# Campus Recreation Department Staff Manual

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Welcome to the Campus Recreation Department!

Thank you for choosing us to be your on-campus employer during your tenure at the University of North Carolina Asheville.

Mission

The Campus Recreation Department at the University of North Carolina Asheville provides its community members with opportunities to enhance overall physical and mental wellness through formal and self-directed programs, activities, and services.

Vision

The UNC Asheville Campus Recreation Department is built upon a foundation of programming excellence in intramural sports, fitness and wellness, outdoor recreation, aquatics, and sport clubs. We are committed to providing outstanding facilities and highly qualified and enthusiastic professional staff to strive for the highest student participation rate among colleges in Western North Carolina.

Campus Experience: Through participation, students enhance their sociological, physiological and psychological well-being and develop a sense of belonging to the institution. We promote physical fitness, healthy habits and balanced behaviors, to encourage students to make choices that improve overall wellness.

Community: We strive to create a welcoming environment to all through diverse programs, initiatives and partnerships. We recognize the differences within our community and promote programs and facilities that break down barriers to participation.

Education: Reflective of our commitment to the liberal arts mission of the University, we teach students meaningful life skills, encourage personal achievement, and develop involved and responsible citizens. We seek collaborations to allow students to learn, grow and develop through experiential education, role modeling, and leadership opportunities.

Values

During your time with us, we will commit ourselves to each other as professionals, educators, and service providers to provide the highest quality experience for employees and patrons alike.

Professionalism

We adhere to the highest standards, attend to every detail, utilize resources effectively and strive to exceed expectations in all that we do. We employ a knowledgeable and conscientious staff, and encourage professional development, staff achievement and a superior quality of work and customer service.

Respect

We are strengthened by our diverse perspectives. As a just community, we unite against all forms of injustice, including, but not limited to, racism, bigotry, oppression, degradation, and harassment. We challenge injustice toward any member of our community.

Involvement
We are passionate in the belief that our diverse programs and services will appeal to all and strive to have an impact on our community one person at a time. We cultivate connections for our patrons and student staff.

Collaboration
We foster relationships and serve as good citizens by partnering with students, campus agencies and the greater community to support projects and events. We encourage purposeful exchange of information and ideas. We believe that through collaboration, each of us has an important role in determining the direction and well-being of our community.

Education
We facilitate opportunities for learning, self-discovery, and leadership development through experiential education, teambuilding and role modeling. We strive to be at the forefront and believe that the best way to lead is to learn from our successes and mistakes and continue to grow.

Division of Student Affairs
The UNC Asheville Division of Student Affairs develops and implements programs and services that foster an inclusive, nurturing, and challenging community in which all students have the opportunity to engage in integrated and transformative learning which prepares them to be productive citizens of a global society and develop a lifelong commitment to learning and personal wellness. Students are encouraged to take ownership of their personal and intellectual development and be accountable to themselves, each other, and the community by achieving the following goals:

1. Students persist and achieve academically
2. Students communicate effectively
3. Students appreciate and respect diversity
4. Students promote and practice wellness
5. Students solve problems creatively
6. Students lead with integrity
7. Students serve the local and global community
8. Students live life with passion and compassion

Student Development
The development of a community and sense of attachment to the Campus Recreation Department among the employees, participants, and students is paramount to the success of the department’s mission, values and vision. We believe that effective learning and growth occurs when individuals feel a sense of belonging to the community. We foster this attachment through opportunities for learning through active participation, career training, and social engagement. Check out the opportunities we have this semester, and get involved!

