



UNIVERSITY RECREATION

TEMPORARY EMPLOYEE

MANUAL

Updated: July 27, 2016

We would like to welcome you to an amazing team that is committed to providing quality recreational facilities, services, and programs to thousands of students and the campus community on a daily basis. University Recreation has the fortunate pleasure to positively impact the WSU experience and our student and temporary employees are the most critical factor in creating those positive experiences.

University Recreation at WSU has developed a reputation on campus and across the country as an innovative department that effectively provides quality opportunities in a safe environment. This reputation is more reflective of the work you do as employees than anything else. How people experience University Recreation is highly dependent on what each of you do on daily basis. Please use this manual and the talented staff around you as resources in continuing this high level of quality that so many have been integral in producing.

We are extremely proud of the capabilities of our student employees. There are few jobs on campus that rely on temporary employees to run the day to day operations of one of the largest campus units. Whether it is providing superior customer service, responding to emergencies, or preventing incidents, each of you every day will be allowing our patrons the safe and satisfying opportunity to improve their wellbeing.

Thank you for the service you are providing to this campus and please use this as one of the many tools to develop yourself to be both successful in your position but also in your preparation for whatever challenge lies in your future. We look forward to the wonderful opportunity to work with you all.

Joanne Greene
Director Programs, University Recreation

Jeff Elbracht
Director Facilities & Finance, University Recreation

Table of Contents

Table of Contents	2
Introduction	5
General Contact Information	5
Vision Statement.....	5
Mission Statement	5
Core Values.....	5
Service Standard	Error! Bookmark not defined.
Goals	5
University Recreation Programs, Services, Facilities	6
Fitness & Educational Development.....	6
Intramural Sports	6
Outdoor Recreation	6
Instruction	6
Aquatics.....	6
Challenge Program	6
Youth Programs	7
Sport Club Federation.....	7
Student Recreation Center	7
Facility Awards.....	7
Employment	8
University Recreation Temporary Employee Standards of Conduct.....	8
Temporary Employment Standards	8
Definition of a Temporary Employee	8
Temporary Employment Hours Policy	8
Break Information and Guidelines	8
Policy for a Drug Free Workplace	9
Online Social Identities.....	9
Confidentiality	10
Employment and Training Requirements.....	10
Temporary Employee Uniforms and Nametags	12
Temporary Employee Use of Departmental Equipment and Resources	12
University Recreation Temporary Employee Discipline Procedures	13
Benefits	14
Payroll Procedures.....	14
Getting on Payroll.....	14
University Recreation Pay Rates (effective 1/1/14)	14
Temporary employees Professional Development Grant Program.....	15
Procedures	17
General Policies.....	17
Area Unsafe or Unsuitable for Use	17
All Facilities	17

Student Recreation Center	17
Individual Area Policies.....	17
Multi-Purpose Rooms (SRC and Shared Facilities)	17
Gymnasiums (SRC and Shared Facilities)	17
Racquetball/Squash Courts	18
Running Track.....	18
Pool & Spa.....	Error! Bookmark not defined.
Classroom	18
Locker/Shower Room Guidelines.....	18
Playfields (Valley Road, Grimes, South Fairway, Rogers-Orton, Martin Stadium, Rogers).....	18
Weight/Fitness Area 1st & 2nd Floor	18
Child/Dependent Policies (SRC and Shared Facilities).....	19
Day & Guest Pass Policies	19
Membership Policies	20
Marketing Information.....	20
Policy Prohibiting Discrimination	20
Discrimination Prohibited.....	20
Locker Room & Restroom Accessibility	20
Intramural Sports and Sport Clubs Participation	20
Participation in University Recreation Programs and Facilities	20
Definition of Sexual Harassment.....	20
Resources.....	21
Customer Service.....	21
Simple Keys to Good Customer Service:.....	21
University Recreation Customer Service Approach (20/10/5 Rule)	21
Attitude & Appearance	21
Communication	21
Dealing with Upset Customers	21
Enforcing Policies	21
Accepting Gifts or Tips.....	21
Learning Outcomes & University Recreation Temporary Employees Evaluation.....	23
Learning Outcomes	23
Leadership	23
Wellbeing	23
Cultural Competency.....	23
Semester Evaluations	23
University Recreation Temporary employees Evaluation	23
Emergency Protocols	23
Accident/Incident Forms	28
Confidentiality, Media, and Private Inquiries	29
Radio Communication	29
Radio Setup	29

General Radio Use: 29
Emergency Response Flipchart 30

Introduction

General Contact Information

University Recreation	335-UREC (8732)* 335-4444 Fax
Mailing Address:	University Recreation PO Box 641830 Pullman, WA 99164-1830
Physical Address:	University Recreation 250 Student Recreation Center Pullman, WA 99164-1830
Outdoor Recreation Center	335-1892
Physical Location:	Across from the SRC on N. Fairway Drive, by tennis courts

*For work related issues and emergencies, contact your supervisor.

Vision Statement

University Recreation strives to be a national leader, in safe, innovative, and inclusive recreational and fitness opportunities.

Mission Statement

University Recreation engages the Washington State University community in healthy, active living.

Values

Discovery, Excellence, Play, Sustainability, Wellbeing

Goals

- To welcome and engage students as members of a safe and inclusive campus community.
- To enhance the quality of life for the Washington State University community through engagement in recreation.
- To provide experiences which cultivate personal, academic, and professional skills for success in higher education, the workforce, and society.
- To add value to the University through ethical and effective stewardship of resources.

University Recreation Programs, Services, Facilities

Fitness & Educational Development

The goal of Fitness & Educational Development (FED) is to provide members with a variety of opportunities to stimulate the body as well as the mind. In addition to the group fitness classes that are offered, FED also includes fitness assessments, personal training, and small group training sessions like Spartan Training.

All offerings are priced as Student Recreation Center (SRC) member/non-member or student/non-student. Classes/sessions are located in the SRC and in other locations on campus including Smith Gym and the Compton Union Building (CUB).

Programs include:

Fitness Classes

Yoga/Pilates

Personal Training/Small Group Training

Intramural Sports

A track meet between the male students of the four academic classes was the first intramural activity at Washington State College on April 17, 1902. Since then, the program has grown to offer over 75 activities during the year with over 16,000 participants.

WSU's Intramural Sports program is recognized as one of the largest in the PAC-12 and one of the largest in the nation for the size of enrollment.

The focus is to provide an environment where students have the opportunity to gather with others and participate in various sport and leisure activities regardless of skill level. Intramural Sports is comprised of traditional team sports, dual, and individual activities. The program is open to any currently enrolled student, faculty/temporary employees, alumni, and their spouses or partners. Playing experience is not needed in order to be involved.

Outdoor Recreation

The Outdoor Recreation Center (ORC) is available to help assist with all outdoor recreation needs. In addition to the programs listed below, the ORC also hosts cooperative trips, clinics, and exhibits on various outdoor topics and places. Each fall, the ORC also hosts its annual Ski Swap which allows the public to buy, sell, and trade used equipment. Whether learning to kayak, backpack or ski evokes your sense of adventure, the ORC has something for every outdoor enthusiast.

Adventure Programs consists of:

Climbing Wall

Rental Shop

Trips and Instruction

WSU-Fix it Bike Shop

Instruction

The Instruction Program is made up of activities and classes from several University Recreation areas. Classes provide the opportunity to experience a variety of recreational activities, including:

First Aid and CPR/AED certification

Challenge Facilitator

Swimming

Martial Arts

American Council on Exercise (ACE) Personal Trainer and Group Fitness Instructor Prep Courses

Outdoor Recreation (ski clinics, avalanche awareness, fly fishing, rock climbing)

Lifeguard and Water Safety Instructor certification

Dance

Women on Weights

Aquatics

University Recreation Aquatics offers diverse programs that provide a safe and fun water experience for all abilities. Lifeguards provide supervision for the three available pools on campus: Smith Pool, Gibb Pool, and the SRC Pool & Spa.

Gibb Pool, opened in 1969 and located on the lower level of the Physical Education Building (PEB), is an eight-lane 25-yard L-shaped pool.

Smith Pool, located in Smith Gym, opened in 1936. It is a four-lane 25 yard pool which hosts aquatic fitness classes and the ORC Kayaking Courses.

The SRC Pool & Spa includes a 5-lane 25-yard pool with an attached leisure pool designed for water basketball and water volleyball. A spa with recirculating waterfall can accommodate up to 53 people. The SRC Pool & Spa is accessible through the locker rooms. The pool terrace/sun deck will be open weather permitting.

Challenge Program

The Challenge Program offers experiential education utilizing specialized activities to accelerate learning and provide simulated opportunities to explore and practice new skills and styles. Offerings include minimum impact activities around a table, physical problem-solving initiatives, and both low and high course elements and circuits. The University Recreation Challenge Program began in spring of 2004 and the challenge course was built in summer of 2004 in the SRC Backyard.

