SCHEDULING POLICIES AND PROCEDURES

Purpose: These policies and procedures are used to keep a consistent protocol with all the Fitness & Wellness Staff for scheduling and subbing.

Scope: These policies are used for all the Fitness & Wellness staff.

Policies:

I) GROUP FITNESS SCHEDULING POLICY
a) The Group Fitness Instructors must submit their individual semester availability to the F&W Professional Staff by the date specifically designated.
   i) The supervisor has the responsibility to schedule the instructors’ classes based on demand for the classes, appropriate time slots for patrons, and availability of both the facility and individual.
   ii) Failure to submit availability by the designated date can result in not receiving any classes on the final schedule.
   iii) Only Fitness & Wellness specified staff are able to access and utilize FTR without reservation. This staff is specifically trained by the Fitness & Wellness Professional Staff to properly and safely use the equipment and room.

II) GROUP FITNESS SUBBING POLICY
a) All subs must be finalized 48 hours prior to the class, unless there are extenuating circumstances approved by the Assistant Director or Specialist.
   b) All must use the phone list to call and email all relevant instructors before contacting Assistant Director or Specialist.
      i) If there is an injury or illness emergency, contact the AD or Specialist first.
   c) If the instructor cannot find a sub, they are still responsible for teaching their assigned class.

III) PERSONAL TRAINING SCHEDULING POLICY
a) The trainer must contact the prospective client via telephone within 24 hours to set up the initial fitness assessment.
   i) The trainer will send a follow-up email recapping the phone conversation for documentation and verification. If the client does not pick up, the trainer will leave a voicemail and send a follow-up email.
b) Once the fitness assessment is complete all appointments can be scheduled via communication with the trainer and client.

   i) All sessions must be recorded on the Google Doc.

c) To cancel a session, clients must contact the trainer at least 24-hours prior to the appointment.

   i) Failure to comply with this policy may result in the session being forfeited and the client will be charged accordingly.

d) If a session is forfeited and the trainer is in the facility, the trainer will be paid for the session.

e) All clients are responsible for contacting the trainer if he/she will be more than 5 minutes late.

f) Trainers are responsible for waiting 15 minutes for late arrivals.

   i) If an appointment is a no show, the trainer will document this on the session summary sheet.

   ii) It is the trainer’s responsibility to communicate that late arrivals receive the remaining portion of their session (ex. 15 minutes late = 45 minute session).

g) If a trainer is late for a session, that time is owed to the client.

   i) This may be done during that particular exercise session (if the client is able to stay for the extended period) or time should be added to a future exercise session.

   ii) An attempt should be made to contact the client as soon as the trainer realizes that he/she may be late.

h) If a trainer must cancel an appointment with the client (this may only be under extenuating circumstances) that session is owed to the client.

   i) An effort should be made to reschedule this session as soon as possible.

IV) FITNESS MONITOR SCHEDULING POLICY

a) Fitness monitors will submit their preferred work schedules via email to the Monitor Manager by a date specified by the Monitor Manager.

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b) If a monitor does not submit their preferred shifts by the specified date, they may not get assigned any shifts for the semester.

V) FITNESS MONITOR SUBBING POLICY

a) All subs must be finalized 48 hours prior to the shift, unless there are extenuating circumstances approved by the Assistant Director and Specialist.

b) All must use the phone list and GroupMe prior to contacting the AD and Specialist.

c) All subs must be submitted and approved in writing (i.e. text or email) to the AD or Specialist.

d) If the monitor is unable to find a sub for their shift, they are still responsible for working that shift.