We have already predetermined a set of learning outcomes that we want student employees to achieve while employed with the Campus Recreation Department:

Problem Solving
● Ability to collect, synthesize and critically analyze information from a variety of appropriate sources
● Ability to implement a solution and articulate how it is related and connected to other people and areas
● Ability to identify parameters that must be followed in order to make a decision
● Ability to make decisions independently and objectively

Flexibility
● Willingness to accept new assignments
● Ability to work with ambiguity
● Ability to work effectively with existing resources
● Ability to adapt to changing work situations and prioritize work in a changing environment
Communication
- Ability to express ideas, feelings, and emotions appropriately and coherently in one-on-one situations, in groups, in writing, online and when speaking publicly
- Ability to articulate and use appropriate lines of communication
- Ability to use listening skills

Work Ethic
- Demonstrate initiative
- Is dependable, punctual, organized and follows through on ideas
- Ability to identify and act upon opportunities that give back to the organization
- Seek opportunities to expand their role
- Take ownership in program goals and demonstrate pride in their work
- Demonstrates a positive and professional attitude while representing the University

Campus Recreation: Who Are We?
The Campus Recreation Department is comprised of seven different programming areas: Fitness, Intramural Sports, Outdoor Recreation, Informal Recreation, Instructional Recreation, Aquatics and Sport Clubs.

Fitness
Recreate your day with any one of our fitness formats! Work on strength, cardio, endurance, flexibility and toning by participating in a dynamic fitness format that is suitable for all levels. Group Fitness classes are free to campus community members with a valid One Card.

Intramural Sports
UNC Asheville students, faculty, and staff compete against each other in men's, women's and co-ed leagues that are scheduled on a 4-6 week basis. Intramural Sports encourages participation through a variety of levels and offers seasonal traditional and non-traditional activities for the campus community. The program fosters community, collaboration, teamwork, competitive spirit, and fun.

Outdoor Recreation
Campus Recreation Outdoors is the outdoor resource for the UNC Asheville community. We are committed to enhancing the Liberal Arts experience through enjoyable, inviting, challenging and educational outdoor adventures. We provide diverse opportunities to expand horizons through personal growth, social interactions, and environmental understanding. In addition, Campus Recreation Outdoors fosters the development of leadership skills and outdoor ethics in our student leaders and participants.

Informal Recreation
Informal recreation is a self-directed program in which the department provides opportunities for the community through self-guided recreation. Most individuals do not think of our management of facilities, equipment, and access to the Student Recreation Center qualifies as a program. However, without our prudent supervision of these items, community members would not be able to safely and comfortably participate in recreational activities at their leisure. The operations we enforce to maintain safe and quality facilities are an important programming piece for all students, faculty, staff, and other members who participate in any program we offer. Having clean, safe and accessible facilities and equipment for patron usage is our largest contribution to the community as it serves the most diverse populations across campus as they engage in a healthy lifestyle.

Sport Clubs
A sport club is a recognized student organization which exists to compete and develop interest in a particular sport or physical activity. Membership in a sport club develops the whole individual and adds to the collegiate experience by emphasizing safety, student leadership, member governance, skill development, competition, and fun. The successful advancement of a sport club is directly related to the student leadership of the club. All sport clubs are guided by faculty advisors, the sport club staff, and the Sport Club Council.

Instructional Recreation
Instructional Recreation is a great way for the participant to advance their skill, fitness or mental health in a structured six week class. Over the six weeks participants will continue to build on the skills of the last class under the direction of our certified and skilled instructors.

Aquatics
The aquatics program consists of swim lessons, lifeguard certifications and many special events in the swimming pool throughout the year. The pool may also be reserved by organizations or groups.
**Phone List**

*Note: When dialing from an on-campus phone, only dial the last four digits to reach an extension*

