests as needed
- Submit timely marketing requests to marketing assistant for upcoming programs
- Respond to emergency situations according to level of first responder training
- Maintain an updated inventory of all OA equipment and notify Senior Lead guides of any repair needs
- Attend regular Outdoor Adventures staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

Qualifications
- Must be a currently enrolled student in good standing
- Possess a valid driver's license
- Current First Aid and CPR/AED certification or willingness to become certified
- Current Wilderness First Aid certification or willingness to become certified
- Thorough knowledge of running trips outdoors in varying conditions
- Effective communication skills and proven leadership qualities
- Desire to work as part of a team
- Prior experience as an assistant guide is required
Outdoor Adventures Assistant Guide

Overview

The Outdoor Adventures Assistant Guide, reporting to the Outdoor Adventures Senior Lead Guide, is a valuable component within the Outdoor Adventures program that is responsible for assisting the OA leadership staff in running various OA trips.

Hours

- Approximately 6-8 hours per week
- Most trips run on the weekends but some activities and meetings take place during the week

Responsibilities

- Be on time and ready to work when scheduled and responsible as a key holder
- Assist in planning and implementing various OA trips which include backpacking, hiking, rock climbing, mountain biking, paddling and skiing
- Check in participants upon arrival for each trip or activity
- Make safety the top priority during transit as well as during the activity itself
- Respond to emergency situations according to level of first responder training
- Assist in maintaining Outdoor Adventures equipment
- Attend regular Outdoor Adventures staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

Qualifications

- Must be a currently enrolled student in good standing
- Possess a valid driver’s license
- Current First Aid and CPR/AED certification or willingness to become certified
- Current Wilderness First Aid certification or willingness to become certified
- Prior experience participating in outdoor recreation preferred
- Effective communication skills
- Desire to work as part of a team
Outdoor Adventures Center Attendant

Overview
The Outdoor Adventures Center Attendant, reporting to the Outdoor Adventures Senior Lead Guide and OA Center Supervisor is a valuable component within the Outdoor Adventures program that is responsible for assisting the OA leadership staff in running various OA trips. The Outdoor Adventures Center Attendant is directly responsible for gear rentals and the cleaning and maintenance of equipment.

Hours
- Approximately 6-8 hours per week
- OA Center hours will be in the late afternoons and evenings as well as other times deemed necessary

Responsibilities
- Be on time and ready to work when scheduled and responsible as a key holder
- Maintain familiarity with Outdoor Adventures trips and activities calendar
- Monitor the Outdoor Adventures Center while on duty
- Keep the facility clean, neat and organized
- Facilitate gear rentals including backpacks, tents, sleeping bags, kayaks, mountain bikes and other equipment to participants
- Keep an updated inventory of equipment and supplies and notify the Adventures Coordinator of any needs
- Ensure all equipment is in working order
- Respond to emergency situations according to level of first responder training
- Attend regular Outdoor Adventures staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

Qualifications
- Must be a currently enrolled student in good standing
- Prior knowledge of outdoor recreation equipment is preferred
- Effective communication skills
- Desire to work as part of a team
- Ability to work independently
V. Certification Requirements

Senior Lead Guides are required to have CPR/AED and at least Advanced Wilderness First Aid for their employment. Lead Guides and Assistant Guides are required to have CPR/AED and at least Wilderness First Aid for their employment. If their certification expires during their employment, they are required to take the recertification course. CPR/AED courses will be offered throughout the year. Wilderness First Aid and related courses can be coordinated through their program coordinator.

VI. Meetings

Regular meetings and in-service trainings will be held with the staff to address concerns and ensure competency in job functions and abilities. These meetings will be held at a common time in which everyone is available. The supervisor will also serve on the Campus Recreation leadership team to ensure the needs of the program are covered.

VII. Scheduling Procedures

Each Lead Guide and Assistant Guide must send their weekly availability to the Senior Lead Guides prior to each semester. The Senior Lead Guides will compile the schedule then send to everyone via email as well as discuss the schedule of upcoming events at each guide meeting. You are responsible for checking your email to receive your schedule and be aware of any changes that might have occurred.

The Senior Lead Guides will make an effort to see that your schedule is met and you receive as many hours as possible. This will depend upon the needs of the program and the number of employees on staff as well as the employees’ availability and reliability.

VIII. Shift Coverage

The supervisor will setup a group text message to allow for quick and efficient communication, particularly when it comes to shift coverage. If you are in need of shift coverage for any reason, it is your responsibility to find a substitute. Please send a text message to the group as soon as you know you cannot make a scheduled shift so your fellow employees have ample amount of time to determine if they can cover for you. Once someone agrees to take your shift, it becomes their responsibility to work the scheduled hours.

