



## **Troy Gym Employee Packet**

Welcome to the TG team! We're so excited to have you join us. Troy Gym is a family-owned and operated business that has been serving the community & surrounding areas since 2006. We offer 17 different programs across four buildings, all focused on helping kids have fun and develop new skills. We hope you'll enjoy being part of the TG staff and making a difference in the lives of our young athletes!

# General Information

## Where to park: It is important that our customers have access to prime parking spots

- **TG1 & TG2 Employees** must park in the back parking lot along the back of TG1. Otherwise, on Blaney Street (behind TG1) on the weekends/busy evenings.
- **TG3 & TG4 Employees** must park behind the buildings.

## Where is the staff room:

- **Coaches' Lounge in TG1** is off of the gym, next to the office.
- **Coaches' Lounge in TG2** is also next to the office, with doors to enter/exit in both the office & Castle gym.
- **TG3's Coaches' Lounge** is under the dance mezzanine; it is the far left door under the stairs.
- **Coaches' Lounge in TG4** is down the hallway from the parkour area; you can also follow the hallway from the party rooms/restrooms to the end to get there.

## Where do you access TG files:

- These are found in the employee portal on our website. Password is "troyrocks". This web page has information on how to access your time clock- know how many hours your worked, and see any clock in/out errors; how to access your pay stubs & tax information, access to our sub book/private lesson log, trainings, among other resources.

## How to clock in:

- There are time clocks located in each office. You will set up your finger print with Caity after your paperwork has been submitted. You can clock in one building, and out in another; however, if you drive to another building you will need to clock out for the drive.

## What to do if you miss a clock in/out:

- If you miss a clock in/out, you will need to contact Cindy via email ([havefun@troygym.com](mailto:havefun@troygym.com)) for corrections to be made or send Caity a text.

## Payroll information:

- Payroll is distributed on the 15<sup>th</sup> and last day of the month. ALL payroll information MUST be submitted by the 8<sup>th</sup> and 24<sup>th</sup> of each month unless otherwise stated. This information includes private lesson slips.
  - Viewing your pay-stubs:
    - Go to [www.paycor.com](http://www.paycor.com)
    - Click the sign in button in the top right
    - Enter your username and password
    - Click pay stubs in the top left

## Email importance:

- Please be prepared to check your email twice a week for updates from the owner and your program director.

## Other info to cover:

- Sub Book, Injury Reports, First Aid, & Policies.

**If you have any questions or need further clarification on any of the information above, please don't hesitate to reach out!**

# Work Permit

If you are **under** the age of 18, you need a work permit.

Step	Action	Details
1	Obtain Work Permit Application	Pick up a work permit application from your local high school.
2	Fill Out Personal Information	Complete the personal information section at the top of the application.
3	Employer Information	Bring the application to Troy Gym for Toby/Caitly to fill out the employer information.
4	Submit to High School	Return the completed application to your high school for approval. Your school will fill out the remaining sections.
5	Return Completed Work Permit	Bring the finalized work permit back to Troy Gym.

## Employee Code of Conduct and Responsibilities

**IMPORTANT:** Each staff member is expected to follow a Code of Conduct as it pertains to the gym and any gym-related activities. The code of conduct explains our goals and expectations for you as a staff member. Please review this document and ensure that you understand all statements and will abide by them.

