MISSION STATEMENT
Campus Recreation Services

Campus Recreation Services strives to empower the Western community to achieve and maintain a healthy lifestyle, and develop leadership abilities by providing the highest quality of recreational and co-curricular programs and services in an environmentally sustainable facility.

Wade King Student Recreation Center
1880 Bill McDonald Parkway
516 High St
Bellingham, WA 98225-9098
(360)650.3766
# Table of Contents

Welcome to Campus Recreation ........................................Pg 3
Organization Chart .....................................................Pg 4
Professional Staff Members ..........................................Pg 5
What we expect from you ...........................................Pg 8
What you can expect from us .......................................Pg 8
Customer Service ......................................................Pg 9
Employment Opportunities ..........................................Pg 10
Hiring .................................................................Pg 10
Training .................................................................Pg 10
Pay Periods/Time Sheets ..............................................Pg 11
General Work Policies ................................................Pg 12
Employee Feedback Program ......................................Pg 14
Employee Incentive Program .......................................Pg 14
Progressive Employee Disciplinary Program ................Pg 15
Progressive Employee Feedback Form .........................Pg 16
Incidents ..............................................................Pg 18
Accidents ..............................................................Pg 18
Emergency Procedures .............................................Pg 20
Sexual Harassment Policy ...........................................Pg 21

## Building Information

Building Hours .......................................................Pg 24
General Building Policies ..........................................Pg 25
Who Can Use the WKSRC? ........................................Pg 27
ID Policy .............................................................Pg 27
Membership ..........................................................Pg 27
Guests/Day Passes ..................................................Pg 28
Equipment Check Out ..............................................Pg 29
Open Recreation/MAC Gym .......................................Pg 30

## Programs

- Fitness ............................................................Pg 31
- Climbing Wall ...................................................Pg 32
- Aquatics ..........................................................Pg 34
- Intramurals .........................................................Pg 35
- Sport Clubs .........................................................Pg 35
Welcome to Western Washington University and Campus Recreation Services. The goal of Campus Recreation Services is to provide the Western Washington University community with the opportunity to recreate in a safe and enjoyable manner. As an employee in our department, you are a vital component to that goal. Your main job is to serve the participants of our programs and provide a safe and fun environment in which to participate. The example that you set, the manner in which you serve the participants, how you deal with problems, and the way you offer assistance will contribute to the services provided by your fellow employees. As a paid employee of Campus Recreation Services, it is expected that you act in a professional and consistent manner in accordance with the rules and policies of our department.

Prior to assuming their job responsibilities, student employees must thoroughly understand the material in this manual. To maintain effective and consistent administration, adherence to this manual is mandatory. Should questions concerning policy and or procedure arise, immediate consultation with the Professional Staff should be sought.

It is the student employees at the SRC that make up the backbone of campus recreation. Your position is very important to this department and to the university. When you perform your duties effectively, you will find your work a rewarding and enjoyable experience. It is your interaction with the patrons and your attention to details that will make this facility a success.

Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work.
~ Vince Lombardi
**INTRAMURALS**

Intramurals are structured to accommodate a variety of skill levels and are conducted in a safe, supervised environment. Both competitive and recreational play is available and divisions include Men's, Women's and Co-ed.

- All students, faculty/staff are eligible to participate in intramurals. Students of WCC and BTC and the NW AmericanIndian Colleges may participate as well but must fill out a Hold Harmless Agreement and pay a $7 guest fee (per visit) if the activity takes place inside the SRC. Alumni and varsity athletes are NOT eligible to participate in intramurals.
- In the event that a team’s chosen date/time is filled at the time of registration, teams can be placed on a waiting list.
- Registration is completed online at [www.imleagues.com/wwu](http://www.imleagues.com/wwu) and payment is then given to the Front Desk.
- Completion of the Captain’s quiz is required online. Free agents must register on Imleagues.com in order to request to be placed on a team.
- In the event of any cancelled games, Intramural Staff will schedule make-up games and notify the team captain.
- Playoff schedules are subject to occur at different days and times than the team signed up for.
- Participants must present their ID at each Intramural event.
- Intramural staff has the right to remove a participant from the program if they are unable to behave in a sportsmanlike manner.
- Teams can only secure their spot in a league once they have paid the appropriate registration fee at the front desk.