Youth Programs

Children can experience fun and learning through participation in University Recreation programs designed just for youth. The Student Recreation Center has specific hours for youth and dependents can access the SRC as well as specific age restrictions and limitations for several areas of the SRC.

Programs include:

Summer Youth Camps (Cougar Kids Camp)
First Aid and CPR/AED Certification
Family Hours

Fitness Classes and Martial Arts
Swim Lessons

Sport Club Federation

The WSU Sport Club Federation is comprised of student-run sport clubs that work together under the umbrella of the University Recreation department to provide competitive, recreational, and instructional sport programs for the students of Washington State University.

Each club elects their own officers and coaches, provides a representative to the Federation Council, raises funds, arranges their competitive and activity schedules as well as promotes their organizational activities. Any currently enrolled student, temporary employees, or faculty may join a sport club. Eligibility requirements vary between each sport. Some clubs may hold tryouts due to high demand. Some of the club sports are affiliated with national or regional organizations that set eligibility standards.

There are approximately 25 current club sports:

Badminton	Bowling
Cougar Crew (Varsity Sport Club)	Cricket
Cycling	WSU CrossFit
Coug Strong Weightlifting	Equestrian
Fencing	Horse Polo
Men's Lacrosse	Men's Ice Hockey
Men's Rugby	Men's Soccer
Men's Volleyball	Ski Team
Tae Kwon Do	Tennis
Triathlon	Ultimate Disc
Wakeboard/Water Ski	Water Polo
Women's Fast pitch Softball	Women's Lacrosse
Women's Rugby	Women's Soccer
Women's Volleyball	

Student Recreation Center

The SRC (SRC) became a student initiative in the spring of 1996 when the student body president at the time had high interest in building a facility solely dedicated to the recreational needs of WSU students. With overwhelming student support the idea of the SRC was put to a vote to determine if students were willing to pay fees for the proposed facility. The vote passed with a 64 percent approval of a mandatory WSU fee to finance the construction and operation of the SRC. Program and pre-design planning began immediately.

Today, a University Recreation Advisory Board ensures that the SRC and the University Recreation department offer an open, diverse, and inclusive range of programs and services to all students and members. The SRC opened in January 2001 and averages 3,000 users per day with 80% of students using the SRC each semester. On December 16, 2016 the SRC welcomed its Ten Millionth User through its doors.

Facility Awards

The awards and honors that the SRC has received bring excellent recognition to Washington State University's dedication to world class facilities and evoke pride among students and the campus community.

Outstanding Outdoor Sports Facility (Valley Road and Grimes Playfield Project) NIRSA- Leaders in Collegiate Recreation, 2013
Outstanding Indoor Sports Facility
Facility Award of Merit, Athletic Business, 2001, Award of Excellence
Washington Parks and Recreation Association, 2001
Facility of the Month, School Construction News, November/December 2001
Outstanding Design Award, Illuminating Engineering Society of North America, 2001

Employment

University Recreation Temporary Employee Standards of Conduct

In fulfilling employment obligations, University Recreation temporary employees shall:

- Conduct themselves professionally and remain unbiased, impartial, and courteous in all communication while interacting with participants, guests, spectators, and other members or temporary employees
- Actively promote sportsmanship, fairness, and equal treatment of all
- Maintain the integrity of the program by adhering to the department's mission, policies, procedures, rules, and safety policies at all times and enforcing them as needed

While not performing professional obligations, University Recreation temporary employees shall:

- Display the highest standard of conduct while attending or participating in any University Recreation event
- Conduct themselves professionally while representing University Recreation at any event, on campus or off campus
- Adhere to Washington State University's Standards of Conduct for Students while on and off campus

Temporary Employment Standards

Definition of a Temporary Employee

For purposes of temporary employment, a student employee is one who is enrolled at WSU for six or more credit hours during fall or spring semesters. During summer session, a temporary employee is one who is enrolled for three or more credit hours. (BPPM; Personnel 60.26)

Temporary Employment Hours Policy

University Recreation employees (exception: professional temporary employees) are considered temporary employees. Temporary employment is at will, which means the employer may dismiss the temporary employee without cause and with minimum notice.

1. The law limits student employment to a maximum of 516 hours worked in any six consecutive months (~20 hours per week); excluding hours worked during the summer and other academic year holiday breaks. (WAC 251-04-040). WSU academic holidays are periods when school is not in session. Academic holidays include time in November, December, January, and March and from semester-end in May to the start of the fall semester in August.
2. Foreign students who hold F-1 nonimmigrant status are limited to 20 hours of work per week while school is in session. Contact International Programs for more information.
3. Hours worked in all temporary positions that a temporary employee holds at WSU count toward the total hours worked. If a temporary employee has one temporary employment position and accepts another, the hours from both WSU temporary positions count toward the total hours.
4. No temporary employee may work more than 20 total hours a week at WSU during academic periods unless approved by her/his supervisor.
5. No temporary employee may work more than 40 total hours at WSU during holiday periods unless approved by her/his supervisor.
6. It is the temporary employee's responsibility to monitor total hours worked for WSU.

Break Information and Guidelines

General Guidelines

- UREC Employees if working 4 hours or more should communicate with the Facility Manager(s) on duty in order to schedule their break/meal times to ensure proper coverage of their work area
- The expectation of the facility manager will be to stand in for that employee on break/meal period.
 - If a facility manager is called away, the facility manager may require the employee to stop their break/meal period to resume working.
 - Breaks/meal periods time will stop and the employee will be allowed to resume the remaining break/meal time left.
- If there are 2 facility managers on duty, workers can leave the SRC during a meal period.
 - Workers are expected to be back on duty by the end of the 30 minute meal period and will be subject to a negative performance report under the same guidelines as showing up late to start your shift.
- In order to maintain professionalism, UREC standards for work areas will remain. Any employees wishing to sit, eat, or use their phone or other electronics should utilize the equipment room in the SRC or other designated spots out of the visibility of patrons.
 - The exception is when that employee is required to stay on site to continue to monitor activity (i.e. Rec Supervisor or IM Supervisor at Valley Road where there is not another individual there to cover). Those employees may sit and/or eat during that designated time. Cell Phone or other technology use is still prohibited.

Breaks

- Workers must be allowed a paid rest period of at least 10 minutes for each 4 hours worked
 - If you are scheduled for 5 hours through 7 hours and 59 minutes, you will get one break and one meal period
 - If you are scheduled for 8 hours, you will get two breaks and the meal period
- The rest period must be allowed no later than the end of the 3rd hour of the shift

- Any “mini-breaks” can be totaled up to substitute the 10 minute scheduled rest period (i.e. two 5 minute breaks)
 - Examples of mini rest periods are personal phone calls, eating a snack, personal conversations, smoke breaks, and whenever there is no work to do for a few minutes during a work shift.
- Rest periods can be used as a worker chooses, except they are subject to whatever policies the business has established
 - UREC example – checking a cell phone or texting while at a work station is still prohibited even if you are on break

Meal Periods

- Meal periods are not considered hours of work and are unpaid as long as employees are completely relieved from duty and receive 30 minutes of uninterrupted mealtime.
- Workers must be allowed a 30 minute meal period if more than 5 consecutive hours are worked in a shift
 - Workers must be at least 2 hours into the shift before the meal time can start
 - The meal time cannot start more than 5 hours after the beginning of the shift
 - If they are working more than 10 hours, two meal periods shall be granted. The second meal period must be given within 5 hours from the end of the first meal period.
- Workers will be paid for their meal period break if:
 - They are required to remain on-duty,
 - Example – A Rec Supervisor at Valley Road where there is no other staff coverage to replace the individual on break
 - This is required for positions working alone, such as IM Supervisors or Rec Supervisors
 - Required to be on-call at the business premise
 - This is not a likely scenario at UREC
 - Designated to be available to return to duty even if they are not in fact called back to duty
 - Example – A Lifeguard is required to take their break in the LG Office or equipment room to be able to respond to emergency if necessary
 - This is required for positions that have specialized skills, such as Lifeguards and Climbing Wall Supervisors
 - They are called back to duty even though they normally are not on call during the meal period

Policy for a Drug Free Workplace

Policy

The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in or on property owned or controlled by WSU. No temporary employee will report to work while under the influence of an unlawful controlled substance including alcohol or marijuana. Violation of this policy may result in a referral for mandatory evaluation or treatment for substance abuse disorder. Disciplinary action may include dismissal from employment.

To comply with federal law, WSU requires that a temporary employee notify the employing official of any criminal drug statute conviction occurring in the workplace no later than five days after conviction. If the temporary employee is engaged in a federally-sponsored grant or contract, WSU will notify the agency within 10 days of having received notice that the temporary employee has been convicted of such a drug statute violation. WSU also will take disciplinary action against, or require the satisfactory participation in a state-certified drug abuse assistance or rehabilitation program by any WSU temporary employee who is so convicted. Disciplinary action may include dismissal from employment or other appropriate personnel action(s).