### Gym Operation and Expectations/Responsibilities of Staff

1. **SAFETY FIRST.** Children are not permitted into gym areas without a staff member- NO exceptions. Children on the floor participating must have an online waiver and be enrolled in an activity, or a guest of a party. Please be sure to introduce yourself and be friendly to all customers, especially if it is their first time at the facility or in your class. Also note, for safety reasons, parents are not permitted in the gym during classes (exception, parent-tot classes) without the permission of a director/manager. Any person over 19 years old is never allowed on equipment.
2. **WORK ATTIRE.** You must wear a shirt with a Troy Gym logo & with "Coach" or "staff" on the back. Dress comfortably for physical activity. We ask that you wear athletic pants and if you are wearing shorts that they are about fingertip length. Clothes need to be fitted, not baggy. Keep in mind that you are a role model working with children and your wardrobe choices should reflect that. You will receive 1 T-shirt when you begin training. In addition to, please be sure to look presentable, clean and professional.
3. **CELL PHONES AND PERSONAL ITEMS:** Personal items including car keys, cell phones, etc, should be left in coaches' lounge. **Cellphones are to be used off the clock and only in the coaches' lounge. They are not permitted in the gym areas.** Please do not leave valuables unattended in the gym. Personal Items are not to be left in TG's office or any director's office. Troy Gym is not responsible for lost or stolen items.
4. **MUSIC:** Music can be played during class; the radio station allowed is 100.3. TG2 has Ipods with appropriate playlists. No other radio stations or playlists are allowed.
5. **NO FOOD OR DRINKS IN THE GYM EXCEPT FOR WATER.** Snacks may be consumed in the coaches' lounge. *Please note: water must be plain water with no additives or flavoring.* Please help us to keep our facilities clean!
6. **SMOKING/TOBACCO/VAPE USE:** Troy Gym is a smoke/tobacco/vape free facility. Smoking is not allowed anywhere on the property. This is in compliance with Michigan law. This includes all variations of vape, other such products.
7. **LANGUAGE:** Be mindful of how you speak and what words you choose. Use respectful language, with no profanity or sexual references. This applies throughout the property, not just on the coaching floor. *There are little ears everywhere!*
8. **APPROPRIATE CONVERSATION:** This is a family friendly facility, always assume you are in earshot of a child. Topics of conversation that may be heard or overheard must be child friendly. There should be no conversations about adult-related activities including drinking, nudity, dating, and intimacy, etc. anywhere at our facility.. Also, a coach should NEVER tease or engage in discussion with students about these topics. We would also ask that you refrain from gossiping about staff and management.
9. **ATTENDANCE.** Each coach must take attendance at the start of every class. Please see the office staff for anyone who is not listed on the class roster at the start of class to confirm if the child is a new student or if it is a make-up class. For all programs, your eyes must be on the kids at all times. Please place yourself so that you can see as many kids as possible.

10. **BODY LANGUAGE: Do not sit down during any class/shift.** We expect you to be an active participant with our students. You may sit down if you stretch with the students, or if you need to comfort an injured or scared child. Be mindful of how you are standing (ex: crossing arms, leaning against mat, etc.). We want you to be engaged and approachable! Parents are watching your body language, so it's important that you are "performing" throughout your shifts to your students!
11. **STUDENT CRITIQUE (Coaching, Parties, and Events):** Be positive and use professional techniques to train and educate the students in all activities, including coaching sessions, parties, and events. Provide specific and constructive feedback during coaching. Focus on what the student can improve upon and offer guidance on how to do so, rather than pointing out what they did wrong. Always remember that you are a **role model!** Your behavior sets the standard for the students.

When it comes to parties and events, **remind participants of the rules** in a clear and positive manner. Ensure that all guidelines are communicated effectively so everyone knows what to expect. Be **active** and **engaging**—create an enjoyable atmosphere while still maintaining control and following the rules. Keep the energy high, keep guests involved, and lead by example.

While it's acceptable to suggest a student might benefit from an evaluation, **do not** tell students or parents that they "should move up" to the next level. Instead encourage them to sign up for an evaluation through the office. Keep all feedback professional and respectful, and allow students to progress at their own pace.

12. **WATER BREAKS:** Especially during the warmer months when the gym is hot, students may need multiple water breaks. Please keep breaks to a minimum when the gym is not overly hot. Students are welcome to have their water bottles with them in class. Please keep them in one spot at each rotation.
13. **AFTER CLASS:** Walk the kids to the lobby where the parents are waiting and watch to ensure that all students find their parents/guardian. **Please do not leave a child alone in the lobby.** If there are students whose parents haven't arrived before your next class starts, take them to the office so that a staff member can contact the parents.

After class, in the lobby, give any pertinent announcements. If there are issues that need to be addressed with parents, do it after everyone has left or discretely pull them aside. If a parent has a complaint or concern that you cannot resolve, refer them to a manager and/or office. With any issues, please let the office know so that we can put a note about the issue on their family file.