If you are unable to find someone to cover your shift, then it is your responsibility to show up to work that shift. If you absolutely cannot work the shift, it is crucial to notify the supervisor as soon as possible so the pool can be closed in advanced. Failing to obtain shift coverage will result in disciplinary action.

If you are in need of a substitute due to an unforeseeable event (sudden illness, family emergency, etc.), contact the supervisor immediately and he/she will try to find someone to cover your shift. If possible, please make every effort not to wait until the last minute to do so.

IX. Dress Code

Each employee is required to show up to work in the proper attire in order to maintain the highest level of professionalism. Employees should wear a Campus Recreation staff shirt or hoodie, or a shirt displaying the specific class type with appropriate shorts or pants and footwear. It is necessary to wear your staff shirt so you are easily identified by participants. Failing to wear proper attire will result in a strike.
X. Job Procedures

Clocking In/Out

All employees are required to clock in/out at the beginning and end of their shift. The online timeclock can be accessed at intranet.roanoke.edu/timeclock. Clocking in/out can be done at the front desk computer in Bast 220. Employees are permitted to clock in no more than 7 minutes prior to their scheduled shift and should clock out within 7 minutes of their shift ending. If an employee forgets to clock in/out, they should notify their program coordinator immediately so it can be manually adjusted. Forgetting to clock in or out more than once per pay period results in a strike.

Timesheets

All student employees are required to submit a timesheet to their program coordinator on a bi-weekly basis. Timesheets can be generated using the “Report” menu on the online timeclock. Timesheets should be put in the correct folder in Bast 220 by Monday morning at 9:00am for a given pay period. For timesheets submitted late, there is a chance that it will not be processed for payment until the following pay period. The payroll calendar can be found at http://www.roanoke.edu/inside/a-z_index/business_office/payroll.

Key Access

Each employee will be issued a key which is to be used to access the facility only for programs and events acknowledged by Campus Recreation. Key holders are responsible for the access and security of the facilities being used. The door to the facility should be locked at all times unless an employee is on duty. If a key is lost, please notify your program coordinator as soon as possible. Keys should be turned in to Campus Safety when employment ends or upon request.

XI. Specific Assignments

Lead Guides will be given specific assignments in addition to their regular job duties. These may include supervising the OA Center, managing the medical kits and coordinating regular on- and off-campus programs and activities.

XII. Trip Management

Pre-Trip Procedures

Guides are responsible for completing trip itineraries, submitting van reservation requests, marketing requests and credit card requests as well as posting signup sheets at the Campus Recreation front desk for each trip that he/she runs. These forms are available on the Outdoor Adventures OrgSync page and should be submitted well in advance to ensure there is time for processing. The credit card can be picked up between 9:00 am – 4:00 pm Monday through Friday unless prior arrangements are made. Additionally, the guides should post the signup sheet for a trip no later than noon on the Monday before the trip. Step-by-step instructions to finding and filling out appropriate forms is located in Appendix B, on page ii.

The primary way to contact participants is via email, both through Orgsync and personal Roanoke emails. There is always an email informing the student body of our trips in the coming weekend, and an email to the participants who have signed up for a specific trip. Guidelines on how to compose an email with the information needed can be found in Appendix C, page iii.
**Trip Procedures**

Guides are expected to arrive on time, pick up the keys for the vans from Campus Safety and prepare needed equipment prior to the participants’ arrival. After checking the attendance in conjunction with the signup sheet, the guides should make any necessary announcements then load the vans. Guides should always drive responsibly during transportation to the trip destination.

During the activity, guides should assume their responsibilities as lead and sweeper and assist participants as needed. Assistant Guides should support Lead Guides as requested. If first aid is required, guides should only act within their level and scope of training. Activate emergency response as needed. All incident report forms should be submitted to the director immediately upon return to campus or as soon as possible.

After the activity, guides should provide safe transportation back to campus. After unloading, the equipment should be stored in its appropriate location. An accurate and complete signup sheet showing which participants attended should be turned in to the director on the Monday following the trip.

For additional information, refer to the guide training handbook.

**XIII. Accountability**

**3-Strike Policy**

Each employee will be held to a strict 3-strike policy per semester. Employees will be notified of any and all strikes via email and will always be given the option to appeal.

Infractions that will be given 1 strike include:

- Failing to fulfill job duties
- Showing up late to work
- Wearing improper attire
- Inappropriate use of computer, cell phone or other technology
- Forgetting to clock in/out more than once per pay period

Some infractions are more egregious and result in 2 strikes. These include:

- Showing a complete disregard for job duties
- Failing to show up to work

An employee reaching 1 strike will receive an email notification. Reaching 2 strikes requires a meeting with the program coordinator. If the employee reaches 3 strikes during the semester, disciplinary action will be taken including suspension or even termination.