Tobacco and nicotine usage is not permitted within the perimeter of WSU Pullman property. Smoking and nicotine use materials must be secured, extinguished, and/or disposed of prior to entering WSU Pullman property or exiting private vehicles. Improper disposal, including spitting smokeless tobacco or discarding cigarette butts on the ground or out of a vehicle, is not permitted. This includes cigarettes, cigars, pipes, hookah, all forms of smokeless tobacco, electronic cigarettes, nicotine inhalers, clove cigarettes, and other alternative products made primarily with or from tobacco.

Employment at WSU is conditioned on the willingness of the temporary employee to abide by this policy.

Program

WSU is committed to a drug-free workplace and has developed an education and training program to ensure that all WSU temporary employees are aware of the issues regarding drug abuse in the workplace, including: 1) the dangers of such uses; 2) the policy of WSU regarding a drug-free workplace; 3) the availability of the Washington State Employee Advisory Service for drug abuse counseling and rehabilitation programs; and 4) the penalties that may be imposed upon temporary employees for drug abuse violations. Each temporary employee of WSU shall receive a written copy of the Drug-Free Workplace policy statement and the drug awareness education and training program description.

The education and training program will be coordinated by the Office of Human Resource Services and the Student Counseling Services. Each temporary employee is notified that, as a condition of employment he or she must abide by the policy and must notify the employing official of any criminal statute conviction for violation occurring in the workplace, no later than five days after conviction. Failure to abide by the policy statement may result in disciplinary action.

Online Social Identities

Your online identity represents you to the world including current and future employers. Material that may be connected to University Recreation through your identity is an informal representation of the department and may affect your employment.

University Recreation uses this social utility tool to market the facilities and programs of the department and by choosing to affiliate yourself with University Recreation online, your image becomes relevant to the department. You may want to consider how your online representation could impact future employment, current employment, grades, legal issues, etc. If you find some of these standards too limiting, you may want to consider disassociating your image with University Recreation.

If a temporary employee represents themselves as:

1. A University Recreation temporary employee in writing on their profile
2. A University Recreation temporary employee through the posting of pictures with their temporary employees uniform or uniform parts
3. A University Recreation temporary employee by virtue of group affiliation

Then University Recreation expects that the site will not have depictions of:

1. Illegal activity
 - a. Drinking under age
 - b. Illicit drug use
 - c. Vandalism
 - d. Theft
 - e. Assault
 - f. Other
2. Binge drinking
3. Pornography
4. Hate speech
5. Malicious advocacy against WSU/University Recreation programs, facilities, temporary employees, policies
6. Promoting false information
7. Violating University policy
8. Compromising confidential or proprietary WSU/University Recreation knowledge
 - a. Phone lists, contact info, budgets, client info
 - b. Templates, images, likeness or otherwise institutionally identifiable material
 - i. Edited examples of the above

If a temporary employee's profile comes to University Recreation's attention and it depicts:

1. Illegal activity
 - a. Drinking under age
 - b. Illicit drug use
 - c. Vandalism
 - d. Theft
 - e. Assault
 - f. Other
2. Violation of University policy

Then the temporary employee may be addressed by their supervisor regarding their online image.

Confidentiality

All patrons, guests, clients, professional staff and temporary employees are extended confidentiality through University Recreation. We protect personal information, including work shifts. Any employee who has access to confidential information must complete Family Educational Rights and Privacy Act (FERPA) training before they begin work.

Employment and Training Requirements

All offers to new temporary employees are *conditional* upon completing pre-employment requirements for positions:

- Officials Training
- Fitness Instructor Training & Audition
- Adventure Facilitator Training
- Challenge Facilitator Training
- Climbing Wall Instructor qualification
- Lifeguard certification
- Personal Training certification & skills verification

Temporary employee candidates may not attend any paid training until they have completed pre-employment requirements, as they will not be hired until those are completed.

Current temporary employees do not have to be paid for time in voluntary or non-job related trainings. These include:

- Trainings taken via the grant program
- Trainings voluntarily completed to work in a new position

If the temporary employee does not enroll for CPR class in timely manner or does not attend class he/she signed up for– they are responsible for enrolling in a class at their own expense and they will not be paid the hourly rate for attending the class.

New Employee Orientation

New Employee Orientation is a one-time training devoted to new temporary employees of University Recreation. This two hour training will address policies and procedures of University Recreation, temporary employee expectations, professional development, learning outcomes, as well as an overview of the organization and its programs.

First Aid, Infant, Child & Adult CPR and Child & Adult AED, and Anaphylaxis

New Temporary Employees

All new temporary employee hires to University Recreation that have an emergency response role will be required to hold current certification from the American Red Cross. Temporary employee candidates may not attend semester training or work a shift until her/his supervisor has proof of certification.

University Recreation will provide a number of opportunities for temporary employee candidates to obtain First Aid, Infant, Child & Adult CPR and Child & Adult AED, and Anaphylaxis certifications at no cost to them. Temporary employee candidates will register for a class of their choice and have until three days before the class to reschedule. Temporary employee candidates will be enrolled in classes in the order that they submit their registration forms. Temporary employee candidates who do not attend the class that they signed up for will be required to obtain certifications at their own expense prior to beginning employment with University Recreation, unless otherwise specified by temporary employee's immediate supervisor.

Current Temporary Employees

University Recreation temporary employees (exceptions for sport official) must maintain current American Red Cross (or equivalent) First Aid, Adult/Child/Infant CPR and AED certification. University Recreation will provide multiple review classes each semester for temporary employees at no cost to them. Temporary employees will be paid for time in the review class provided they attend a class provided by University Recreation for temporary employees and they have pre-registered for that class by the registration schedule. **Any temporary employee who allows their certifications to lapse will not be able to work until recertification is complete or will be terminated.**

Emergency (Safety) Audit Requirements/Consequences

All certified temporary employees shall be audited to assess emergency response skills each semester, including the summer. Audits shall be conducted by the department safety officer or designee.

Failure to Pass Audit – First Attempt

- The unit supervisor is notified and provided performance information concerning the audit. The unit supervisor completes a negative performance report and enters it in the temporary employee's personnel file.
- Prior to retesting, the unit supervisor meets with temporary employee to discuss the audit and negative performance report. The supervisor provides or delegates remedial training for the temporary employee in preparation of the audit retest.
- The temporary employee shall attend a scheduled audit retest, or make other arrangements to retest, so that he/she has met with the unit supervisor and is retested within two (2) weeks (excluding academic breaks) of the first audit. Failure to do so shall result in suspension from work, where the unit supervisor makes arrangements for continuation of the activity until the temporary employee takes the audit retest.
- Temporary employees working by themselves shall be suspended until successfully passing the audit during the retest period.

Failure to Pass Audit – Second Attempt

- Individual shall be terminated immediately.

Blood Borne Pathogens Training (BBP)

Each employee must maintain their Blood Borne Pathogens training annually. New employees will receive this training during their FA/CPR course and returning employees will review the material in August Staff Training.

Emergency Response Training

Emergency Response Training (ERT) addresses a variety of possible emergency situations temporary employee might face at University Recreation and how to apply their certifications. During ERT, temporary employee will be presented with scenarios and asked to respond by following proper procedure and acting in real time. Training is held at the beginning of every semester.

All-Temporary employees Training

All-Temporary employees Training is required of all University Recreation temporary employees during the beginning of every fall semester. Each All-Temporary employees Training will present a different agenda focusing on professional development and also provides temporary employee an opportunity to interact with different departments within the organization.

Area-Specific Trainings/Meetings

Area-Specific Trainings are required at the beginning of every semester. Area Specific meetings, or in-services, are scheduled by supervisors. During these meetings and trainings, issues and professional development specific to each area will be covered as well as general updates regarding University Recreation.

Driver Certifications

If you will be driving any eight passenger vans or transporting participants as part of your employment with University Recreation you must complete the WSU driving certification before driving on University Recreation business. This includes successful completion of a video training course and a review of your current driver's license, auto insurance and driving abstract. You must obtain a driving abstract from the state of your current license; this may take weeks to receive and has a fee.

Students can drive a mini-van or expedition to conduct University Recreation business as long as they are not transporting other individuals and have a valid driver's license, insurance, are 18 years of age or older, and been given approval by their supervisor.

Before anyone pulls a trailer for University Recreation business, he/she shall complete the trailer training course and demonstrate competence driving a trailer.

Temporary Employee Uniforms and Nametags

Uniform t-shirts, polo shirts, sweatshirts, and jackets are assigned to the temporary employee by the area for which they work. Uniforms remain the property of University Recreation until such time as they have worked the appropriate number of hours necessary to earn ownership of the garments, or if those hours are not reached prior to leaving employment, to pay the pro-rated value of the garments. Each area may have different requirements to earn ownership. University Recreation nametags remain the property of University Recreation and must be returned upon separation from employment.