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Numbers/Emails</th>
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<tbody>
<tr>
<td><strong>Vice Chancellor of Student Affairs</strong></td>
<td></td>
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<tr>
<td>Dr. William Haggard</td>
<td></td>
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<tr>
<td><strong>Assistant Vice Chancellor of Student Life</strong></td>
<td></td>
</tr>
<tr>
<td>Dr. Jill Moffitt</td>
<td>(Highsmith)</td>
</tr>
<tr>
<td>251-5658 Office; 828-808-7228 Cell</td>
<td><a href="mailto:jmoffitt@unca.edu">jmoffitt@unca.edu</a></td>
</tr>
<tr>
<td><strong>Director of Campus Recreation</strong></td>
<td></td>
</tr>
<tr>
<td>Debby Schwartz</td>
<td>(SRC 201)</td>
</tr>
<tr>
<td>250-3839 Office; 828-712-7450 Cell</td>
<td><a href="mailto:dschwart@unca.edu">dschwart@unca.edu</a></td>
</tr>
<tr>
<td><strong>Assistant Director of Campus Recreation – Outdoor Recreation &amp; Education</strong></td>
<td></td>
</tr>
<tr>
<td>Leah McDowell</td>
<td>(SRC 202)</td>
</tr>
<tr>
<td>250-2363 Office; 215-720-4846 Cell</td>
<td><a href="mailto:lmcdowel@unca.edu">lmcdowel@unca.edu</a></td>
</tr>
<tr>
<td><strong>Campus Recreation – Outdoor Recreation Program Coordinator</strong></td>
<td></td>
</tr>
<tr>
<td>VACANT</td>
<td>(SRC 203)</td>
</tr>
<tr>
<td>251-6368 Office; Cell</td>
<td></td>
</tr>
<tr>
<td><strong>Assistant Director of Campus Recreation – Sport Programs and Intramurals</strong></td>
<td></td>
</tr>
<tr>
<td>Rusty Caldwell</td>
<td>(SRC 203)</td>
</tr>
<tr>
<td>250-2339 Office; 843-810-5203 Cell</td>
<td><a href="mailto:rcaldwel@unca.edu">rcaldwel@unca.edu</a></td>
</tr>
<tr>
<td><strong>Campus Recreation-Member Services</strong></td>
<td></td>
</tr>
<tr>
<td>Rosie Palmisano</td>
<td>(Sherrill Fitness Room)</td>
</tr>
<tr>
<td>232-5106 Office</td>
<td><a href="mailto:rpal@unca.edu">rpal@unca.edu</a></td>
</tr>
<tr>
<td><strong>Assistant Director of Campus Recreation – Fitness &amp; Facilities</strong></td>
<td></td>
</tr>
<tr>
<td>Aleen Dailey</td>
<td>(SHE 303C)</td>
</tr>
<tr>
<td>232-5180 Office; (678) 416-1570 Cell</td>
<td><a href="mailto:adailey@unca.edu">adailey@unca.edu</a></td>
</tr>
<tr>
<td><strong>Informal Recreation Coordinator – Facilities &amp; Aquatics</strong></td>
<td></td>
</tr>
<tr>
<td>Laura Istvan</td>
<td>(SRC 203)</td>
</tr>
<tr>
<td>250-2324 Office; 540-539-1305 Cell</td>
<td><a href="mailto:list@unca.edu">list@unca.edu</a></td>
</tr>
<tr>
<td><strong>Sherrill Center Fitness Room</strong></td>
<td>250-2313</td>
</tr>
<tr>
<td><strong>SRC Swimming Pool Office</strong></td>
<td>251-6451</td>
</tr>
<tr>
<td><strong>Campus Recreation Customer Service</strong></td>
<td>232-5650</td>
</tr>
<tr>
<td><strong>Campus Rec-Bike Shop</strong></td>
<td>232-5178</td>
</tr>
<tr>
<td>(Highsmith Basement)</td>
<td></td>
</tr>
<tr>
<td><strong>SRC Facility Supervisors</strong></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:crfac@unca.edu">crfac@unca.edu</a></td>
<td></td>
</tr>
<tr>
<td><strong>Outdoors Supervisor Email</strong></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:campusrecbasketball@gmail.com">campusrecbasketball@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>Athletics Information</strong></td>
<td>251-6459</td>
</tr>
<tr>
<td><strong>Highsmith Union</strong></td>
<td>232-5000</td>
</tr>
<tr>
<td><strong>Campus Police</strong></td>
<td>251-6710</td>
</tr>
<tr>
<td><strong>Health &amp; Wellness Department</strong></td>
<td>251-6513</td>
</tr>
<tr>
<td>(Sherrill Center)</td>
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<tr>
<td><strong>Alumni Office</strong></td>
<td>251-6512</td>
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<tr>
<td><strong>OneCard Office</strong></td>
<td>251-6767</td>
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<tr>
<td>(Highsmith)</td>
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<tr>
<td><strong>NC Center for Creative Retirement</strong></td>
<td>251-6140</td>
</tr>
<tr>
<td>(Reuter Center)</td>
<td></td>
</tr>
<tr>
<td><strong>Facilities Management</strong></td>
<td>251-6564</td>
</tr>
<tr>
<td>(Sam Millar Complex)</td>
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Campus Recreation Student Employment

Hiring and Interview Process

All interested applicants must be currently enrolled as a University of North Carolina Asheville student and be progressing toward a degree. Typically, the Campus Recreation Department hires new staff within the first few weeks at the start of a new semester. However, sometimes new jobs are created or become vacant.