**SPORT CLUBS**

The Western Washington University Sport Club Council is currently comprised of over 20 active sport clubs. For more information, consult the Sport Club office.
AQUATICS

GENERAL POLICIES
- All patrons must shower before entering pool.
- Food and drinks are not allowed on the pool deck. Water is the only beverage allowed.
- Wade King SRC patrons may not enter the pool deck unless lifeguards are present.
- Chewing gum is not allowed.
- Glass containers are not allowed on the pool deck.
- Running is prohibited.
- Rough play such as pushing, dunking, and yelling around and in the pool is prohibited.
- Diving is allowed only in the deep end of the pool (front dives only).
- Children who cannot swim must stay in the activity area or wear a life jacket and be within arms length of a parent or guardian.
- Prior to entering the pool all patrons with physical, heart, vision, or seizure disabilities must report them to the lifeguard on duty.
- Non-swimmers or weak swimmers must stay in the shallow end unless they are accompanied by an adult.
- Children under the age of 14 are not admitted into the pool without an adult who is fully dressed in swim attire.
- Children under the age of 6 are not permitted in the spa (WAC 246-260)
- All patrons must be wearing a bathing suit.
- Patrons must circle swim if there are more than two patrons in a lane.
- Children of the opposite sex are NOT allowed in locker rooms at any age. The Family Changing room is available for children/parents of the opposite sex.

SWIM LESSONS
- The SRC offers youth and adult group swim lessons and private lessons for all ages and ability levels.
- Group Swim Lessons are offered each quarter on Saturday mornings and Tuesday/Thursday evenings.
- Private Swim Lessons must be scheduled through the Aquatics Coordinator.

Marie Sather—Director of Campus Recreation
As the Director for the Wade King Student Recreation Center, Marie defines the scope and direction of programs and services offered through Campus Recreation Services including Intramurals, Club Sports, Aquatics, Fitness and Open Recreation.

Adam Leonard—Associate Director
As the Associate Director for the Wade King Student Recreation Center, Adam is responsible for directly supervising the Assistant Director of Assessment as well as overseeing the Intramural Coordinator. Adam is also responsible for managing the Receptionist and manages the facility budget.

Pete Lockhart—Assistant Director of Facility Management
As the Asst. Director of Facility Management, Pete oversees all facilities managed by Campus Recreation Services. He supervises the Aquatics/Youth Advisor, Fitness Advisor, Maintenance Mechanic, 4 Custodians and Building Services Staff. Pete also oversees all repair projects and the general annual maintenance of the SRC.

Bob Hofstetter—Assistant Director of Marketing and Membership Services
Bob is responsible for the operational aspects of the Wade King Student Recreation Center. Bob directly supervises the Operations Coordinator as well as student Marketing Staff and Membership Staff.

Clark Cripps—Assistant Director of Departmental Assessment and Sport Clubs
Clark oversees the sport club program including the paperwork, travel and scheduling for 21 teams. He is also in charge of departmental assessment for student leadership, and facilities and programs for Campus Recreation Services.
Ron Arnold LAT, ATC—Fitness Coordinator/Athletic Trainer
As the Fitness Coordinator, Ron is responsible for all fitness related aspects of the Wade King Student Recreation Center including Group Fitness, Personal Training and the purchasing and maintenance of fitness equipment. He directly supervises the Weight/Cardio Room Attendants, Personal Trainers and Group Fitness Instructors.

Nancy Hernandez—Operations/Climbing Wall Coordinator
As the Operations Coordinator, Nancy oversees the student Building Supervisors, Front Desk Attendants, Equipment Desk Attendants, Floaters and Climbing Wall Attendants. She is responsible for all check-out equipment, retail and lockers as well.

Angie Melby—Aquatics and Youth Programming Advisor
Angie’s responsibilities as the Aquatics and Youth Programming Advisor encompasses the coordination of all things pool related including scheduling of lifeguards, swim instructors and coordinating group and private swim lessons. She also coordinates the climbing wall and Youth Programming including the annual Kids Camp.

Audrey Andersen—Program Manager
As the Program Manager, Audrey acts as a liaison for student staff payroll and approves all staff payrolls as well as manages facility schedules. She coordinates Student/Parent Outreach Fundraising Project and also administers office operations and facility rentals.

Amy Cornish—Intramurals/Youth Sport Camp Coordinator
The Intramurals and Sport Clubs Coordinator is responsible for the implementation of Intramural Sports offered by Campus Recreation Services as well as the on-going development and mentoring of Club Sports.

Denise Logue—Cashier
In addition to accounting and records responsibilities, as the Cashier, Denise functions as the “hub of information for campus recreation.” If you have a question about the WKSRC, Denise will be able to find you the answer!

GENERAL WALL POLICIES
- All students are required to complete a brief orientation prior to climbing on the wall. Upon completion, students will be issued a card that must be displayed when climbing. Picture ID must be present for verification.
- Belayers must be belay certified and display their belay certification card at all times. Picture ID must be present for verification. Certifications must be renewed each academic year.
- Water bottles are allowed in the climbing wall area; all other food and drink is prohibited.
- Shoes must be worn at all times in the climbing wall area.
- Only staff can set routes and perform maintenance.
- Do not stand on the ropes or floor anchors.
- Please only do what the climbing wall staff have personally shown and/or authorized you to do. If any questions or concerns arise, asking or notifying the staff will ensure the safety of everyone at the wall.
- Do not hang on or climb ropes.
- All personal items must be placed in the Climbing Wall cubbies.