All temporary employees are expected to wear the proper uniform including University Recreation shirt, sweatshirt and/or jacket, nametag, and appropriate footwear as required. All work shirts must be tucked in. Projecting a professional appearance is relevant to your position.

Care and washing of the uniform articles is the responsibility of the temporary employee assigned the garments. Uniforms must be kept clean and in good condition at all times. If nametag labels are worn or damaged please see your supervisor for a replacement.

University Recreation t-shirts, polo shirts, sweatshirts or jackets, and nametags may only be worn to work at University Recreation employment sites, University Recreation official functions or as assigned by your supervisor. Wearing University Recreation uniform garments or nametags at locations or activities outside of those required by their employment duties is inappropriate and may cause the temporary employee to be sanctioned or lose their position.

Temporary Employee Use of Departmental Equipment and Resources

"State employees are obligated to conserve and protect state resources for the benefit of the public interest. Responsibility and accountability for the appropriate use of state resources ultimately rests with the individual state employee or with the state employee or supervisor who authorizes such use." (Revised Code of Washington (RCW) 42.52.160)

"A University employee may not use state resources under her or his official control, direction, or custody for private benefit or gain of the employee or any other person. Resources include any person, money, or property. This prohibition does not apply to the use of public resources to benefit another person as part of the employee's official duties" (Washington Administrative Code (WAC) 292-110-010)

The above listed state laws and policies are the official guidelines to be used by all University Recreation employees, whether temporary or professional. The following is a non-comprehensive list of prohibited and acceptable use of University Recreation (state) resources:

The following uses of University Recreation state resources are specifically prohibited:

- Any use for the purpose of conducting an outside business
- A use for the purpose of supporting, promoting or soliciting for an outside organization or group unless provided for by law or authorized by the University President or designee
- Any campaign or political use
- Commercial uses such as advertising or selling
- Any illegal activity
- Private use of any University Recreation or state property which has been removed from state facilities or other official duty stations, even if there is no cost to the state
- Private use of any University Recreation state property which is consumable such as paper, envelopes or spare parts, even if the actual cost to the state is minimal
- Private use of University Recreation computers or other computer related equipment. This requirement applies to private use at any time, i.e. during work hours and non-work hours, and includes but is not limited to:
 - Accessing computer networks or databases;
 - Sending or receiving electronic mail
 - Accessing electronic bulletin boards
 - Accessing Internet web pages for any use unrelated to official University Recreation purposes
 - Any other use unrelated to official University Recreation purposes
- Use of University Recreation telephones and access codes for long distance calls for personal use even if you plan to reimburse the department for all such charges. Local calls are permitted if such use is brief in duration and does not disrupt or distract from the conduct of University Recreation business
- Use of University Recreation copy machines, laminators, cameras or other equipment for personal use
- Assigning free use of University Recreation resources or services for which a fee is typically charged for personal use or gain or for the benefit of others

- Misappropriation of cash, checks or credit card receipts received for sales or services or inappropriate use of assigned till change funds
 - Any other use of University Recreation (state) resources that is not specifically permitted by the RCW or WAC regulations
- A University Recreation temporary employee who violates these rules and policies may be sanctioned or dismissed from employment. In more serious cases, the University Conduct process may be invoked or law enforcement may become involved.

University Recreation Temporary Employee Discipline Procedures

The following are general guidelines for University Recreation temporary employee discipline procedures. An action will be determined as minor or major violation by the supervisor. All disciplinary actions are at the discretion of the supervisor; therefore, steps may be skipped depending on the violation. You may be required to meet with your supervisor to discuss your actions. If you work in multiple areas of University Recreation, disciplinary consequences will affect employment in all work areas.

The following actions (but not limited to) may lead to disciplinary consequences:

- Failure to show-up for work without properly notifying your supervisor
- Late for a shift
- Failure to attend or leaving early (without prior approval) from a mandatory meeting or in-service
- Inappropriate language or conversation
- Improper use of radios for communication
- Failure to abide by temporary employee dress code
- Failure to maintain satisfactory working relationships with the public or other employees (poor customer service)
- Failure to obtain or maintain current certifications necessary for the position
- Inefficiency or incompetence in job performance or requirements (ex: not following guidelines or enforcing policies, sleeping on the job, inappropriate cell phone use, etc.)
- Gambling
- Sexual Harassment/Discrimination
- Careless, negligent, or improper use of University property
- Releasing confidential information without proper authority
- Falsifying reported time worked on payroll sheets
- Working under the influence of alcohol or other drugs that may impair judgement or work performance
- Misuse of departmental keys
- Being away from designated work area for extended periods of time
- Violating University Recreation or WSU policies and procedures
- Personal phone calls on a University line or personal cell phone use (calls, texts, or e-mails) while working for University Recreation (during work hours)

Disciplinary Consequences

Verbal Warning: A verbal warning is to be issued for minor violations (as determined by the supervisor) within the workplace. In such a violation, the supervisor will be responsible for the delivery of this verbal warning to the temporary employee in a private setting. The supervisor will compile a written report of this violation and place in the temporary employee's file.

Written Warning: A written warning will be issued for a second violation or for a major violation. This is a detailed and written account of a disciplinary situation that has occurred. The warning will be signed by the supervisor and temporary employee, and placed in the temporary employee's file.

Suspension: Suspensions may vary in length, depending on the incident and the decision of the supervisor. This process involves enacting a suspension or mandatory leave without pay based on an incident that is more severe. For example, not renewing or failing to become CPR/First Aid certified may result in a temporary suspension. Written documentation will be discussed and signed by the supervisor and temporary employee, then placed in the temporary employee's file.

Termination: As per Washington State University Temporary Employee Guidelines, "temporary employment is at will which means the employer may dismiss the employee without cause and with minimum notice (see 60.27)." An immediate termination may occur based on the severity of the offense. Upon termination, the temporary employee will be immediately removed from payroll.

Disciplinary Actions

- **1st late (less than 30 minutes)** - Verbal notice, documentation stored in employees file.
- **1st No Show (more than 30 minutes late or program is cancelled)** – Written notice.

*subsequent no-shows or lateness will result in more serious consequences which could include termination. It is up to manager and assistant director to decide which consequence is appropriate for the situation.

*If an employee is terminated from one position, managers shall notify other position managers. It is possible employee may be terminated from all UREC positions.

*Employee performance and duration shall be considered when employee is being evaluated for suspension or termination.

*Based on the severity of a single incident an employee may be terminated.

Shift Coverage Expectations

- Staff members are responsible for maintaining current availability in When to Work (Appointment Plus for Personal Trainers and WSI's)
- Staff members are responsible for all assigned shifts.
 - Staff members are responsible for notifying supervisor of scheduling errors (scheduled when not available) immediately.
- Staff members are responsible for finding an appropriate sub when they cannot work assigned shifts. Trades must be made on When to Work prior to the shift.
 - Please notify your manager at least one business day in advance if you are having trouble finding a sub. Your manager will attempt to help you cover the shift but you are still responsible for ensuring it is covered.

In case of emergency, employee MUST:

- Try to find a replacement before calling managers.
- If this is a last minute scenario, and if no replacement is found, contact facility manager or staff lead as determined by program area. Employee then texts and/or calls professional staff **until response is received.**

Benefits

Payroll Procedures

Getting on Payroll

1. To sign up for payroll, bring your Driver's License and original Social Security card or Birth Certificate to SRC 141 (M-F, 8 AM – 5 PM). A valid passport will suffice for the documentation listed above. Scheduling an appointment with the Business Office will guarantee availability of an individual that can assist you.
2. You will need to fill out a W-4 form for tax purposes. You will need to know your filing status - exempt if someone (parents or guardian) still claims you, or single with 0 or 1 deductions.
3. If you are currently employed by WSU (receiving a paycheck now), let the office staff know immediately. The Payroll Office will already have information on file.
4. University pay dates are the 10th and 25th of every month. Paychecks are mailed out on the 10th and 25th or you can get direct deposit. If either of these dates fall on a weekend you will be paid on Friday (if the 10th or 25th is on Saturday) or Monday (if the 10th or 25th is on Sunday).
5. Payment for hours worked during the 1st through the 15th of the month occurs on the 25th. Payment for hours worked during the 16 through the 31st of the month occurs on the 10th.

If you have Federal or State Work study please bring a copy of your work-study papers with you when you sign up for payroll. Work study hours will be paid at the current work study rate.

Direct deposit is available for all University temporary employees. Sign up for direct deposit via your my.wsu.edu account or at the Payroll Office in Lighty Student Services/French Administration Building. Bring a voided check from the bank account you plan on using.

Bring any payroll questions or concerns to your supervisor immediately.