To obtain employment in any program area of the Campus Recreation Department, a Campus Recreation application must be completed. Application forms may be found on the Campus Recreation website. Once forms are submitted a professional staff member will be in touch to set up an interview.

If you are hired by the Campus Recreation Department, you will be required to complete the following paperwork at the Payroll Office (Phillips Hall) Human Resources which is located in 228 Phillips Hall:

- Student Employee Contract (provided by Program Supervisor)
- W4 & NC4 Tax Forms
- I9 Employment Eligibility Form (please refer to page 2 of this link for the list of acceptable forms of identification: http://www.unca.edu/hr/forms/employment/newemployee/i-9.pdf)
- Direct Deposit Form

Once all these forms are completed and we receive verification from both Human Resources and Career Services, you can be scheduled for training with a program supervisor. During your training, you will receive:

- Job description and expectations
- Area specific training manual
- Staff shirt
- Pay roll and time sheet information. You are required to submit your timesheet on time.

Note: All Campus Recreation employees must be CPR, CPR for the Professional Rescuer, AED, Standard First Aid, Wilderness First Aid, or Wilderness First Responder certified within two months of hiring.

Job Opportunities

Below is a list of jobs within each program area. For more information regarding specific job descriptions, please see the appropriate supervisor or professional staff member. We welcome and encourage working in multiple areas of the Campus Recreation Department.

Facility Positions
- Facility Attendant (customer service representative and fitness room)
- Lifeguard*
- Swim Instructor *
- Facility Supervisor
- Office Supervisor

Intramural Sports Positions
- Official
- Scorekeeper
- Supervisor

Outdoors Positions
- Trip Leader
- Bike Shop Mechanic
- Office Staff
- Team Building Facilitator
- Supervisor
- Roll Session Staff

Wellness Position
- Group Fitness Instructor
- Fitness Supervisor
- Personal Trainer*
- Personal Trainer Supervisor*

Instructional Recreation
- Instructional Recreation Instructor*
* Must currently hold a certification

**Supervisors**
Each program area has student supervisors that work in a leadership capacity for their respective programs. To be considered for a supervisor position, certain criteria should be met:
- Demonstrates strong leadership skills as an employee of the Campus Recreation Department.
- Involved in student organizations and community service projects.
- Above average evaluations
- No gaps in employment history within the Campus Recreation Department due to poor work performance.

In addition to demonstrating leadership development, students should submit a resume and cover letter. The cover letter should articulate a clear desire for increased responsibility and highlight the individual’s skills and contributions to the program area.

**Pay Scale**
- $7.25/hour: Scorekeeper, Facility Attendant (Facility & Outdoor Rec), Level I Bike Shop Mechanic
- $8.00/hour: Lifeguard, Official, Marketing Assistant, Level II Bike Shop Mechanic
- $8.45/hour: Supervisor (all areas); Level I Team Building Facilitator
- $10.00/hour: Swim Instructor, Level II Team Building Facilitator, Group Fitness Instructors, Personal Trainers

*Trip Leaders and Community Fitness Instructors will have a separate pay scale based on certifications, years of experience, and sport/format where appropriate.*