14. If a parent/student contacts you via text, social media or in any unprofessional manner, please do not respond. Instead, approach them to let them know communication should take place through the office or while you, the coach, are at the gym.
15. At the end of your coaching shift it is YOUR JOB to put mats away and straighten up the facility. **You must use 15 minutes after your classes to clean mats per protocol.** It is everyone's responsibility to keep the gym neat and tidy. Also, if you have a few minutes before or between classes and see a mess to be cleaned, please help your colleagues out.
16. As teachers, coaches, and mentors, we must make sure that the safety of the children, in all manners, is protected. When parents leave their kids with us, they are trusting us in the highest manner and it is important that we never engage in inappropriate contact with children. The guidelines are as follows:

- a. As a general rule, **no employee should ever place themselves alone in a room with a student.**
  - b. NO employee should take a child in the bathroom alone. If a child needs assistance in the bathroom and the parent is not present, an instructor can give minor assistance, but leave the door cracked open with another instructor nearby who is aware of the situation for liability reasons.
  - c. Be mindful of your spotting placement and how you touch the students. This is a sport which requires more physical contact than most and it is important to use formal spotting techniques that do not impose on a student's private space.
17. If you will be absent for any class or event, **IT IS YOUR RESPONSIBILITY TO FIND A SUB.** If you are sick or have an emergency, please call the gym immediately. Repeated absences for any reason may be grounds for loss of hours and/or termination. See more info under Sub Policy below.
  18. Your shift begins 15 minutes before your first class. This gives you time to prepare for your classes: read through curriculum, set up/ tidy up the gym, look at class list of missed attendance and makeups. Please clock out within 15 minutes of your last class, unless you have approved "admin" responsibilities. Any "work" done outside your scheduled shift must be approved and documented on your payroll/ admin form and turned in by the last day of the payroll period. If these items are not approved/submitted, you will not be paid for those hours- no exceptions.
  19. It is your responsibility to clock in and out for the hours you have worked. If you miss a punch, email Cindy at [havefun@troygym.com](mailto:havefun@troygym.com) with the date and correct time of your missed punch. Any private lessons must be filled out on a slip and turned into Cindy/ office at the end of the pay period. This means every private lesson should have a completed and signed form and must be turned in for compensation to be received.
  20. Please make sure that TG remains a safe workplace and environment. If equipment is found to be damaged or broken, let a Director know immediately, and place a sign up so no one uses the equipment.
  21. If you observe anything suspicious on the premises, please alert a Director immediately.
  22. Alcohol is not allowed on the premises (including possession of employees on the premises.) This also applies to arriving at work under the influence of drugs and/or alcohol. Failure to abide by this is grounds for immediate termination. Troy Gym reserves the right to randomly drug test at any time.
  23. You may not drive in your car while clocked in- this includes driving from TG1 & 2 to TG3 & 4. Employees must clock out before driving to the other gym.
  24. Troy Gym requires continuing education on the safety and the sport of gymnastics for all employees. **You must attend at least one first aid safety training per year.**
  25. Along with the Golden Rule, we follow state, federal, and local laws for harassment. Harassment is defined as uninvited or unwelcome physical or verbal behavior, in order to create an unpleasant or hostile situation. Please speak respectfully to all people you encounter in the gym. We follow an anti-discrimination policy and do not discriminate for any reason. If you see harassment occurring, please notify a manager in person or via email/text ASAP.
  26. If you feel a student is being bullied, please address it immediately. There shall be **NO** physical violence of any kind and discrimination or harassment can be the reason for termination.
  27. **If there is an accident or injury please do the following:**