University Recreation Pay Rates (effective 8/1/16)

Effective August 1, 2016			
Position	Level 1	Level 2E	Level 3E
Minimum Wage	\$9.47		
AF1 - Adventure Facilitator	\$ 9.95	\$ 10.20	\$ 10.45
AF2 - Lead Adventure Facilitator	\$ 11.55	\$ 11.80	\$ 12.05
AF3 - Nationally Certified Adventure Facilitator	\$ 13.35	\$ 13.60	\$ 13.85
Challenge Facilitator	\$ 11.45	\$ 11.70	\$ 11.95
Challenge Facilitator (Low Only)	\$ 10.65	\$ 10.90	\$ 11.15
Challenge Lead (Low Only) Facilitator	\$ 12.30	\$ 12.55	\$ 12.80
Challenge Lead Facilitator	\$ 13.15	\$ 13.40	\$ 13.65
Challenge Support	\$ 9.95	\$ 10.20	\$ 10.45

Climbing Wall Lead Route Setter	\$ 11.00	\$ 11.25	\$ 11.50
Climbing Wall Supervisor	\$ 9.95	\$ 10.20	\$ 10.45
Closed Week	\$ 11.10	\$ -	\$ -
Crew Coach	\$ 12.00	\$ 12.25	\$ 12.50
Dance Instructor - minimum	\$ 11.80	\$ 12.05	\$ 12.30
FA Instructor /Water Safety Instructor	\$ 12.80	\$ 13.05	\$ 13.30
FED - Nationally Certified	\$ 13.85	\$ 14.10	\$ 14.35
FED Fitness - ACSM/NSCA Certified	\$ 14.35	\$ 14.60	\$ 14.85
FED Fitness - Not Certified	\$ 11.60	\$ 11.85	\$ 12.10
FED-Social Dance/Martial Arts Instructor	\$ 14.55	\$ 14.80	\$ 15.05
IM Lead Official	\$ 10.65	\$ 10.90	\$ 11.15
IM Official	\$ 10.35	\$ 10.60	\$ 10.85
Intern/Summer GA Rate	\$ 14.25	\$ 14.50	\$ 14.75
Intramural/Sport Club Supervisor	\$ 11.00	\$ 11.25	\$ 11.50
LG Instructor	\$ 14.70	\$ 14.95	\$ 15.20
Lifeguard	\$ 10.65	\$ 10.90	\$ 11.15
Office Staff	\$ 9.95	\$ 10.20	\$ 10.45
ORC Bike Shop & Green Bike Attendant	\$ 9.95	\$ 10.20	\$ 10.45
ORC Lead Rental Attendant	\$ 11.00	\$ 11.25	\$ 11.50
ORC Rental Attendant	\$ 9.95	\$ 10.20	\$ 10.45
Personal Trainer	\$ 16.20	\$ 16.45	\$ 16.70
Recreation Supervisor	\$ 10.65	\$ 10.90	\$ 11.15
SRC Attendant (Service, Weight, Membership)	\$ 9.95	\$ 10.20	\$ 10.45
SRC Facility Manager	\$ 11.00	\$ 11.25	\$ 11.50
SRC Student Custodial	\$ 10.85	\$ 11.10	\$ 11.35
Weight Room Attendant - Down Under	\$ 10.45	\$ 10.70	\$ 10.95
Youth Camps Leader	\$ 10.00	\$ 10.25	\$ 10.50
Youth Camps Program Coordinator	\$ 12.75	\$ 13.00	\$ 13.25

Pay Rate Descriptions

Level 1: Those who are working at a job for the first time at University Recreation and attend the appropriate training sessions.

Level 2E (Experience): Those who have proven their skills in completion of at least one calendar year of service or specific sport season in an academic year (official), received satisfactory evaluations, and demonstrated responsibility in performing their duties.

Level 3E (Experience): Those temporary employees who have proven their skills after at least two complete years of service, received satisfactory evaluations, and demonstrated responsibility in performing their task.

Washington State University is an equal opportunity educator & employer.

Temporary employees Professional Development Grant Program

Purpose: To provide opportunities to University Recreation temporary employee for certifications and training that will benefit University Recreation programs.

Examples of Grant Funded Activities

- Fitness Instructor Certifications (AFAA, Yoga Fit, Powerhouse Pilates)
- Outdoor Recreation Instructor Certifications (ACA, Leave No Trace)
- Market Research training
- Aquatics certifications (LGI, WSI, WSIT)
- Other workshops/certifications approved by University Recreation Temporary Employees Development Grant Committee

Format:

- Temporary employee completes grant application. Grant applications must be submitted electronically to the temporary employee's direct supervisor.
- If funds are awarded, temporary employee must complete an agreement to repay grant if criteria outlined in "Temporary Employees Grant Agreement" are not met. Criteria will include working a designated number of hours, submitting a copy of registration receipt, and possibly the delivery of a temporary employees training program to fellow temporary employees.
- Temporary employee must complete travel paperwork, show copy of registration, and proof of attendance to receive grant money.

Program Guidelines

- A maximum of 80% of requested amount will be awarded to a temporary employee in a semester based upon available funding.
- Grant funding is available for workshop / certification / conference registration only.
- Students receiving funding must demonstrate benefit to University Recreation via improved risk management, delivery of workshop to temporary employee or other activities as designated by the Student Development Committee.
- Decisions regarding grants will be made by a committee of University Recreation Student Professional Development Committee based on benefit to the department.

See <http://urectraining.wsu.edu/> for Grant Application Form and priority deadlines for each semester.

Procedures

General Policies

All policies listed are for SRC. Shared facilities policies are included when appropriate.

Area Unsafe or Unsuitable for Use

If you notice or are notified of an area (playing area that is unsafe, participant access that is dangerous, restroom door that might trap someone, insufficient lighting, etc.) that has become unsafe or unsuitable for use and cannot be fixed or remedied immediately, please use the following steps:

- Shut down area, using cones, signs, or any other resources at your disposal.
- Call Kevin Southwick at 335-3002 and leave a message so maintenance can fix the problem as soon as possible. Please be sure to communicate that the area has been shut down from use.
- Inform direct supervisor via phone call or e-mail. Please describe exact location, issue, and what you did.
- Inform fellow temporary employees before leaving shift and document on any daily forms or reports necessary information.

Please note, for gas chlorine alarm, chemical issues, serious water damage, explosions, fire, etc. please see the Emergency Response Plan in the Emergency Response Flipcharts.

All Facilities

- All personal belongings should be stored in a locked locker.
- Food & drink are allowed in the lounge area only. Closed-cap water bottles are allowed unless otherwise noted.
- Indoor athletic shoes should be worn inside all facilities.

Student Recreation Center

- SRC members entering the SRC must be a current member with an active Cougar Card or purchase a day/guest pass.
 - Current members entering the SRC without their Cougar Card will be asked to provide their Cougar Card identification number or name to verify their membership status in CS Gold. The member's likeness will then be confirmed by the CS Gold photo identification feature.
 - Members entering the facility without their Cougar Card will be logged in an appropriate spreadsheet confirming the date of entry. Individuals are allowed in three times without having their Cougar Card each semester/summer. After that, they will be charged \$5 per entry
- Employees are expected to enter utilizing their Cougar Card through the turnstiles. Individuals who do not have a membership will be granted staff access to be used for work purposes only. Please work with your supervisor to obtain staff access. Employees should not use the exit gate to enter the SRC to go to the equipment room.
- Quiet hours are from 11:00am-1:00pm. Volume is reduced for individuals who may wish to utilize our facilities without the louder noise. Check with your area's supervisor for specific volume levels.

Individual Area Policies

The following guidelines have been developed to ensure appropriate and consistent use of specific University Recreation managed areas. Failure to abide by these guidelines may result in forfeiture of use privileges.

Multi-Purpose Rooms (SRC and Shared Facilities)

- Shared facilities must be scheduled a minimum of 24-hours in advance and scheduled through UREC Scheduling.
- Individuals using these rooms must be pre-approved by a facilities professional staff member.
- Please contact the University Recreation Service Counter to have a temporary employee open the room.
- Non-marking, protective athletic shoes and appropriate workout attire must be worn at all times.
- Sound systems may only be utilized and controlled by University Recreation temporary employees and professional staff.

Gymnasiums (SRC and Shared Facilities)

- Non-marking, protective athletic shoes, and shirts must be worn except when playing "shirts and skins" basketball.
- University Recreation temporary employees are responsible for all facility set-up and takedown including volleyball/badminton standards and nets, basketball goals, divider curtains, and any other equipment used in events.
- One court may be set aside as a "women's only" court at predetermined times.
- Sport Court In-line skates may only be worn on Sport Court surface.
- Only the activity scheduled may be participated in (Floor/In-Line Hockey & Indoor Soccer).
- If in-line skating, users must wear a helmet.
- In-line hockey users must have a helmet with full-face mask. Games will be non-checking. University Recreation temporary employees reserve the right to remove any participant who is playing with too much contact.
- Indoor soccer games will have a maximum of 6 players to a side. One (1) of the 6 players must be a goalie. Goalies may not leave the goal box area during the game.
- In-line hockey games will have a maximum of 5 players to a side. One (1) of the 5 players must be a goalie, who will wear full goalie gear. Goalies cannot pass the line extended from the face off dots closest to the crease.