**Job Expectations**
1. Attendance is mandatory for all staff training sessions, all staff meetings and most importantly, all shifts (both regular and substituted).
   a. Please arrive on time (at least 5 minutes prior to start of shift) and be prepared by wearing your **staff shirt** at all times when working. **Closed toe shoes** are mandatory for most positions in the Campus Recreation Department.
   b. If you have communicated with your supervisor prior commitments that cause you to miss a meeting, you have one week to make up the information with your area supervisor outside of your regular work hours.
   c. It is your responsibility to substitute shifts you know you will miss. Improper substitutions or failing to find a substitute for shifts are still the responsibility of the assigned employee.
   d. In addition, calling in with less than a 24-hour notice is seen as a violation of this agreement. Habitual lateness and absenteeism (excused and unexcused) is not acceptable behavior.
2. Assist, cooperate, and exhibit exemplary customer service to fellow Campus Recreation program employees, all participants, staff, and visitors.
3. **Submit time sheet on time.**
4. Do not horse play or work out while on duty.
   a. Keep personal phone calls on departmental phones to a minimum. Calls should last no more than two minutes.
   b. Cell phones, laptops, iPods, headphones, handheld games, other electronics etc. are not allowed on duty.
   c. We do recognize there are some jobs within the Campus Recreation Department that are flexible enough to allow studying during a work shift. This is a great privilege if you work at our customer service desk but very unsafe in our fitness room since this is a high-risk injury area and requires attention from the employee at all times in case an emergency arises.
   d. We expect any employee who gives emergency care (serious bodily injury, calling 9-1-1, etc) to complete an **Accident/Injury Report Form**.
      i. This form is located at the customer service desk and should be completed to the best of your knowledge.
      ii. When at all possible, get contact information from the injured person and witnesses.
5. If you need to give a patron first aid care, the first aid kit is located at the customer service desk.
a. The first aid kit is stocked with a variety of band-aids, gauze, wraps, etc to treat minor injuries. Ice is available in the laundry room for the SRC and the athletic training room for the Sherrill Center. See the building supervisor for the key.

b. For major injuries, please contact Campus Police, 9-1-1, and a building supervisor.

c. Periodically check the first aid kit to make sure we have enough supplies. If you notice supplies running low, contact a building supervisor so it can be restocked.

d. The Automated External Defibrillator (AED) is also located at the customer service desk for the SRC and outside of the Fitness Room for the Sherrill Center. In the event of a cardiac emergency, the AED can be used.
   i. It is checked daily to ensure it's working properly.
   ii. Have a building supervisor point out its location to you in the event you must get the AED out for an emergency.

6. The Accident/Injury Report Form is different from an Incident Report Form.
   a. An Incident Report Form is used when a theft, conflict, or other non-emergency incident occurs.
   b. This form should be completed to the best of your ability and as unbiased as possible.
   c. Occasionally these forms are used by Campus Police or a Disciplinary Panel and need facts listed not opinions.

7. Enforce all policies and maintain the safety of the area and participants.
   a. Be certified in one of the following CPR, CPR for the Professional Rescuer, AED, Standard First Aid, Wilderness First Aid, or Wilderness First Responder.
   b. Training is provided for employees who do not already have these certifications and administer emergency care as needed.
   c. If an incident occurs, handle the situation professionally. Escalating confrontational behavior, verbal or physical, is not condoned by the Campus Recreation Department.
   d. Additionally, insubordinate behavior toward professional staff members of the UNC Asheville community is unacceptable.
   e. Settle arguments, problems, confrontations, and other incidents among participants on site.
   f. If the problem persists, contact Campus Police at extension 6710 and complete the appropriate paperwork immediately.
   g. If Campus Police is called, a Campus Recreation professional staff member should be notified as well of the incident.

8. Be responsible for all equipment and keys issued.
   a. Do not issue equipment without taking a OneCard or Rec Pass. If equipment is not returned in good condition, please document the borrower’s information from their OneCard and let them know, prior to and after borrowing equipment, that their account will likely be charged.
   b. Our facilities and equipment, with the exception of our rental equipment, is for our use only. We shouldn’t let patrons use our computers or the classroom computers, phones, walkie-talkies, laundry room, etc. for their personal use. Therefore we should be setting the example and using our equipment appropriately at all times.
   c. Personal phone calls or playing around on the walkie-talkies is not allowed. The walkie-talkies should be on our person and powered on at all times for emergency use or communication between areas.
   d. We have a courtesy phone in our lobby and there are other resources available on campus for them to use.
   e. The only people we should be giving access to locked areas in the facility are professional Campus Recreation staff, building supervisors, lifeguards (pool key is kept in SRC 204).
   f. Room cards are posted in each area of the facility that indicates what is going on throughout the day. If you notice people in an area when it not scheduled for use, please contact a building supervisor or professional staff person.