- a. Evaluate the injury but remember you are NOT a doctor, so do not diagnose, EVER. Please note if there are bleeding, bruises, head injuries, confusion, or memory loss.
  - b. For major injuries, notify a manager/ the office immediately. Do not leave the student unattended. Instead, send someone else to inform the office.
  - c. Contact parents immediately with serious injuries. Please ask a manager to find the parent if necessary. DO NOT DIAGNOSE, GIVE OPINIONS, OR ADMIT FAULT. State ONLY the facts to the parent.
  - d. If there is an injury to the head, neck, or back, or if there is significant bleeding that cannot be stopped, call 911. Also, DO NOT move the student unless you are trained to do so. Always err on the side of caution and safety.
  - e. Fill out an INJURY REPORT as soon as you can. This form is an internal document, strictly for the office and the insurance company, not the parents.
  - f. First aid kits are found in each building, as well as ice machines/ice packs.
  - g. Follow up with the student and the parents to see how they are doing promptly.
28. All information and skills you learn here belong to us. We have worked hard to develop our gym and its operations, so these things are proprietary and confidential and not to be shared, even casually, with anyone.
29. You have by law, no privacy rights when using company computers. Also, while we do not monitor Social Media, be aware that we can hear or learn of everything said about us, our staff, and our students.
30. **SOCIAL MEDIA:** As a coach and a role model, any coach over the age of 18 is not allowed to be affiliated with social network personal pages of Troy Gym under the age of 18. If you are connected on Social Media with TG students currently, please remove the affiliation immediately. Additionally, it is not appropriate to post pictures of TG students online or on any social network without the permission of the students' parents. Please be mindful that what you think is private, once "out there", is no longer private.
31. If you leave employment or are terminated, you must return all keys, forms, codes, shirts, anything you received. Troy Gym is an "at will employer" under Michigan law, meaning we reserve the right to terminate your employment at any time for any reason under the law.

## Shadowing/Training

### Coaching:

- You will learn terminology, skills, stations, class management, behavior intervention, communicating with parents.
- We want you to be observant and also engaged! The more you coach on your own the better you will be when you have your own classes.
- If you need to miss a shadow shift for any reason it is your responsibility to email the program director in advance.
- Once you have completed your shadowing you will be placed on the schedule and will be responsible for coaching your own classes either alone or alongside another coach. Once you are placed on the schedule as a coach, you will be responsible for getting subs for any missed shifts. Remember that shadowing is preparation for coaching and requires the same responsibilities.

### Events/Camps:

- You will learn how to operate different locations in the gym as well as how to complete specific documents.
- To ensure that our customers remain safe, you will also receive training on proper equipment usage, emergency procedures, first aid, and maintaining a clean and safe environment.
- Additionally, you'll be taught how to communicate safety guidelines effectively and assist customers with any concerns or questions.
- During your time of training you will be placed with another person to learn and understand what is expected. Once your training is done, you will be placed on the schedule and once your shifts are published, it is your responsibility to find subs for shifts that you cannot attend to. Again, please remember that shadowing is for preparation and requires the same responsibilities.

### Office:

- You will learn all about our programs and policies for customers. Greeting customers, answering phones, supporting gym/swim staff, and cleaning if necessary.

## Subbing Policy

- **If you need to miss a shift for any reason, it is your responsibility to get a sub.** If you know about an event or vacation ahead of time that will conflict with your work schedule you should be looking for a sub as soon as possible (not the day before or the day of the shift).
- **Failure to show up or find your own sub for your shift may result in loss of that day's shift (with the exception of extreme cases in which proper documentation is required prior to your next shift).** If you are very sick or have an emergency, alert the TG OFFICE 248-816-8496 and text your program director as soon as possible. This does not mean you do not have to try to find a sub.
  - *For birthdays and events, please let your shift leads know by sending them a message through homebase in addition to contacting your program director. Same as above, you are required to find a sub, and provide documentation. Failure to secure a sub, will result in being pulled for the events/camps department's schedule. Day off requests for camps/events are due by 11:59PM on the 14th of the month prior.*
- Consistency is top priority when it comes to coaching classes for both the children and the proper progression of each skill. For this reason, you can miss up to 2 weeks of any given shift each month. **If you have subs for more than 2 shifts per month, your shift may be replaced by a coach who can be more consistent. If you have shifts for birthdays and events, this still applies.** Please keep in mind that we offer you the chance to change your schedule quarterly to best accommodate your needs.



- If you agree to sub for someone and then you can't, it is your responsibility to find a suitable replacement!
- No subs for private lessons!

**Rec & Preschool Gymnastics, Ninja & Parkour, Office:** Reach out to trained staff to cover your shifts. Once found, please fill out the sub book so we know who is covering. Utilize groupme app to reach out to co-workers.  
[https://docs.google.com/spreadsheets/d/1Tq7DWyFQNt9CGWjuD3Oq-PDK9FV-PBL\\_eYk94fJT51S4/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1Tq7DWyFQNt9CGWjuD3Oq-PDK9FV-PBL_eYk94fJT51S4/edit?usp=sharing)

**Swim School:** Put days off in the calendar at the front desk and groupme app. Do your best to find your own sub and let Lisa & Stacy know.

