

EMPLOYEE ACCOUNTABILITY POLICY

Purpose: Policies and procedures for documenting employee accountability.

Scope: Applies to all hourly employees.

The positions within Rec Sports require tremendous responsibility, communication, and professionalism. Rec Sports uses a progressive accountability system as a method of employee management. The following accountability system outlines the point-based system for addressing violations of Rec Sports policies and expectations for student employees across all positions. This system is designed to provide clarity and consistency in addressing student employee conduct while promoting accountability. A continued pattern of policy violation may be cause for termination. Employee accountability will be implemented through a point system.

Setting Yourself Up for Success at Rec Sports

At Rec Sports, our team thrives when we commit to professionalism, teamwork, and a shared dedication to creating an inclusive and engaging environment. Our accountability system is designed to support a culture of responsibility, helping all employees meet expectations and contribute to a positive workplace. By focusing on these key behaviors, you'll set yourself up for success and ensure a great experience for yourself, your team, and our participants:

- **Communicate Effectively** – Foster a welcoming environment by keeping teammates, supervisors, and participants informed. Clear, respectful communication helps ensure smooth operations and a great experience for everyone.
- **Be Proactive** – Take initiative by anticipating needs and addressing challenges before they arise. A proactive mindset supports a culture of excellence and teamwork.
- **Be Punctual** – Show respect for others' time by arriving prepared and ready to contribute. Reliability helps create a seamless experience for both staff and participants.
- **Embody Our Values** – Uphold the principles of **Ram Fam, Excellence, Customer Service**, and the **Spirit of Recreation** in your daily interactions. Your actions help bring these values to life.
- **Take Pride in Your Work and Our Brand** – Represent Rec Sports with professionalism, enthusiasm, and a commitment to making every interaction positive and meaningful.

Our accountability system is in place to ensure fairness, consistency, and alignment with these expectations. By integrating these behaviors into your role, you'll contribute to a positive work environment while developing valuable skills that will benefit you beyond Rec Sports.

Point System Guidelines

If an employee accumulates 6 points during a semester, their employment with UGA Rec Sports is subject for termination. Points can be accumulated by student employees by various violations. At the conclusion of each semester, all accumulated disciplinary points for Rec Sports student employees will be cleared. This reset ensures student employees have a fresh start and encourages adherence to Rec Sports policies and expectations. However, it is important to note that repeated violations within the same academic year may result in progressive disciplinary action.

Coaching and Disciplinary Action

If a student employee displays actions that infringe upon the standards and violations set forth, a write-up must be issued for said employee. The following is the procedure by which one shall

abide given the need for disciplinary action. Unless otherwise specified in this document, area or direct supervisor is defined as professional staff, graduate assistants, or professional interns responsible for the functional area in which the student is employed. Manager is defined as a student manager, supervisor, or program assistant.

1. If a professional staff member or student manager/supervisor observes actions that directly negate our policies and procedures, they must first notify the employee that a write-up is being issued. Depending on the severity of the issue, the student employee's direct supervisor must also be notified via email or phone call. The communication with the student must occur privately in a professional manner.
2. Student employees will sign off on all accountability documentation unless the student is not present on shift at the time the accountability documentation is completed. Area supervisors will send an email notifying student employees anytime points are accrued.
3. After a student accumulates 3 points, the student employee must meet with their area supervisor to discuss the employee's performance within 1 business week of the email notification or have the meeting scheduled within 1 business week of being notified. If this meeting does not occur, the employee will incur additional disciplinary repercussions. During this meeting, an employee accountability form will be filled out, an improvement plan will be created, and the employee will be reminded of the point system.
 - a. The student employee will be given the opportunity to add any comments they deem necessary on the employee performance report when they meet with their area supervisor.
4. After a student accumulates 5 points, the student employee will be removed from any scheduled shifts until they meet with their area supervisor to discuss their performance. This meeting must be scheduled within 1 business week of the email notification. If this meeting does not occur, the employee will incur additional disciplinary repercussions. During this meeting, if an improvement plan has not already been created, an improvement plan will be created, and the employee will be reminded of the point system. If an improvement plan is already in place, this plan will be revisited and revised (if needed). If deemed necessary, the area supervisor can place the student on probation or suspension after the disciplinary meeting as part of the improvement plan. In the case a student works in multiple areas, all area supervisors should be present for the disciplinary meeting.
 - a. The student employee will be given the opportunity to add any comments they deem necessary on the student employee accountability form when they meet with their area supervisor.
 - b. If needed, area supervisors may choose to remove the student from all shifts starting the week following to find ample coverage for student shifts. Students will still be expected to schedule a meeting with their supervisor within 1 business week of the email notification of their 5-point accrual.
5. If a student accumulates 6 points, the student employee will be subject to immediate termination. A notification email will be sent to the student employee, outlining that they have reached 6 points and will be removed from the schedule immediately while their performance documentation is under review. This email will also include the employee performance documentation form. The termination decision will be made by the supervisor after careful review of the student employee's record and the severity of the violations. Separation forms are completed by the area supervisor, and the student employee is no longer an employee of Rec Sports. Upon termination, the student employee will be required to return all Rec Sports property.

6. Area supervisors and managers are encouraged to coach employees on policies and procedures when 1 point or 0.5-point violations are noticed. A verbal warning may be given only on 0.5-point violations and only on their first occurrence. Any 0.5-point violations after this first occurrence will result in an immediate point violation. Verbal warnings should be documented by the issuing supervisor/manager to ensure numerous verbal warnings have not been given to the same student for repeated offenses.
7. In the case a student works in multiple areas, initial disciplinary meetings will default to the supervisor of the area in which most of the points have been accrued.
 - a. Area supervisors are encouraged to collaborate and communicate regarding disciplinary actions involving shared student employees. If preferred, they may hold joint disciplinary meetings with shared student employees.
 - b. For students working in multiple areas, all area supervisors should be present for disciplinary meetings for employees with 5 or more points.