BOULDERING POLICIES
- Only climb as high as you are willing to fall! The maximum bouldering height is four panels and indicated by a line of tape.
- Topping out or standing on top of the bouldering wall is not permitted.
- Spotters are highly recommended.

LEAD CLIMBING POLICIES
- In order to lead climb or lead belay, climbers must be lead certified and must wear their lead belay card. Picture ID must be present for verification.
- There is a Lead Rope available for check out at the equipment desk. Rope must be properly coiled upon return.
- Lead climbers are responsible for setting up the top rope after removing their lead rope.
- Wade King SRC Staff reserve the right to ask that you do not lead climb during busy times.
CLIMBING WALL

The Climbing Wall accommodates individuals who wish to Boulder, Top Rope and Lead Climb. Climbing is only permitted when the Climbing Wall Staff is present. All individuals are required to fill out an orientation form before using the climbing wall.

HOURLS (FALL, WINTER & SPRING QUARTERS)
Monday–Thursday 11:00 am – 10:00 pm
Friday 11:00 am – 9:00 pm
Saturday 11:00 am – 7:00 pm
Sunday 11:00 am – 8:00 pm

CLASSES
The Climbing Wall has Top Roping, Lead Climbing and Bouldering Basics Classes scheduled throughout the quarter for a small fee. In addition, the Wall offers FREE Spotting and Falling Clinics to promote safe climbing.

PRIVATE LESSONS
The experienced instructors at the Rock Wall offer their services in a private or semi-private format. For a small fee, Instructors will customize a program for students and non-students whether they have never climbed or are interested in improving specific techniques.

OTHER
Stay tuned for competitions and events held periodically throughout the year!
EMPLOYMENT OPPORTUNITIES

The WKSRC is one of the largest students employers on campus and employs students to work in all areas of the recreation center. Available positions include:

Building Supervisors
Front Desk Attendant
Equipment Desk Attendant
Weight Room Attendant
Cardio Room Attendant
Personal Trainer
Group Fitness Instructor
Climbing Wall Attendant
Climbing Wall Instructor
Lifeguard
Swim Instructor
Intramural Official
Intramural Supervisor
Marketing
Kids Camp Counselor
Birthday Party Coordinator

ELIGIBILITY/HIRING

All students who are enrolled in 6 or more credits are eligible to submit an application for employment at the WKSRC. If you fall below the 6 credit limit, you must sign a credit load waiver from the Student Employment Center in Old Main.

Coordinators will review applications as positions arise. Every application is given equal consideration and is evaluated based on demonstrated ability, attitude, reliability, flexibility, work performance, previous experience in a related area and professionalism. Selected applicants will be contacted for an interview with the appropriate coordinator.

TRAINING

Staff training is conducted en masse on the Sunday before the beginning of each quarter at a mandatory All-Staff-Training. In addition, training is designed and implemented at the discretion of the coordinator and can include one-on-one training, shadowing, probationary periods and evaluations.

FITNESS

WEIGHT ROOM/CARDIO ROOM POLICIES

- Patrons are strongly encouraged to ask for assistance in the use of all exercise equipment.
- Weight room staff should be available for all patrons who are interested in Exercise Equipment Safety Orientations.
- Minors 14-17 years of age must complete an exercise equipment safety orientation.
- Workout attire must consist of athletic close-toed shoes, tee-shirt, and shorts or pants. Inappropriate attire will be left to the discretion of the SRC staff.
- Equipment must be wiped down after each use.
- Personal items should be kept out of walkways and between exercise equipment. We provide locks/lockers FREE for day use.
- During busy times patrons should limit cardio workouts to 30 minutes.
- Personal Training services are available and provided by the SRC only.
- All posted manufacturer recommendations should be followed when using the equipment.
- Spotters and bar collars should be used when: training with free weights; the weight is racked on your back, shoulders, overhead and; when maximally lifting.
- All pieces of equipment should be re-positioned and re-racked how it was originally found.
- Plates should never lean against mirrors.

PERSONAL TRAINING

Certified Personal Trainers are available to customize wellness regimens for students. Students can pay for Personal Training at the Front Desk. Refer students with questions to the Fitness Coordinator.