**Camps/Events: Homebase App:** This app is where you will find all of your shifts pertaining to birthday parties, events and camps.

- In the Homebase app, you can send a message in the sub thread asking for a sub and you can also put your shift up as available by pressing the "find cover" then the "request cover" button. However, Camps/Events management highly recommend sending individual messages, either through Homebase or text, to every employee on your "team" to secure a sub.

## TG's Policy on Inclusion and Integrating Students with Special Needs

Troy Gym is committed to providing a safe and fun learning experience for all students! We often find that students with special needs can participate in our programs, keeping the student's strengths and weaknesses in mind.

If a student should require a more constant one-on-one experience, we often try the following:

- Enlist an aid/adult or another instructor to attend class along with the student, whichever is more appropriate for the student. We may also make changes to the class size/ratio to maintain our standards on safety and quality.
- Enroll in a class where the length of time and age of classmates are appropriate for the child's developmental needs, subject to director evaluation. It may also make sense to leave class early on occasion if the student is having a tough day.
- Try open gyms with parent/aid participation to get familiar with the gym's equipment and safety policies, while exploring the gym based on the child's own pace and interests.
- Schedule one-on-one private lessons with a coach of preference, so we can help customize the learning atmosphere.

If you have a student enrolled with special needs:

- Talk to the parent/guardian prior to and after class. When speaking to the parent, please choose your words carefully; we never want to exclude their child or limit their goals. Each parent has different goals for their child and they may not be the same as the goals we generally have for our classes. For example, some parents are looking for their child to socialize, gain strength/endurance, learn to follow directions /interact with an adult that isn't mom or dad, or various other goals. Ask about the child's strengths and weaknesses, where they feel the child may need extra assistance, what works best, etc.
- The student's first class or two often acts as a trial. Be sure to set expectations with the parent that we will try our best to help the child participate safely in class, within the standards of quality and safety for others in the class, and gym as well.
- If a child needs more assistance than you can provide, ask a parent/aide to help immediately. Speak to the program director about the possibility of adding a coach or reducing the ratio as necessary. (Sometimes the aides become more distracting, and they ABSOLUTELY CAN NOT SPOT. The aide is meant to help keep the child on task.)
- Offer up alternative options...such as:
  - Enrolling the student in a younger or shorter (duration) class.
  - Trying open gyms, with parent/aide supervision (this may be necessary, even with the older students). Note: all ages open gym only.
  - Trying private lessons for a short period of time, until a class setting is more appropriate.

## FIRST AID INFO

**Training:** Please watch video [FIRSTAIDVIDEO](#) & take quiz [QUIZ](#)

**Reports:** We fill an injury or incident report out if a child has to sit out from activities.

**Kits:** Located in all 4 buildings, as well as ice machines.

General safety rules:

- Keep your eyes on the kids. Position yourself to see as many as possible. When standing/monitoring in the gym make sure to walk around and check on ALL areas.
- Check equipment before kids go on it
- Make sure the floor is clear of debris, water, or obstacles to prevent slips and falls.
- Remind children to avoid roughhousing or pushing each other
- Ensure that all children are familiar with the gym's safety rules and that parents or guardians are present to support and monitor their children.
- Stay engaged with children by offering encouragement, correcting unsafe behavior, and setting a positive tone.
- Check that all personal belongings, such as shoes, bags, and water bottles, are stored in designated areas to keep walkways clear
- Ensure that only authorized individuals enter restricted areas or use equipment meant for specific skill levels.
- Monitor for any signs of illness, injury, or distress and address them immediately.

## CONCUSSION TRAINING

The Michigan Department of Community Health now requires us to all be trained on their "Heads Up-Concussion" program.