Violations and Point-Assignment

Immediate Termination Violations

Includes but are not limited to, very serious behaviors or actions which may endanger the safety or wellbeing of staff & participants, or are violations of State of Georgia law, University of Georgia, or UGA Rec Sports policies and procedures. Immediate termination includes but is not limited to the behaviors below.

- Theft or intentional damage of department, University, or another person's property
- Falsification of timesheets/payroll
- Falsifying documents
- Reporting to work under the influence of illegal drugs or alcohol
- Use of alcohol or illegal drugs while on duty
- Creating or contributing to an unsafe, hazardous, or hostile environment
- Sleeping while on shift and clocked in
- Unauthorized use or abuse of Recreational Sports, University or State property
- Violation of the University's NDAH policy
- Physical harassment of participants or staff
- Failure to comply with UGA and campus policies including but not limited to the UGA tobacco policy and weapons on campus policy
- Failure to complete required UGA and/or USG training including but not limited to Cyber Security training, Right to Know training, and Ethics training
- Other behavior or actions which are deemed detrimental to UGA Rec Sports and/or the University of Georgia by the Professional Staff

3-Point Violations:

Includes but are not limited to significant behaviors and actions which show disregard for the rights of participants, abuse of participants or other staff, or disregard for UGA Rec Sports policies and procedures.

- Insubordination towards student supervisor/manager or Professional Staff
- Prejudicial/Discriminatory behavior or language
- Missed shift (includes shifts, area specific meetings/trainings, safety trainings, disciplinary meetings, and Rec Sports All-Staff Trainings)
 - Failure to notify and receive approval from area supervisor 1 business hours prior to a missed shift will result in receiving a 3-point violation.

- Failure to maintain patron or staff privacy (EX: sharing patron or staff 81#, email, phone number, schedule, financial information)
- Verbal harassment of participants or staff
- Loss or negligent damage to equipment (i.e. keys, iPads, recreation set-up items, radios) belonging to the University of Georgia or Rec Sports
- Failure to complete opening or closing duties detrimental to facilities, operations, programs, and services.
- Engaging in conduct unbecoming of a Recreational Sports employee, including but not limited to inappropriate behavior or failure to adhere to policies and procedures related to Recreational Sports facilities, programs, or services.

2-Point Violations:

Includes but is not limited to moderate violations of UGA Recreational Sports policies and procedures or inappropriate behaviors displayed by a student employee.

- Arriving more than 20 minutes late to a scheduled shift, meeting, or training with prior notification
 - Late arrival that does not permit student to complete job responsibilities will be considered a missed shift
- Arriving 10-20 minutes late to a shift **without prior notification**
- Failure to enforce Rec Sports policies and procedures
- Misuse of work on computers and iPads (Includes getting on the internet for non-work-related purposes, doing homework, etc.)
- Failure to complete the Rec Sports 101 or other assigned training(s) by assigned date
- Failure to pick up shifts or submit availability in WhenToWork by assigned date(s) without supervisor approval
- Leaving your position without authorization/leaving shift early without permission
- Improper handling of funds (deposit bags, incorrect change procedures, etc.)
- Repeated calling out from shifts with less than 1 business day notice to supervisor
- Inappropriate communication or behavior that does not promote customer service
- Failure to complete injury or incident report
- Failure to secure appropriate UGA equipment at closing
- Failure to maintain updated safety or position-related certifications (may also result in removal from schedule until necessary certification(s) is/are obtained)

1-Point Violations:

Includes but is not limited to minor violations of UGA Recreational Sports policies and procedures or inappropriate behaviors displayed by a student employee.

- Arriving 10-20 minutes late to a shift, meeting, or training with prior notification
- Arriving less than 10 minutes late to a shift, meeting, or training **without prior notification**
- Failure to logout of Fusion or point of sale when leaving a station
- Failure to complete job-related task/checklists/documentation (rounds, counts, inventory, etc.)
- Failure to respond to supervisor communication (email, text, call, etc.) in a timely manner
- Cell phone usage is interfering with job responsibilities and responsiveness
- Doing schoolwork on shift without supervisor approval
- Repeated unexcused clocking in / clocking out late
- Failure to complete minor opening or closing duties correctly

- Inattentive monitoring of UGA Rec Sports facilities and/or programs

0.5-Point Violations:

Includes but is not limited to minimal violations of UGA Recreational Sports policies and procedures or inappropriate behaviors displayed by a student employee.

- Arriving less than 10 minutes late to a shift, meeting, or training with prior notification
- Violation of area dress code policies (includes nametag, appropriate shoes, staff shirt, etc.)
- Improper use of university phones/communication devices
- Failure to clock in/out

Appeals

Should a student feel that their points are unwarranted or misrepresented, they are encouraged to reach out to their direct supervisor and the HR Manager.

Reporting Bias

Students may use the form to report any act of bias they experience themselves or observe directed against anyone else. UGA students may also submit a report by visiting:

<https://eoo.uga.edu/Report/>

Suggestions/Concerns

Rec Sports full-time staff rely on student employees to uphold and enforce all Rec Sports policies and procedures, both for themselves and their peers. Any HR related suggestions/concerns can be sent to the HR Manager at recpay@uga.edu. Any other suggestions/concerns can be sent to the Assistant Director for Staff Engagement and Data Management.