

Customer/Membership Services
Nov 20, 2019 03:00 PM Eastern Time

Facility Hours

University of Toronto- Mississauga
M-F 6am-11pm, Sat-Sun: 9am-8pm
U of T Mississauga is also closed on all stat holidays

UBCO
M-F - 6:45am-10:00pm
Weekends & Holidays - 8:00am-8:00pm

Western
Sunday 9am-11:30pm, Monday-Thursday 6am-11:30pm, Friday 6am-8pm, Saturday 9am-8pm

University of Manitoba
M-F 6:00am-10:00pm S-S 8am- 8pm

UNB
M-F 6am-11pm Weekend 8am-10pm
UNB Holidays 10am-10pm

UFV
8am-10pm Monday-Thursday, 8am-8pm Fridays (closed at 4pm when we host a varsity game).
Saturday 10am-4pm Sunday 12-4pm
UFV is also closed on stat holidays, and Dec 24-Jan 2

York
6am - 11:30pm Weekdays

University of Winnipeg
6 am to 10 pm M-F 9-6 Sat, Sun

Ryerson University
Recreation & Athletic Centre (RAC) M-F 6:30am-10:30pm, weekends 9:30am-6pm - Follows university-wide closures for stat holidays, etc.
Mattamy Athletic Centre (MAC) M-F 6am-11pm, weekends 9am-6pm - Open everyday except Christmas Day and New Years Day

Software

UOW: Fusion probably sticking with it
UOTM: Fusion... just got it

York: Fusion - looking to switch

Ryerson: Fusion... use Fusion mostly at RAC and for our customer service team at MAC, our facilities team at MAC uses EZfacility. Challenges with external rentals, invoicing, and reporting with Fusion.

UNB: Fusion

STFX: Ezfacility tms

UFV: MachForms, Access database and google calendars. We're in the stone age!
Ryerson

UOM: Intelli

Locker GM we pay about \$1000/yr but works well for us.

Western: Fusion but the struggle is real

Highly recommend Slack internally for staff communication

Kathryn Maksym (Ryerson): We use Slack at Ryerson as well. It is great!

Jackie Toews (UBCO): I highly recommend Slack, especially for those that have multiple campuses/locations.

Staff Scheduling:

UOM When to Work

UNB: iwork

UTM: recstaff

Ryerson: We use Humanity

York: Shifts (within Microsoft Teams) Just started the past couple of months

UBCO: Humanity

UFV: outlook calendar and email...

STFX: excel spread sheet

UOWinnipeg: outlook calendar

UFV: is iWork free?

Jenna Smith: It is not

Jenna Smith: I believe about \$1 a user per month, could be wrong

Cheryl Van Nes: Thanks Jenna!

Hiring and Training

Art (York): Jenna has a presentation on hiring and training, if you can summarize that

Tanya (Manitoba): Jenna if you can share this presentation that would be wonderful...:)

Jenna (Western): I'll be presenting at UBC so come to the session!—but yes I'll send it!

Group interviews done in March/Training end of August

Ryerson shared their training ideas during training week and shared a document about FAQs and a quiz

Discussed how to combat a week of training when athletic and academic conflicts pop up

Staff Attire

York: Shirts or 1/4 zips. 1 of each. Pants or tights as well. We're a little lenient but it's not abused...

UTM : Uniform provided shirts (polos or t-shirts depending on role). Pants or shorts.

UBCO - vests. Pants or shorts (no colour restriction).

York. I'm allowing hats. I know it's a bit controversial. Others?

Staff jacket or shirt, pants, shorts or tights - no blue denim jeans

UOM : pants or leggings - uniform provided shirts and students have the option to buy sweaters. Bison Fridays where staff are encouraged to wear Bison gear

UBCO - we currently allow hats, but I want to abolish them. ;)

Ryerson: T-Shirt provided, black athletic pants and athletic shoes, optional sweatshirt for purchase

Western: Golf shirt provided, black athletic pants or shorts, athletic shoes, optional sweatshirt for purchase

UoWinnipeg : no hats at u winnipeg

UBCO : Any hat.

UOM: No hats here at UofM

Ryerson : No hats or hoods at Ryerson

Staff Wages

Western \$14.00 for front line, \$15.5 for Supervisors and \$16.75 for Assistant Coordinator

York - part time (work study) \$14

Ryerson CMS \$15

UoM : 11.65 for student staff 15.00 for student team leads

UBCO - \$14.00 starting, additional \$0.25 every year.

STFX minimum wage 11.55 for all student staff

UNB: MS staff \$11.75-13.50/MS supervisor \$12.75-\$14.50

UOM : Increases are never given for ours either

York : No increases for York

UFV: min wage \$13.85, with no change unless min wage changes

UNB: Our increases \$0.25 a year, till they reach the cap

UOWinnipeg: front line staff 14.39 to 15.60 uwinnipeg no increases

Ryerson: is the same as Western in that regard. \$15 is the max. For summer staff we have value-added positions that may go up to \$16-\$16.50

Membership Pricing:

<https://www.utm.utoronto.ca/athletics/about-us/memberships>

<https://www.unb.ca/fredericton/urec/membership/index.html>

https://www.uwo.ca/campusrec/memberships/rates__privileges.html
UBCO (Staff/Faculty - Student - Community)

10 punch

Monthly (30 days)

Semester

Academic Year

Calendar Year

Ryerson: We have month-to-month, monthly automatic renewal (agreement billing), and annual. Ryerson affiliate memberships, community membership, and morning memberships vary in price. <https://www.ryerson.ca/recreation/services/memberships/>

UBCO Membership Rates: <https://recreation.ok.ubc.ca/membership-rates/>

From Ashley Rees : Ryan if someone on an annual membership wants to cancel early (say they move to another city) what happens?

From Kathryn Maksym : @Ashley we do a prorated refund that Fusion automatically calculates :)

Staff Engagement ideas also discussed

Cell Phone usage at work

York: out of sight

UoM : we do wish not

UBCO - Nay.

Ryerson: No but for Slack only, hard to stay on top of

UNB : We do not allow it but they hide them out of sight

UoWinnipeg : only in emergency