Racquetball/Squash Courts

- Non-marking, protective athletic shoes, and shirts must be worn at all times.
- Courts must be reserved a minimum of two hours in advance, but cannot exceed two days in advance.
- Protective eyewear, wrist straps and racquet guards are required.

Running Track

- In-line skates, skateboards etc. are strictly prohibited.
- Non-marking athletic shoes and shirts must be worn at all times.
- Signs indicating the running direction (clockwise or counter clockwise) must be followed and will alternate daily.

Pool & Spa

- Appropriate swimwear must be worn at all times in the pool and on the sun deck.
- Lap lanes should be used for lap swim only.
- Outside floatation devices are prohibited in the spa and pool.
- No diving, back entries, or flips from poolside.

Classroom

- Reservations for this room must be made through University Recreation. Please call 335-UREC (335-8732).
- Classroom priority will be given to University Recreation programs and services.
- Classroom rental rates may be applied for events. Please contact University Recreation for inquiries.
- University Recreation temporary employees are responsible for all set-up and takedown of any equipment used in the room.

Locker/Shower Room Guidelines

- All lockers outside of the locker rooms are available for day-use only on a first come, first serve basis. The "B" banks in the locker rooms are also available for day use.
- Locks remaining on day use lockers after the building closes will be cut and contents cleared.
- Contents will be held for 30 days. If not claimed in that time, contents will be considered abandoned property. Refer to lost and found procedures for disposition of property.
- Lockers purchased for a season must be cleared out by the given expiration date. Dates will be announced at least 3 weeks prior to season's expiration. Please contact the University Recreation Service Counter if you have further questions.
- Children over the age of 4 may not be in the locker room with an opposite sex parent/guardian. They must enter the pool or change in the same sex locker room. Please see the University Recreation Service Counter for assistance to the family change room or supervision in the locker room.

Playfields (Valley Road, Grimes, South Fairway, Rogers-Orton, Martin Stadium, Rogers)

- University Recreation temporary employees are responsible for all facility set-up and takedown including soccer/lacrosse/rugby goals, bases, netting, or any other equipment.
- Natural grass facilities are available for use approximately March 1 – November 15 (depending on weather).
- Pets are not permitted in University Recreation facilities including indoor or outdoor facilities (except for trained comfort animal or service animals used by persons with disability). All animals on University property surrounding University Recreation facilities must be under immediate control of their owner/keeper. (WAC 504-36-020).
- Gum, sunflower seeds, and food or drinks (other than water) are strictly prohibited on artificial turf playfields. (Valley Road, Grimes, Martin Stadium, Rogers)
- Metals cleats are not allowed on University Recreation playfields.
- Any field lining or markings must be completed by University Recreation grounds employees. Any field lining or marking in Martin Stadium or Rogers also requires approval from WSU Athletic Department.
- Golfing activities are prohibited on all playfields
- Some field spaces are available for informal student reservations for a maximum of one hour.
- Reservations must be reserved a minimum of two hours in advance, but cannot exceed two days in advance.
- Field reservations are void if 10 minutes have passed and no one has shown for their time.
- No equipment requiring stakes (i.e. tents, goals, etc.) may be utilized without prior site location to avoid damage to field surface or irrigation lines.
- During open recreation, all players should have an opportunity to rotate in and play.

Weight/Fitness Area 1st & 2nd Floor

- Participants are encouraged to seek assistance from University Recreation weigh room attendants regarding the operation of any weight or cardio equipment.
- Participants are required to wear protective, closed-toe athletic shoes, no sandals or clogs.
- Jeans and cut-off shorts are not permitted. Clothing with rivets, exposed zippers, etc. may not be worn in contact with upholstery.
- Chalk is prohibited.

- While using weight equipment and mats in the weight rooms, shirts that cover the shoulders and back must be worn to protect the equipment and promote cleanliness and hygiene. However, if tank tops and/or sports bras are worn, a towel must be used to protect the equipment and promote cleanliness and hygiene.
- All equipment must be returned to appropriate storage locations after use – ALL WEIGHTS MUST BE RE-RACKED.
- Weight room equipment must remain in the weight room.
- Furniture or equipment from other areas may not be brought into the weight room.
- Mats are for stretching purposes only.
- Weights are not to be leaned against the walls, pillars or mirrors.
- Collars must be utilized with all free weight bars.
- Selector pins shall not be removed from any machine.
- Weight room attendants will not provide exercise instruction or prescription. Attendants will explain how machines work and facilitate the use as well as spot patrons when needed, provided the room count is low and their attention is not needed elsewhere.
- All concerns and maintenance needs should be reported to the weight room attendant.
- Weight plates/dumbbells must be controlled and are not to be dropped; this may cause damage to the floor and the plates.
- There is a thirty-minute (30) limit per individual for cardiovascular equipment when others are waiting.
- No one under the age of 14 years may use the weight/fitness rooms. Eligible dependents may only use the weight/fitness room and equipment after going through the weight/fitness room orientation. Please contact attendant for details.

Slackline Facility

- No running on the slacklines
- No flips
- Users should wear shoes or go barefoot (no socks)
- Participants will set up their own slacklines or will be able to check them out from the equipment desk in the SRC
- No lines shall be set above 42" (Blacked Advanced marking)
- Shorter lines are encouraged for beginners
- Lines should not be set between the two poles closest to the SRC (approximately 60' long)
- Patrons will use the slackline course at their own risk

Child/Dependent Policies (SRC and Shared Facilities)

- Dependents or minors are defined as those under the age of 18.
- Dependents are allowed in SRC during scheduled family hours.
- All dependents entering the facility must have an assumption of risk form on file at the SRC. Forms must be signed by a parent or legal guardian. The assumption of risk and release form is good for one calendar year and must be updated annually.
- An adult (over the age of 18) may sponsor up to five (5) minors. The minors so sponsored must have an assumption of risk and release form on file.
- Dependents under 14 may only participate along with the adult member parent/guardian, which is defined as utilizing the same court, competing in the same game, or using the same activity area.
- Member parent/guardian and/or sponsoring adult are responsible for the behavior of their dependents. Failure to comply may result in the loss of future privileges.
- Specific age restrictions:
 - Dependents must be at least 14 years old to use the weight/fitness areas. Those 14 or older must attend a Weight/Fitness Orientation prior to use of the area and equipment, see attendant for details.
 - It is recommended that dependents under the age of 10 not use the racquetball/squash courts. Protective eyewear, wrist straps and racquet guards are required.
 - Dependents over the age of 4 are not permitted in the locker room of the opposite sex. A family changing room is available; please inquire at the University Recreation Service Counter.
 - Dependents must be at least 6 years old to use the spa.
- Dependent memberships for minors 16 and over are available for dependents of current SRC members. A membership may be purchased, and assumption of risk form signed, by the parent/legal guardian of the dependent. Upon these two forms being completed, the dependent may enter the SRC without a parent/legal guardian present.
 - Dependent memberships allow the dependent full facility access during family hours during the academic year and all day in the summer. Dependent members will be responsible for acquiring a Cougar Card for access to the building.
 - All other youth policies still apply and this exception is only applicable to the summer semester and current SRC member dependents.

Day & Guest Pass Policies

- Passes expire one year from the date of purchase (exception Intensive American Language Center (IALC) and Special Event Weekend Passes).
- Passes that have expired are not valid and may not be refunded or exchanged.
- When using a pass the individual agrees:

- That they are at least 18 years of age (the exception is the dependent pass)
- That they must show photo ID to enter the facility
- That they must abide by all the SRC Policies
- The receipt for a day/guest/dependent pass is valid for the date purchased. The receipt must be presented for re-entry.
- Actual day passes will only be issued when purchase for use at a future date. Guest passes are only available for same day use.

Membership Policies

- Memberships & lockers are non-transferable.
- Must be at least age 18 years old to purchase a membership (exception dependent membership).
- Memberships will be stopped immediately if payment is not received i.e. payroll deduction stops, a returned check is received, etc.
- Memberships will not be refunded except in an unusual, unforeseen circumstance. Each requested refund will be judged on an individual basis.
- Fall, spring, and summer semester memberships will be prorated following a pre-determined schedule.
- The SRC will be closed for two maintenance weeks over the course of one calendar year and may also be closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, and December 24- 26. Memberships will not be prorated for these closures.

Marketing Information

- Members & guests of the SRC acknowledge that photos and video may be taken during activities. By entering the facility or activity, you allow these materials to be used in a promotional manner.
- Anyone planning to enter the SRC with a camera or promotional tool must get prior approval from University Recreation Assistant Director, Facility Services or designee.
- No flyers, advertising, or materials of any kind are to be posted or put on display in the SRC without permission from University Recreation Assistant Director, Facility Services or designee.