9. Communicate problems or irregular situations immediately to your supervisor. This includes but is not limited to the facility’s condition. If you see something broken (window, exit sign, handrails, washers/dryers, weight room equipment, etc.) report this immediately to the appropriate supervisor.

10. Be a model participant when using Campus Recreation facilities, playing intramural sports, or participating in an adventure trip. Exhibit professional conduct at all times.

11. Take personal responsibility for making your employment with Campus Recreation an opportunity to learn transferable and job specific skills. Additionally, it is your responsibility to seek out opportunities to develop yourself personally and professionally through your position with Campus Recreation in preparation for what waits for you after graduation.
Protocol for Handling News Media Requests

1. Introduction
The University of North Carolina Asheville, as a public university, has a responsibility to be open and responsive to information requests from the news media and the public. UNC Asheville Campus Recreation is committed to a policy of openness, honesty and cooperation with members of the news media.

2. Contacts with News Media
The Director of Student Life is the principal liaison with all off-campus and on-campus news media regarding any program, service, facility, staff, or operation of the department. When appropriate the Director will work directly with the principal liaison for the University, housed in News Services (828-251-6526). The Director will maintain constant communication with News Services regarding any public media relations issue when warranted, particularly in cases of risk management, emergency management, or accidental death as a result of participation in any program area of the department (See 4).

In such extreme cases, the Director will relinquish all media relation responsibilities to News Services and the Vice Chancellor for Student Affairs and serve as the primary consultant and coordinator for any needs the University requests of the Department. As such, the Director will rely on the Campus Recreation staff to work in tandem to identify facts, release pertinent information, and provide/coordinate care for affected students of the Department and the University when required. At no time should student employees be media liaisons on behalf of the department, regardless of the situation or media request.

3. Responses to News Media
Any program area that receives direct media inquiries should respond to the request within 24 hours, and should ask the reporters to call/contact the Director of Campus Recreation for assistance. This is to ensure that media receive timely responses to their request and are referred to the lead source for the information, which is critical in establishing a good working relationship with news outlets. The Director, with the help of the News Services staff will assist reporters in refining their questions or focus of the story and facilitate arrangements for interviews.

Inquiries from on-campus and off-campus student news media should be handled in the same manner as professional news media. It is understood that new reporters, whether they represent student news media or professional news media, will need more support and more detailed background in order to cover a story accurately.

Staff (professional and students) is encouraged to give interviews when asked to do so by the Director and to provide information on matters within the realm of their responsibility in a timely and courteous manner. Student organizations are permitted to do their own news releases and may call on the Associate Director for Sport Programs for assistance with writing, editing and dissemination.

4. Response Protocol in a Crisis Situation
Due to the inherent risk associated with participation in recreational opportunities, there may come a time when a major injury, catastrophic injury or accidental death occurs and we have to respond to a media request in the area. Regardless of program area, we will respond to the immediate incident with the patron by following the defined, prescribed, and practiced emergency action plan and risk management protocols in place. It is important to understand that when responding to media requests surrounding a crisis or a potentially negative story regarding the department, there are three levels of response and care that must be adhered followed. The role of the Director has already been described, but the role of the student and professional employees is outlined below.
Student Employee Response (first responders, front line workers, and/or supervisors)
1. Immediately notify the professional staff supervisor of the affected program if a professional staff member is not on site.
2. Fully complete, more details the better, a legible accident/incident report and make 4 copies (one copy stays with the program area, 3 copies go to the Director of Campus Recreation).
3. Wait for further instruction from the professional staff member and keep the incident confidential.
4. Do not answer any media questions. Send all requests to the Director immediately.
5. Once the patron has been cared for you must consider the needs of the department and act appropriately to protect its interests and reputation.