GROUP X PASS

Patrons can purchase a Group X Pass each quarter that entitles them to participate in unlimited fitness classes throughout the quarter. During the first full week of every quarter, all classes are free! The pass costs $45 and can be paid for at the Front Desk. Passes can be picked up from the Receptionist from M-F 8am to 5pm. A fitness staff will distribute passes in the evening for the first
MAC GYM/OPEN RECREATION

- The only activities allowed on the main gym floor include basketball, volleyball, badminton, pickleball, jump rope, table tennis and approved activities.
- Indoor soccer, hockey, and approved activities are allowed in the MAC Gym. Rollerblades are not allowed.
- Only SRC Staff are permitted to raise and lower curtains and baskets.
- Shoes must be non-marking, closed toed, athletic shoes.
- Spectators must stay outside the boundary lines of the basketball courts. **No food or drinks are permitted on the wood floor.**
- Hanging on the rim is prohibited.
- Drop in basketball has priority on all courts except when there is a scheduled event.
- Half court basketball games will be given priority over full court games.
- Challenge court rules apply:
  * All non-reserved courts are challenge courts if others are waiting to play.
  * Basketball: Single games to 15 points. Winning team keeps the court; the next five players in line are the challengers. Losing player(s) are not eligible for the next game unless others are unavailable. Upon winning two consecutive games, the winning team must exit the court and allow the next two teams to play.
  * Volleyball: Thirty minute time limit for same teams unless all available players are working in as substitutes. Otherwise, winning team keeps the court and the next players in line are the challengers.
  * Badminton/Pickleball: Best two of three games to 11 points each game. Winning player(s) keeps the court; the next player(s) in line is the challenger.
  * Table tennis: Single games to 21 points. Winning player(s) keeps the table; the next player(s) in line is the challenger.
- Please report any problems to the Wade King SRC Staff.

NUTRITION SERVICES
Students and staff must be members of the Rec Center to schedule free appointments with the Registered Dietitian. Non-members are unable to make appointments. Refer individuals to Campus Recreation Services, 360-650-6254.

FIRST STEP
First Step is a program offered to students and staff/faculty members of the Rec Center who would like more movement in their lives. The program focuses on setting individualized movement goals and overcoming barriers to starting and continuing an activity program.

PAY PERIODS/TIME SHEETS

There are two pay periods each month; from the 1st through the 15th and from the 16th until the end of the month. Students are permitted to work 19 hours per week during the academic year. Students are allowed to work up to 40 hours per week during intercessions and summer quarter.

Paychecks are issued on the 10th and 25th of each month. We recommend you sign up for direct deposit on-line through Web4U in order to have your paychecks automatically deposited into your bank account.

You are responsible for recording and submitting your hours electronically. Your time sheet can be accessed using your Web4U portal, or by following the link located in the Employment section of the Rec. Center Website.

In your time sheet you are required to enter the days and times that you worked. We recommend that you get in the habit of inputting your hours as soon as you work them. In order to get paid, you must submit your time sheet by the 15th and the last day of each month. Due to periodic campus wide computer system shutdowns, you may need to submit your time sheet early. The due date will always be reflected on the top of your time sheet. If there is a problem with your time sheet notify your supervisor immediately. If you fail to submit your timesheet by the due date and time, you will need to submit those hours as late hours. See your Coordinator for details on how to do this.

Your coordinator will review your time sheet after it is submitted and address concerns that may arise with you. **Intentionally falsifying your time sheet is grounds for immediate dismissal.**
WHAT YOU CAN EXPECT FROM US!

At all times, the WKSRC Pro-Staff will strive to deliver:

- Positive Attitude
- Commitment
- Recognition For A Job Well Done
- Respect
- Dedication
- Accountability
- Open Communication
- Proper Training
- Professionalism
- Opportunities for personal growth
- Exciting, challenging, and rewarding workplace and experience
- Hiring process without discrimination
- Comfortable, orderly and safe working environment

WHAT WE EXPECT FROM YOU!

At all times, you should strive to deliver:

- Positive Attitude
- Professionalism
- Punctuality
- Accountability
- Commitment
- Team-Work
- Dedication
- Proper Attire
- Open Communication
- Higher standard of conduct when utilizing programs and facilities and to abide by ALL rules.
- Seek to exceed expectations and go beyond the call of duty rules
- Respect for your supervisor and co-workers
- HAVE FUN!

EQUIPMENT DESK

EQUIPMENT CHECK OUT / IN

- Equipment Check Out is available only to SRC Members.
- A Western card or valid Membership card is required to check equipment in and out.
- All equipment rentals are for day use only. All equipment that is not returned 15 minutes prior to closing on the day it was checked out will be subject to a $5 late fee.
- A variety of sports equipment is available for check-out, such as: basketballs, volleyballs, indoor soccer balls, jump ropes, indoor hockey sticks and pucks, ping-pong and pickle ball paddles, frisbees and badminton rackets. Climbing harnesses, shoes, helmets, chalk bags and lead rope are also available to check out.*
- Members will be charged for the lost, late or damaged items.