Policy Prohibiting Discrimination

Discrimination Prohibited

The kinds of discrimination prohibited by WSU policy are those which occur on the basis of race, sex, religion, age, color, creed, national or ethnic origin; physical, mental or sensory disability; marital status, sexual orientation, and status as a Vietnam-era or disabled veteran. Decisions affecting an individual cannot be made on the basis of one of these factors. For example, certain actions cannot be taken on account of a person's sex, or because of a person's age, or because of a person's national origin. Decisions should be made on the basis of neutral and objective criteria by which an individual may be evaluated in terms of his or her accomplishments without regard to irrelevant factors such as sex or race.

Locker Room & Restroom Accessibility

Individuals shall not be forced to use the locker room corresponding to their gender assigned at birth. In locker rooms that involve undressing in front of others, individuals who want to use the locker room in accordance with the individual's consistently asserted gender identity will be provided with the available accommodation that best meets the needs and privacy concerns of all involved. Based on availability and appropriateness to address privacy concerns, such accommodations could include, but are not limited to use of a private area in the locker room (i.e., a bathroom stall with a door, an area separated by a curtain) or use of a family change room.

Intramural Sports and Sport Clubs Participation

WSU students, faculty/temporary employees and spouse/partners of students, faculty/temporary employees shall be permitted to participate in Intramural Sports and Sport Club programs in accordance with the individual's consistently asserted gender identity. Participation in competitive Sport Club or Extramural athletic activities will be resolved on a case by case basis based on applicable National Governing Body.

Participation in University Recreation Programs and Facilities

Individuals shall be permitted to participate in University Recreation Programs and at University Recreation Facilities in accordance with that person's consistently asserted gender identity.

Definition of Sexual Harassment

WSU's discrimination policy explicitly incorporates and prohibits sexual harassment as a form of unlawful sex discrimination. Sexual harassment is defined as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education, (2) submission to or rejection of such conduct by an individual is used as the basis for employment or educational decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work or educational performance or creating an intimidating, hostile or offensive environment. [29 C.F.R. §1604.11a (1988)]

When the University becomes aware of incidents of sexual harassment, it is bound by state and federal law to take corrective steps to terminate the harassment.

Resources

In addition to administrators and supervisors, the following University officials also are available to discuss any concerns or complaints about discrimination, including sexual harassment, or to provide advice on utilizing University complaint procedures:

- University Ombudsperson, Wilson 2, (509) 335-1195
- Center for Human Rights, French Administration, Room 225, (509) 335-8288
- Women's Resource and Research Center, Wilson 8, (509) 335-6830

Customer Service

University Recreation is a department that is intended to provide excellent customer service to the University community. As in any business, it is imperative to work hard to satisfy our customers. Customer service plays a vital role in drawing participants to our program and encouraging them to come back. As University Recreation temporary employees, you have the opportunity for a great deal of interaction with participants and customers. The manner in which you deal with customers will have an impact on their perception of University Recreation. The following steps will help you build a positive relationship with our customers:

Simple Keys to Good Customer Service:

1. Smile
2. Greet everyone
3. Find the correct answer
4. Stay busy and dispersed
5. Learn participants' name
6. Thank them for coming

University Recreation Customer Service Approach (20/10/5 Rule)

As University Recreation temporary employees, you will be expected to use the 20/10/5 Rule when patrons are approaching or entering your specific area of responsibility. Each step is important to continually engage the customer and provide a welcoming and friendly environment.

- When a patron is **20** feet away, we will acknowledge them with eye contact and a smile.
- As they move within **10** feet, we will verbally engage the patron.
- Once the patron is within **5** feet, we will pause what we are doing and open our body language up to invite further engagement.

Attitude & Appearance

- Look approachable - your body language can speak volumes. Actions such as slouching, yawning, leaning/sitting, or rolling your eyes send a clear message, "don't talk to me, I don't want to be here."
- Display interest in your work, especially questions from customers. Lean forward to hear what they are saying, repeat back important points to clarify, use a friendly tone of voice.
- Have fun, but remain professional while working.

Communication

- Initiate interaction with participants and spectators. Introduce yourself and ask the customer's name. Take every opportunity to call the customer by name.
- If talking with co-workers when a customer approaches, give the customer immediate attention.
- Never joke about customers. If customers hear you criticizing others, you will lose their trust and respect.
- Expect to hear the same question repeatedly. Always be courteous when answering.
- Be sensitive to the needs of new patrons. People who are new to the area or University Recreation may be accustomed to different ways of doing business. Take the time to explain the way University Recreation operates or policy to customers.
- Try to prevent problems before they occur.

Dealing with Upset Customers

- Maintain composure when dealing with customers who are upset. Do not argue or interrupt. Give customers the opportunity to voice their complaint and listen attentively.
- Show the customer that their input has merit. Give your supervisor detailed information about the complaint as soon as possible.
- Treat everyone as you would like to be treated.

Enforcing Policies

- Enforce rules and policies consistently, so that all customers are treated fairly.
- Be firm but polite when enforcing rules. Do not be confrontational.
- Be sensitive to others - do not make a scene when enforcing a policy, try to take the person aside to speak to them.
- Explain policies, do not just recite them. Show participants where they can find the policy; online, on forms they have signed, or posted within the current facility.

Accepting Gifts or Tips

- University Recreation temporary employees should not accept tips or gifts from any patron, customer, or client.
- Please politely decline the offer if a patron, customer, or client tries to provide you with a tip or gift.

- If you are unsure, please discuss any questions with your supervisor.

Learning Outcomes & University Recreation Temporary Employees Evaluation

Learning outcomes are consistent across University Recreation and strive to improve skill sets that will help temporary employees in their current and future work environment.

Learning Outcomes

Leadership

- Demonstrate leadership in a professional setting
- Produce effective communication and conflict resolution
- Identify practical and efficient decision making methods

Wellbeing

- Employ appropriate and professional interpersonal skills
- Demonstrate effective time management
- Identify and apply the basic components to leading a healthy lifestyle

Cultural Competency

- Evaluate personal strengths and weaknesses
- Determine suitable behavior in a culturally diverse environment
- Recognize individuals' potential and contributions within the community

Semester Evaluations

Semester Evaluations will be completed before the end of each term. Temporary employees are responsible for filling out the temporary employees portion of the form (highlighted in blue), and returning to appropriate supervisor.

University Recreation Temporary employees Evaluation

Name of Temporary Staff: _____ Period covered from _____ to _____

Position: _____ Occasion for evaluation: Semester Review Pay Rate: 1E Hourly Rate: _____

Name of Evaluator(s): _____

Instructions:

Temporary Staff: please fill out the "temporary staff self-assessment" sections for each of the following items; use the Yellow drop down menu and further describe using the box provided.

Supervisors: please complete the appropriate section for each of the following items. Assistant/Student Supervisors, if applicable, use Green, Supervisors use Blue, and further describe using the box provided.

Customer Service:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Performs job duties with little regard for impact on customers or services offered	Understands role in providing service, yet has difficulty in executing consistently	Can be relied on to present themselves as courteous, welcoming, and attentive. Information and service is prompt and accurate.	Treats everyone with integrity, dignity, & worth; serves as a problem solving resource; has the ability to resolve conflicts when they arise.

Temporary Staff Self-Assessment: Select Self Rating

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Professionalism/Work Habits:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Does not present a professional demeanor to peers, clients, customers, or supervisors.	Is aware of professional standards and makes attempts to act accordingly. Initiative to take action may be lacking.	Is regularly on time, presents a professional appearance, and takes responsibility for work commitments. Communication is appropriate for the workplace.	Is capable of making sound decisions, can be relied on to represent the department to the University community, and serves as a role model for other staff.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Job Knowledge:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Is unable to work independently or provide service due to lack of knowledge	Understands the basics of the job function, duties, and departmental policies. The application of this knowledge may not be consistent or accurate.	Can be relied on to perform duties under less than ideal conditions and is capable of relaying accurate information to both peers and customers.	Serves as a resource of departmental knowledge and is capable of accurately representing other units within the department.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Risk Management (Reputational, Physical, Emotional, Financial, Equipment/Facilities):

Unacceptable	Marginal	Performs to Expectations	Outstanding
Frequently violates University safety practices and/or standards. Often takes risks that could lead or has led to harm, injury, loss, or damage.	Is aware of risk management policies and appropriate emergency response. May not fully appreciate reasoning behind policies and therefore is deficient in enforcement.	Successful completion of audits and risk management related trainings. Is capable of anticipating and preventing problems.	Is capable of enforcing risk management policies in difficult situations and may assist in identifying ways of improving departmental risk management procedures.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Supervisor(s): Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Quality of Work:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Produces work that consistently fails to meet the minimum requirements. Major improvements are required.	Is capable of completing work with little direction, yet the quality or end result is not what was desired.	Completes all tasks to standard. Normal supervision is required.	Consistently produces work that exceeds reasonable expectations. Little supervisory review of work is necessary.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Supervisor(s): Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Quantity of Work:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Consistently fails to meet the minimum requirements. Much of the employee's workload must be assigned to others.	Makes a concerted effort to complete work but may require assistance from other employees to complete routine work.	Work is prioritized to complete multiple tasks in the most time efficient manner. Is capable of completing their expected workload. Fulfills shift obligations and picks up	Consistently produces an exceptional amount of work with minimal or no supervision. Is dedicated to completing tasks they have begun. Occupies down-time

		extra shifts.	with substantial and beneficial tasks.
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Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Communication (Leadership: Produce effective communication and conflict resolution):