1. You must go to [www.cdc.gov/concussion](http://www.cdc.gov/concussion) and take the free online concussion course (it is a video, so you'll need to be somewhere you can hear or select the closed caption option) AND PRINT your completion certificate. You are more than welcome to use a computer at Troy Gym to complete this course. Please see a director if you would like to complete this course on a Troy Gym computer.
2. Click on the course icon that says, "Coaches: click HERE to launch the course"
3. Create account
4. Select "other" for group search
5. Complete profile info to the best of your ability
6. Click "pre-assessment"
7. Watch the videos and answer the questions after each part.
8. PRINT the certificate using the print option on the bottom of your certificate's screen (printing any other way may erase your name and the date).
9. Email certificate to [caity@troygym.com](mailto:caity@troygym.com)

## FAQ

**T-Shirts:** One of the most frequent questions asked by staff is where and when do I get another t-shirt?

- The answer is: whenever you want.
  - Staff may purchase merchandise from our store and receive a 30% discount on t-shirts, tank tops, hoodies, sweat pants, shorts, & hats. (30% off does not include leotards or sale items.) Staff may bring in their own clothing to get screen printed, for the cost of \$3.00 per logo. "Coach" on the back of the shirt is free.

All coaches are required to wear a shirt with a Troy Gym logo and Coach on their back while they are on the floor coaching. *We also sell car decals, bags, hats, pre-wrap, and tape!*

**Staff Open Gym:** TG also allows staff to work out while doing a Staff Open Gym. Staff Open Gyms can occur whenever a staff member would like, with approval of the manager/director who will be in the gym at the same time. No staff member is allowed to be in the gym by themselves working out. Staff Open Gym cannot occur during a Birthday Party or Special Event. All staff members **MUST** have a signed online waiver. If a staff member is under the age of 18, their parent **MUST** sign the online waiver for them. Any staff member over the age of 19 will need to speak with Toby in regard to the steps that are needed to be taken for them to work out at the facility. You must sign in on Staff Open Gym clipboard. **Staff Open Gym Pricing: \$5/day or \$10/month. Staff MUST check in BEFORE they plan on working out and MUST pay during office hours.**

**Checking Web Clock:** The website below is where you can check your hours.

Username is the code you use for clocking in and out. You will need to update your password after you put troyrocks as the password. Site ID is 18496. Once these 3 are filled out, you will click on "employee portal". After logging in, you will select the tab on the top right that says "timecard".

<https://clock.payrollservers.us/?wl=a50584771.payrollservers.us#/clock/web/login>

**Our facility will be closed on the following days:** New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.

**Benefits:** for full-time staff we have medical insurance and IRA matching. After working for 3 months consistently, you are eligible for these. Reach out to Caity for info!

**Curious about other programs? Reach out to Caity for more information!**

# Troy Gym Sick Time Guidelines – Implementation of Michigan's Earned Sick Time Act (ESTA)

## Overview

In compliance with Michigan's Earned Sick Time Act (ESTA), we are committed to providing all eligible employees with paid sick time benefits to care for themselves or their family members. Below is an outline of how we will implement the ESTA requirements for all employees, depending on their current Paid Time Off (PTO) agreements.

## Sick Time Accrual

### 1. Employees Without PTO Agreements:

For employees without any existing PTO agreements, you will begin earning 1 hour of paid sick time for every 30 hours worked, up to a maximum of 72 hours. This will be effective as of the date the Earned Sick Time Act (ESTA) went into effect (February 21st, 2025).

### 2. Employees with Existing PTO Agreements (Less than 72 Hours):

If your current PTO agreement totals less than 72 hours, you will need to earn the remaining sick time under the ESTA guidelines.

#### How This Works - EXAMPLE:

- If you currently have 40 hours of PTO, you will need to work a total of 1,200 hours (40 hours x 30 hours worked per hour of earned sick time) before you can begin accruing any additional sick time under ESTA.
- After you have worked the necessary 1,200 hours, your sick time accrual for the remaining 32 hours available to earn will continue according to the ESTA, providing 1 hour of sick time for every 30 hours worked, up to a maximum of 72 hours (40 hours PTO + 32 hours of paid sick time).
- Note, in this example, you would still be able to utilize your 40 hours of PTO at the beginning of the year.

### 3. Employees with Existing PTO Agreements of more than 72 Hours:

If your current PTO agreement exceeds the earnable 72 hours of paid leave required by ESTA, your PTO balance will remain unchanged. You will not be required to earn additional paid time off, and no further adjustments will be made to your existing PTO.

## Tracking

If you miss a shift due to circumstances covered under the ESTA and have accrued sick time hours, please notify [caity@troygym.com](mailto:caity@troygym.com) before the end of the pay period to have them applied. If you have questions or concerns regarding your sick time hours balance, please reach out to Caity or the HR department for clarification.