

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) No conversations regarding scheduling will take place outside of the availability/schedule request period.

II) PERSONAL TRAINING SCHEDULING POLICY

- a) The trainer must contact the prospective client via email within 24 hours to set up the initial fitness assessment.
- b) Once the fitness assessment is complete all appointments can be scheduled via communication with the trainer and client (email or text message recommended).
 - i) All sessions must be recorded on the Google spreadsheet.
 - (1) The trainer must record their sessions under their client list and under the pay period document.
- 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.

III) FITNESS MONITOR SCHEDULING POLICY

- a) Staff must submit their individual availability for the upcoming month on WhenToWork (www.whentowork.com) by a designated date.
- b) The professional staff schedule the staff based on facility hours, fitness schedule hours, and availability of the individual.
- c) Failure to submit availability by the designated date may result in not receiving shifts for the month.
- d) Employees have the option to trade or drop a shift on When to Work, however, they are responsible for ensuring they have coverage for the assigned shift.

IV) FITNESS MONITOR SCHEDULING PROCEDURE

- a) The staff member must go to the website www.whentowork.com and login using their credentials.
- b) Once logged in, the staff member should block off any times they cannot work for the upcoming month under their preferences.
- c) Once in preferences, the staff will click on repeating weekly and a new window will open up. Using the “paint icons” on the left middle area of the screen that are red in color and read “cannot work” the staff member will set his/her cannot work times and click “save.”
- d) The Coordinator will then auto-schedule the staff and accept any adjustments as needed. Staff are permitted to trade or drop shifts as needed as well.
- e) Breaks and holiday schedules will be determined by facility hours and availability.

V) GROUP FITNESS INSTRUCTOR/FITNESS MONITOR TRADING/DROPPING SHIFTS- GENERAL POLICY

- a) Employees have the option to trade or drop a shift on When to Work, however, they are responsible for ensuring they have coverage for the assigned shift.
- b) Group Fitness Instructors will be limited to 4 subs per semester for their regularly scheduled classes. After 4 subs in a given semester, disciplinary action will be taken.
- c) Employees who fail to obtain coverage (recorded on When to Work prior to the start of the shift) will be held responsible for missing the shift unless excused by a professional staff member.

VI) GROUP FITNESS INSTRUCTOR/FITNESS MONITOR TRADING/DROPPING SHIFTS IN WHEN TO WORK

- a) Visit www.whentowork.com.
- b) Login using your own username and password.
- c) Go to “My Schedule” Weekly tab.
- d) Click on the shift or class you would like to drop.
- e) Click “Add Shift to Trade Board”.
- f) Choose “Drop”