*Some equipment may require a small fee to check out.

LOCKERS

- Day-use locks are available for check out. Day locks are located in the locker rooms, on the 2nd floor of the SRC, across from the gym and in the family changing room.
- Lockers are available to be rented quarterly or annually for a fee.
- Lockers must be cleaned out prior to expiration. Upon expiration items will be removed and held for 30 days before donation.

TOWELS

Towels are available at the Equipment Desk. Used towels are to be returned to the towel bins located throughout the building.

RETAIL

The Equipment Desk has various items for sale including toiletries, swim accessories, books, SRC branded gear and other fitness related items. Payment by cash or check for such items is accepted at the Equipment Desk. Transactions involving Visa or Mastercard must be completed at the Front Desk.
**GUEST/DAY PASSES**

**Guest Passes:** Only Wade King SRC members may sponsor a guest. Guests must enter and exit the SRC with their sponsoring member. Members are limited to two guests per day. Exceptions are made when bringing in more than two dependents as guests. Children under the age of 14 must be supervised at all times.

**Day Passes:** WWU faculty, staff, alumni, affiliates and students with less than 6 credits may purchase a day pass to the Wade King SRC. Valid WWU ID is required.

**CHILDREN**

- Children under age 18 must have a waiver signed by a legal parent or guardian in order to enter the Wade King SRC. Children ages 16 or under must have a parent/guardian with them at all times.
- Children under the age of 18 are only allowed in the facility during scheduled family hours (Fridays after 5 p.m. and all day Saturday and Sunday) and all hours during intercessions, summer quarter and public school breaks.
- Children 14-17 require exercise equipment safety orientation conducted by our weight room staff prior to using ANY strength and conditioning equipment.
- Children under the age of 14 must have a parent/guardian (dressed in swim attire) accompany them in the pool/spa.
- Children under the age of 14 are required to take a 25yd swim test under the lifeguard’s supervision. If the child cannot pass the swim test they must remain in the activity area or wear a lifejacket and be within arms length of a parent or guardian.
- Children under the age of 6 are not allowed in the spa [WAC 246-260].

**CUSTOMER SERVICE**

Customer service is your #1 goal while at work. Every person that you encounter – whether a student, faculty, staff, alumni or member of the community – should be treated with the utmost respect and courtesy. Without our participants we would all be without a job.

You are the “front-line” employees. You are the most visible staff members and the first person to whom customers bring their concerns. We encourage and empower you to deal with any and all situations, however, if you ever encounter a customer service issue that you feel you cannot handle, politely refer the issue to your direct supervisor. The Professional Staff will do whatever they can to support any decisions that you make and policies that you enforce.
GENERAL WORK POLICIES

- Arrive for your shift at least 5 minutes early ready to work. Early is on time and on time is LATE!
- Review memos and general information as directed by your coordinator.
- Employees must remain at their workstations throughout their shift unless given express permission to leave by a coordinator.
- Phones are for work purposes only! Cell phone usage is not permitted. In the event of an emergency, obtain permission from your coordinator and step away from your area.
- Computers are available only for work purposes. There is no internet usage or game playing permitted.
- Employee belongings are to be placed in the appropriate location as designated by your coordinator.
- You are responsible for attending scheduled meetings. A missed meeting is the equivalent of missing a shift.
- Be consistent in your adherence to SRC policies. Problems arise due to inconsistent enforcement and incorrect information: if you are not sure of a policy, consult your supervisor.
- Shift assignments will be conducted through “When to Work” and your coordinator will train you on how to use it upon being hired.
- Your shifts are your responsibility! The coordinators make every effort to accommodate scheduling requests if notified prior to schedule distribution. In the event you are unable to work your scheduled shift, it is your responsibility to find coverage. All substitutions must be traded and recorded in “When To Work”. Verbal agreements do not hold up in a court of law!
- If you are unable to find a sub, you are still responsible for your shift.
- Once the shift substitution has been approved on “When To Work” by your coordinator, it becomes your responsibility. If you become unable to work it is now up to you to get the shift covered.
- Staff shall not report to work under the influence of alcohol or non-prescribed drugs; doing so will be cause for immediate disciplinary action, including dismissal.

WHO CAN USE THE WKSRC?

ID POLICY
Western Cards/Membership Cards: All SRC members and employees must have their Western Card or valid Membership Card to enter the facility. There are no exceptions to this policy. In the case of a lost ID, new cards can be purchased at the Western’s Card office located at Wilson Library, Room 165. Any attempt to gain or provide unauthorized access to the Wade King SRC may result in suspension of membership.