**Earning Strikes Back**

Strikes can be earned back by stepping up in some capacity in order to help the department complete various tasks. Employees seeking to earn a strike back should inquire with their program coordinator. Generally, committing 1 hour of time will result in 1 strike being earned back. Employees will be notified via email when a strike has been successfully earned back. A maximum of 2 strikes can be earned back per semester.
Immediate Termination

Some infractions may result in immediate termination (and referral to Student Conduct). These include but are not limited to:

- Stealing
- Sexual harassment
- Making racist or obscene statements to or about another individual
- Showing up to work under the influence of alcohol or drugs

XIV. Pay Raises

The department anticipates giving pay raises to employees for each semester of work based on satisfactory job performance. The amount of the pay raise is dependent on the number of strikes accumulated during the semester. Strikes earned back are taken into consideration when determining the amount of the pay raise.

<table>
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<td>2</td>
<td>5 cents</td>
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<tr>
<td>3</td>
<td>0 cents</td>
</tr>
</tbody>
</table>

Working during the summer for a minimum of 12 weeks will count as an additional semester of service in which a pay raise can be earned.

XV. Inclement Weather

In order to protect the safety of staff and participants, programs may be canceled in the event of inclement weather. If inclement weather is in the forecast, the director, program coordinator and supervisor will make the decision as soon as possible then notify the staff accordingly. If no notification has been received, then employees are expected to be at work on time as scheduled.
Appendix A

Payment Procedures for Trips

Backpacking
• All guides are paid for the entire time

Biking
• All guides are paid for the entire time

Bouldering (Outdoor)
• All guides are paid for the entire time

Caving
• All guides are paid for the entire time

Hiking
• All guides are paid for the entire time

Kayaking/ Paddling
• All guides are paid for the entire time

Ski and Snowboard
• All guides are paid for only drive time
• Must teach in order to be paid for the entire time

Trampoline Park/ Ice Skating
• All guides are paid for only drive time

Rock Climbing (Indoor and Outdoor)
• All guides are paid for only drive time
• Must belay 3+ times or teach in order to be paid for the entire time

White Water Rafting/ Hang-gliding
• All guides are paid for drive and camp time
Appendix B

Overview

All the documents you need (Motor Pool Reservation, Credit Card Request, Marketing Request, Trip Sign-Up Sheets and Medical Forms) are located on the Outdoor Adventures Program page on Orgsync.

Forms – Located under the “Forms” tab

Motor Pool Reservations

- Must be submitted at least 2 weeks in advance of the trip date
- For the name of the event, include the hike name, i.e. Hiking McAfee Knob
- Number of vans is always 2

Credit Card Requests

- Must be submitted at least 24 hours in advance
- Must provide what the card is needed for, i.e. Admission into River Rock Climbing Gym

Marketing Requests

- Must be submitted at least 2 weeks in advance
- Trips are “short-term” EXCEPT for the Catawba Challenge, weekly rock climbing, snow trips, white water rafting and hang-gliding
- Choose the poster and table tent format options
- Choose “Yes” for the RCTV option
- In “Additional Information” include the time of departure and where to meet (in front of Bast 220 at the sofas)

Documents – Located under the “Files” tab and in “Trip Planning” folder

These documents need to be printed when there is none left.

Medical Forms

- Print out before the trip for those who are new to Outdoor Adventures or their forms have been lost

Sign-up Sheets

- Sheets must be filled out and posted Monday morning before noon
- The following are typical participation limits:
  - Hikes: 15 participants
  - Ski: 6 participants
  - Climbing: 10-13 participants
  - Kayaking/Stand-up: 5-8 participants
- Mark the number after the carrying capacity with "Wait List"
- Write down the lead guides on the trip
Documents – Located under the “Files” tab and in “OA Center Docs” folder

Gear Rental Forms
- Print when there is none left
- Renter fills out highlighted parts, guide fills in the table
Appendix C

Emails

General Email to Public (via Orgsync)

- **Sent out when signup sheet is posted**
- Go to your inbox on OrgSync
- Click on "Send a Message" button
- In the "Select Recipients From" field, choose "Outdoor Adventures Program"
- Click on the "Lists" tab underneath the recipients field
- Select "All Organization Members"
- Subject should have trip name and date (e.g. McAfee Knob Hike, Dec 6)
- Message should include:
  - Date and location of hike
  - Small description of hike (easy? short? swimming available?)
  - Approximate meeting and return time
  - Where to sign up (Bast 220)
  - Price if applicable

Participant Email (via regular email)

- **Sent out night before trip**
- Remind them of the trip date, time and location of meeting place
- Include approximate departure and return times
- What to bring, what is provided (e.g. transportation, gear)

Wait List Email (via regular email)

- **Sent out night before trip**
- Remind them of the trip date, time and location of meeting place
- Include approximate departure and return times
- What to bring, what is provided (e.g. transportation)
- Remind them that they are on the waiting list and will be contacted the morning of the trip if a spot opens up. OR that they can show up at the meeting place and hope they get a spot