Unacceptable	Marginal	Performs to Expectations	Outstanding
Communication is ineffective and generally in one direction. Does not empathize with others in conflicts.	Two-way communication that sometimes requires clarification. Comprehends points of disagreements and identifies appropriate solutions. Non-verbal communication may not always be appropriate.	Delivery and content is well thought-out and prepared to meet expected outcomes and designed for the appropriate audience. Understands the importance of listening in communication. Resolves conflicts in a manner that leaves all parties accepting the outcome.	Fosters a free-flowing environment and sharing of ideas that allows for the majority to comprehend, be engaged, and motivated to participate. Resolved conflicts are learned from and applied to future operations.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

UREC seeks to foster personal and professional growth by enhancing skill sets that will help you now and in the future. Leadership, Wellbeing, and Cultural Competency are components of a healthy and supportive work environment. Please rate your ability to incorporate the UREC learning outcomes into your position.

Leadership: Demonstrate leadership in a professional setting:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Disorganized or lacks a focused direction and is unable to gain support to lead.	Individual is organized and competent, sometimes allowing them to function as a leader.	Inspires others to follow and participate at their highest levels.	Is aware of own leadership abilities, strengths, and weaknesses. Is capable of aiding others in their leadership development.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Wellbeing: Identify and educate customers about the basic components of a healthy lifestyle:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Is not aware of UREC's components of wellbeing. Does not communicate wellbeing principles effectively to patrons.	Promotes some elements of wellbeing, but is either inconsistent or leans too heavily on specific components when informing patrons.	Inspires customers to adopt principles to enhance some components of wellbeing. Communicates principles of a holistic approach to customers and promotes UREC programs to enhance wellbeing.	Inspires customers to adopt holistic approach to wellbeing to enhance quality of life. Continually promotes other UREC program areas and WSU resources to patrons to enhance their well-being.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): [Select Assistant Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: [Select Supervisor Rating](#)

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Cultural Competency: Determine suitable behavior in a culturally diverse environment:

Unacceptable	Marginal	Performs to Expectations	Outstanding
Disregards the perspective of others and acts without thinking of repercussions.	Attempts to foster an inclusive environment. Language or behaviors may not always be culturally sensitive.	Is aware of personal biases and actively chooses to limit those influences in their behavior. Consistently contributes to an inclusive environment.	Understands their own values, goals, and perspectives in order to gain an understanding of those held by other individuals and cultures. Inspires and educates peers and WSU community members to be more culturally competent.

Temporary Staff Self-Assessment: [Select Self Rating](#)

Describe your strengths, using job-specific examples. Identify an opportunity for growth and how you envision further developing your skills in this area.

Assistant Supervisor Rating (if applicable): **Select Assistant Supervisor Rating**

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

Supervisor Rating: **Select Supervisor Rating**

Provide comments and examples to support your rating, as well any additional feedback specific to this category.

This section to be filled out by the supervisor

PERFORMANCE SUMMARY

STRENGTHS: The key strengths demonstrated during this performance review period. Considered are the skills developed during the performance cycle. Progress made in development plan from the last performance review should be considered.

DEVELOPMENT PLAN: How you and your supervisor can contribute to your success at UREC.

OVERALL RATING:

Based upon overall evaluation, staff member performs at the following level: **Select Rating**

Evaluator(s) Signature: _____ Date: _____

Evaluator(s) Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Signature indicates that you have read the above information; it does not mean that you agree to the above. If you wish to refute any of the above information, you have the right to do so formally. Please discuss this procedure with your supervisor.

Emergency Protocols

Accident/Incident Forms

Anytime there is an accident, injury, or incident, you should fill an accident/incident report. Below are a few items to keep in mind.

- Importance of accident and incident forms
 - Legal document and can be used in court case or insurance claims further down the road
 - Document is kept for three years (adult), or three years past majority usually age 21 (youth)
- How to fill it out
 - Make sure it is legible
 - Be thorough and detailed – since these are legal documents, they could be used in future court or insurance claims. There would be a possibility that you might need to remember crucial information; the more detailed and thorough the better to help you remember.
 - Be specific – make sure to indicate what part of the body was injured (right wrist instead of just listing wrist)
 - Do NOT diagnose injuries or speculate what happened on either form
 - Example – if you did not see who threw the first punch, do not claim one person started the fight
 - Obtain as much information as possible while still providing participant and bystanders care – utilize bystanders if you needed to get name, address, and phone numbers of participants after proper care is given

- Obtain witness contact information, if possible. Staff members are not witnesses for giving care, unless they actually witnessed the event.
- Provide legible contact information and make sure you sign the document

Confidentiality, Media, and Private Inquiries

You are not designated nor authorized by WSU to interact with the media or provide sensitive information to private inquires. In any emergency situation it is important to maintain confidentiality of patrons and WSU resources; this includes talking with coworkers.

1. Remain calm and smile.
2. You have no responsibility to respond to questions.
3. Say, "Please contact the Director of WSU News Services at 509-335-8055 for information regarding this situation."
4. Notify your supervisor immediately.
5. Do not say "No Comment".
6. Any additional response you give is personal and must be clearly identified as such.

Other private inquiries for photographing or filming needs to be forwarded to Assistant Director, Facility Services for approval and issuance of a media pass.

Radio Communication

During all shifts designated temporary employees will have a radio on the appropriate channel. This allows communication between all University Recreation temporary employees. The radios used by University Recreation are available for use so that temporary employees can be more efficient and if an emergency occurs, support personnel can be reached immediately. The use of the radios should be related to business and activities occurring. Personal conversations are forbidden. Other University departments and the Federal Communications Commission (FCC) may hear radio communication so it is of utmost importance to avoid inappropriate language, conversations, or unnecessary communication that could be deemed unprofessional or interfere with radio use for emergencies. The Motorola Radios used by University Recreation are extremely high quality and very expensive. Each radio costs \$800 and must be treated carefully.

Radio Setup

Each radio has a display that has clear characters. Open Recreation will use the working channel in the Zone, "Open Recreation." Each zone contains sites, listed below are the sites that will be used on the other Zones:

Program, Site	Channel	Program, Site	Channel
Facility Manager, SRC	Open Rec 1	Recreation Supervisor, PEB/SMITH	Intramural 1
General, SRC/DURC	Open Rec 1	General, PEB/SMITH	Intramural 1
Aquatics, SRC	Open Rec 1	Aquatics, PEB/SMITH	Intramural 1
FED, SRC/DURC	Open Rec 1	FED, PEB/SMITH	Intramural 1
Challenge, SRC/Challenge Course/DURC	Open Rec 1	Challenge, PEB/SMITH	Intramural 1
All Intramural Sports (except at SRC)	Intramural 1	All Sport Clubs	Intramural 1
Youth Programs, SRC	Intramural 1	Youth Programs, PEB/SMITH	Intramural 1
ORC and Climbing Wall	Open Rec 1	Emergency Dispatcher	WHITCOM

When there is an emergency, please follow the radio protocols listed in the Emergency Response Flipchart.

General Radio Use:

1. Radio must be on appropriate channel
2. Press the Talk Button
3. Wait for Beep series
4. While holding button in:
 - a. You say: "name or position you are contacting this is your name or position"
 - b. Wait for reply from temporary employees: "This is the temporary employees name, go ahead"
 - c. Tell temporary employees your request (what, where, when)
 - d. Wait for reply from temporary employees who will confirm and repeat request

Radio Do's

- Take care of the radios!
- Press the button and let the repeater beep before you begin talking
- Speak slowly and clearly with radio at least six inches from your mouth
- Be concise with your request
- Know how to contact emergency personnel

Radio No's

- Do not handle the radio by the antennae
- Do not use the radio for personal conversations
- Do not change channels to listen to other University Recreation users

- Do not broadcast personal information or descriptions of lost or found items
- One other item to note, the radios have a radius of about 12 miles

Emergency Response Flipchart

For emergency Response Procedures, locate your Emergency Response Flip Chart. Contents include:

- Emergency Radio Protocol
- WSU Alerts
- Suspicious Patron (SRC)
- Armed Assailant (SRC)
- Building Lockdown (SRC)
- Employee Evacuation Procedures
- Medical Emergencies
- Biohazards
- Weather Emergencies/Natural Disasters
- Missing Youth (Code Adam)
- Threatening Situations
- Media and Private Inquiries
- SRC Evacuation Map