MEMBERSHIP
Eligibility: Students taking 6 or more credits (excluding correspondence courses and some graduate or exchange programs) are automatically billed for membership. Current students enrolled in less than 6 credits, current Alumni Association members, WWU Faculty/Staff, WCC/BTC/NW Indian Colleges, University Affiliates and spouses/dependents of the aforementioned are also eligible to purchase membership.

Hold Harmless Agreement: All patrons wishing to enter the facility must have a current hold harmless agreement on file with WWU. Anyone with a valid WWU number and pin must complete an online waiver and all guests/non-student members must have a paper agreement on file. Anyone under the age of 18 must have their legal parent/guardian sign a waiver for them; older siblings may not sign waivers for their brothers/sisters.

Tours: Tours are offered by the Office of Admissions and the Wade King SRC membership staff. Prearranged tours are advised.

Summer Employees: It is not mandatory for student employees who plan to be enrolled fall quarter at WWU to purchase a summer membership to have summer employment. Non-member employees will be admitted into the facility for scheduled shifts, but are not allowed to use the SRC.
GENERAL BUILDING POLICIES CONT.

- **Facility Rental/Reservation:** Groups may reserve areas by pre-arrangement. Non-members may be admitted for special events if an attendance roster has been provided to management prior to the event. Attendees may be required to show proof of identity.

- **Student Code of Conduct:** SRC members are expected to follow the rules and regulations of WWU. Members displaying disorderly conduct, using foul language, abuse or misuse of the facility and/or its equipment will be subject to Western Washington University’s Disciplinary Procedures.

- **Closing:** All users of the Wade King SRC must leave at closing. Showers may not be taken within 15 minutes of closing. Equipment that has been checked out must be returned to the Equipment Desk 15 minutes prior to closing.

- **Lobby/Rock’s Edge Café:** The lobby area is provided for the enjoyment of both the university community and the general public. The TV is to be kept at a low volume at university appropriate programming as the area is occupied by a diverse group. This area is also the starting point for tours guided by the Office of Admissions.

- For every 4 hours worked, staff are permitted to take a paid 10 minute break. If a student works 5 hours or more, they are entitled to a 30 minute unpaid break away from the job. When you need to step away for your break, please inform your co-ordinator or a Building Supervisor.

- Despite the social environment of the SRC, we ask that you refrain from socializing with your friends for extended periods of time while you are at work.

- If you have been issued a key card it is for your use only and should only be used during your shift for work purposes. Improper use of your key card can result in immediate termination of employment.

- The SRC follows the Student Employment Center policies and procedures set forth in the SEC Student Employment Guide. You may contact the SEC at 650.3158 or in Old Main 285.

- If you decide to end your employment with the SRC, we ask that you give your supervisor two weeks notice.

- Grievances can be made to your supervisor. If you need further recourse you may contact your supervisors’ superior. If further action needs to be taken this can be done through the Student Employment Center located in Old Main, 285.

- And most importantly: **HAVE FUN!**
EMPLOYEE FEEDBACK PROGRAM

Our progressive student employee feedback program is a positive way to facilitate open communication and interaction with your direct supervisor as a performance assessment tool. The intention is to provide you with feedback that you can use to further develop and enhance your skills and abilities through both positive and constructive feedback. Supervisors will also implement their own regularly scheduled one-on-one evaluations periodically throughout the year. An evaluation can be requested of a supervisor at any time. All communication will be documented and can be provided to you upon request.

GENERAL BUILDING POLICIES

- **Entry/Exiting Procedures:** All patrons must enter through the front gates using valid photo ID and exit through the lobby. Unnecessary use of emergency exit doors will result in suspension from the facility.

- **Personal Belongings:** Personal balls, bicycles, skateboards, scooters and animals (with the exception of Service Animals) are not allowed in the facility. **Wade King SRC staff cannot hold belongings for members while they are in the building.**

- **Clothing:** Proper attire is required at all times. Minimum workout attire must consist of athletic closed-toe shoes, a shirt covering the torso (horizontally and vertically) from the bottom of the chest down, and bottoms or shorts covering the hips to the finger tips. Wade King SRC Staff reserves the right to ask any patron to change their attire.

- **Food and Drink:** No food is allowed in the facility except in the lobby. Covered beverages are permissible. Alcohol and tobacco are prohibited. Chewing gum is not allowed in activity areas.

- **Lost and Found:** Found items are to be turned in to the Equipment Desk. Valuable items and ID cards are to be turned in at the Reception Desk. Unclaimed property will be donated thirty days after it has been found, and Western cards will be sent to the Western Card Office after 48 hours. Missing items may be reported at the Equipment Desk or Reception desk. Reports must include a detailed description of the item and a phone number where the owner of the item may be reached. Borrowing items from the lost and found is prohibited.

- **Bulletin Boards:** Posting on bulletin boards or other areas in or outside of the Wade King SRC building requires approval prior to posting.

- **Phones:** The Front Desk phone is for emergency use only. The only non-emergency situation permitted is contacting a green-coat.

- **Grievances:** It is important that SRC staff and policies be respected at all times. Complaints may be handled properly by contacting a Wade King SRC Manager/Coordinator by phone, email or appointment.
This schedule can be found at the Front Desk, Equipment Desk and with our Receptionist. Any and all rentals that close specific areas of the facility will be posted prior to the event at the Front Desk as well as in the area that is closed.

**PROGRESSIVE EMPLOYEE DISCIPLINARY PROGRAM**

The primary purpose for progressive discipline is to assist the employee in understanding that a performance behavior problem are opportunities for improvement. Progressive discipline is a process for dealing with job-related behavior that does not meet expected and communicated performance standards. This is a positive, proactive effort to provide feedback to a student employee so he or she can correct the problem. The goal of progressive discipline is to improve employee performance. The process of progressive discipline is not intended as a punishment for student employees but to assist the student employee in overcoming performance problems and satisfying job expectations.

There are two categories of disciplinary action depending on the severity of the infraction: warnings and strikes. A warning is the result of a minor infraction and three such warnings result in a strike. (See form on following page for examples of what is considered to be a warning.) An employee is automatically dismissed from employment upon accrual of their third strike.

You will be notified upon receipt of a warning or strike and it is your responsibility to schedule a meeting with your supervisor. If this is not done so in a timely manner, additional warnings and/or strikes may be incurred.

The value assessed to each infraction is subject to change at the discretion of your supervisor and the list of infractions is not to be considered comprehensive. Certain infractions, such as substance abuse, harassment, theft, etc. may result in automatic termination of employment.

On the following page, you will find an example of the Progressive Employee Feedback Form that will be placed in each student file.
PROGRESSIVE EMPLOYEE FEEDBACK FORM

Employee Name: __________________________ Area: __________________________

The Wade King Student Recreation Center uses a progressive disciplinary system as a method of employee management. There are two categories of disciplinary action depending on the severity of the infraction: warnings and strikes. A warning is the result of a minor infraction and three such warnings result in a strike. An employee is automatically dismissed from employment upon accrual of their third strike.

The value assessed to each infraction is subject to change at the discretion of your supervisor and the list of infractions is not to be considered comprehensive. Certain infractions, such as sexual harassment, theft, etc., may result in automatic termination of employment.

**Actions Resulting in Warning(s):**
- Unexcused Absence
- Inappropriate Use of Computer
- Late Arrival/Departure
- Inappropriate Use of Phone
- Reading/Texting outside of specified times
- Excessive Breaks
- Incompetence/Poor Performance
- Poor Customer Service
- Inability or Ineffectiveness to follow Policies
- Failure to Enforce RWC Policies
- Theft
- Harassment

**Actions Resulting in Strike(s):**
- Missed Shift
- Missed Meeting
- Leaving Area Unattended
- Leaving Early Without Approval
- Negligence
- Refusal to Obey Directives/Insubordination
- Dishonesty/Falsified Time Sheet
- Substance Abuse
- Violent Behavior
- Theft
- Harassment

*Value of warning/strike assigned will depend upon severity of infraction and may result in dismissal.*

I hereby acknowledge my comprehension of and willingness to abide by the above-mentioned disciplinary procedures.

Signature: __________________________ Date: __________________________

**Warning Log**

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<th>Date</th>
<th>Reason for Warning</th>
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<th>Employee Signature</th>
<th>Supervisor Signature</th>
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<th>SECOND STRIKE</th>
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<th>THIRD STRIKE (RESULTS IN DISMISSAL FROM EMPLOYMENT)</th>
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INCIDENTS

In the event of an incident involving employees or patrons, fill out an Incident Report and notify the Professional Staff or Building Supervisor as necessary. Use of the facility is a privilege and you have the right to ask any individual to leave the premises. In the event that an individual refuses to leave the facility upon request, notify University Police (x3555). Keep in mind that your safety is of utmost importance in dealing with any incident and do not put yourself in a situation that can cause you any harm. Always stay calm and be confident in your actions. Seek help in the form of the Professional Staff, Building Supervisor and Public Safety as needed.

ACCIDENTS

Minor Injuries

A minor injury will be defined as any injury requiring attention greater than a band aid for a minor scrape or cut, but not requiring the summoning of immediate outside medical attention.

First Responder

- Treat the injured party as necessary and summon any assistance needed.
- Send a bystander to the front desk with instructions to summon the building supervisor.

Building Supervisor

- Call Public Safety (3555) at their discretion to request an officer
- Write up an in-house accident report
- Keep injured party in the facility until all information has been gathered.
- Submit the accident report to your supervisor

SEXUAL HARASSMENT

Sexual Harassment is deliberate and/or repeated sexual behavior that is not welcome, and not asked for.

There are three forms:

- PHYSICAL - touching, pinching, and grabbing body parts
- VERBAL - making sexual gestures, jokes or verbal comments
- VISUAL - sending sexual notes or pictures

Hostile Environment is any sexually oriented conduct that is intimidating or offensive to a 'reasonable victim.'

Quid Pro Quo means "you do something for me, I'll do something for you." Examples of this form of sexual harassment would be trading sexual favors for grades.

The following 3 things have to exist before something is considered sexual harassment:

1. The behavior must be sexual in nature and sex-based
2. The behavior must be unwelcome and unwanted
3. The behavior must be deliberate and/or repeated

NO MEANS NO!

1. If you think you have offended someone, try to discuss the matter directly and apologize, and don't engage in the behavior again.
2. Refrain from telling jokes that demean men or women.
3. Speak up when you see someone harassing another individual. If you are feeling uncomfortable, there is a chance that other people are feeling uncomfortable too.

The SRC takes sexual harassment among employees very seriously. Refrain from any and all actions which may be construed as harassment. This includes but is not limited to sexual comments, innuendoes, use of position or job to obtain personal information or to make sexual advances, physical contact or interaction (even between consenting adults).

If you feel as if you have been the victim of sexual harassment, please report it to your coordinator or any professional staff immediately.
EMERGENCY PROCEDURES
While every precaution is taken to assure that accidents do not occur, emergency situations will happen in the facility. When these happen it is the responsibility of every employee to know what their role is so the situation is handled in the most effective way possible.

When any emergency situation occurs, remember:

- Remain calm. Reassure the victim and help them remain calm.
- If you have any reason to suspect that someone needs Emergency Medical Assistance, always call the paramedics. If the person wishes to decline such assistance, they can discuss the option with the paramedics.
- Remember that it costs nothing to have the paramedics come out and assess the injured person. No one is charged unless the person is actually transported by the paramedics.
- Never handle or move the victim of a traumatic injury unless absolutely necessary.
- If you need to move a victim who is bleeding, a plastic bag or other non-permeable material may be placed over wounds or dressings to provide a barrier between the victim and any portion of the rescuers body that may have to be used to brace or support the victim.
- Remember that we are not authorized to administer any drugs or medication, including aspirin.
- If a victim is bleeding use Latex Gloves available at all first aid stations (see blood-borne pathogens).
- Have the victim, if able to, apply pressure to control their own bleeding. If administering ice for an injury, let victim apply it himself if possible. (Ice is located at the equipment desk).
- If a victim needs CPR, use a breathing barrier until the closest employee can bring you the AED. Remember the following when using the AED:
  - Make sure that the patron is dry
  - Make sure that all cell phones, radios and other electronic devices are not within 6 feet of victim
  - Do not touch the victim when the AED is analyzing

The AED is located at the top of the stairs closest to the Equipment Issue Desk.

Major Injuries

Emergency Personnel: Ron Arnold AT & Alex Farley AT, Lori deKubber AT
First Aid Kit: Behind front desk
AED: Located at the top of the west staircase

Major injuries will include all injuries requiring immediate medical attention. If the injured party refuses medical attention, but such attention is advisable, the accident must still be handled as a major injury. If the first responder or other advanced medical personnel feels that an ambulance should be called, they will call the ambulance. When the paramedics arrive, the patron will then have the right to refuse attention. That determination will be best handled between the paramedics and the injured party.

First Responder
1. Determine scene safety
2. Provide immediate care for victim (determine consciousness) while summoning for immediate assistance from another staff person or a patron if no other staff people are present.
3. Send a bystander to call 911 to activate the emergency medical system then direct the front desk to locate the building supervisor or other back-up support from staff (if not already present). Be prepared to:
   a. Say exact location of incident
   b. Explain the nature of the incident
   c. Know the name and age of victim (if possible)
   d. Explain the treatment in progress (CPR, AED)
4. Assign someone to retrieve equipment (First Aid Kit, Emergency Kit, AED)
5. Send someone to get Ron, Alex, Angie or Lori
6. Building supervisor will be responsible to meet EMS at the door or assign this duty to another person.

Building Supervisor
1. Report to the area of the emergency and assist the first responder by managing the scene.
2. Direct onlookers away from the scene.
3. Direct the paramedics from the side entrance to the site of the emergency. If needed to assist with First Aid, the building supervisor will assign this duty to another staff member.
4. Complete an accident report completely and thoroughly.
5. Have other staff involved in the incident prepare detailed statements of their own.
6. Notify the administrative supervisor responsible for the area involved of the emergency.