Professional Staff Response
1. Get as much information from the student during the initial phone conversation has possible.
2. Ask meaningful questions and intentional questions about:
   a. What happened
   b. The response of our staff/program/department
   c. The condition of the patron
   d. Parental contact information if available
   e. Remind employees to fully complete the incident/accident report with all details included
   f. Inform the student that you will be in touch with him/her throughout the day to gather more information as needed
3. Contact the Director by phone immediately and report the incident.
4. Provide the same level of detail to the Director as the student provided to you.
5. Send all media requests to the Director immediately.
6. Keep the incident confidential and wait for further instruction.
7. Prepare to mobilize student support through various on and off campus organizations when required.
8. Remain available to answer questions, coordinate other duties, and respond to student staff questions when applicable.

5. Public Record Requests
Any request made to disclose information pertaining to financial or employee records of the department should be sent to News Services at the number listed above.
Equal Employment Opportunity & Affirmative Action

The University of North Carolina at Asheville is committed to equality of educational experiences for students and is an equal employment opportunity employer. UNC Asheville will not discriminate against students, applicants or employees on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, political affiliation or any other legally protected status with respect to all terms, conditions or privileges of university-sponsored activities, employment and the use of university facilities. Further, it is the policy of this University to undertake affirmative action in compliance with all federal, university, state and local requirements.

Sexual Harassment and Discrimination

Sexual harassment and discrimination are illegal and endanger the environment of civility and mutual respect that must prevail if the Campus Recreation Department is to fulfill its mission. Campus Recreation is committed to providing and promoting an atmosphere in which our student employees can realize their maximum potential in the workplace and can engage fully in the learning process. Toward this end, all members of the Campus Recreation community must understand that sexual harassment, sexual discrimination and sexual exploitation of professional relationships violate the University’s policy and will not be tolerated. The University will take every step to resolve grievances promptly. Any act by the University’s employees or students of reprisal, interference, or any other form of retaliation, whether direct or indirect, against a student or employee for raising concerns covered by this policy is also a violation of this policy. Accordingly, acts of reprisal, interference, or any other form of retaliation against individuals who bring complaints or are in any action connected with this policy are prohibited.

Two categories of sexual harassment between members of the opposite or same sex are recognized:

A. Quid Pro Quo

Sexual harassment presented as a “bargain” (quid pro quo). Unwelcome sexual advances, Requests for sexual favors, and other verbal and physical conduct of a sexual nature by one in a superior position constitute “bargained-for-sexual harassment” when submission by another is made either an explicit or implicit term or condition of employment or of academic standing. In this case apparent consent of the submitting party is less relevant that the extent to which the sexual conduct is unwelcome. As defined here, “bargained-for-sexual harassment” normally arises in the context of an authority relationship. This relationship may be direct as in the case of a supervisor and subordinate or teacher and student or it may be indirect when the harasser has the power to direct others who have authority over the victim.

B. Environmental Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature constitute “environmental sexual harassment” when such conduct has the purpose or effect of creating an intimidating, hostile, or offensive environment which unreasonably interferes with another’s work, academic performance, or privacy. Environmental harassment can inflict emotional and psychological harm on individuals and can make relationships and the work or study environment unpleasant, threatening and unproductive. However, there is no requirement that evidence of actual emotional or physiological harm be shown in order for environmental sexual harassment to be found to have occurred.

In determining whether alleged conduct constitutes sexual harassment as defined in the policy, the record as a whole will be considered as well as the context in which the conduct occurred. “Environmental sexual harassment” normally arises from a repeated or pervasive course of conduct whereas “bargained-for-sexual harassment” can be based on a single act.

Facts will be judged on the basis of what is reasonable to persons of ordinary sensitivity and not on the particular susceptibility of an individual, unless that susceptibility is known to the alleged harasser.

Penalties will be determined on the basis of the facts of each case and the extent of harm to the University’s interests, as well as any University record indicating previous wrong doing by the accused person. Possible penalties are described in the UNCA Policy and Procedure Manual, the UNCA Student Handbook, The UNCA Faculty Handbook, and the North Carolina Office of State Personnel Manual.

C. Anti-Retaliation Assurance

This policy seeks to encourage students and employees to express freely, responsibly, and in an orderly way opinions and feelings about any problem or complaint of sexual harassment. Any act of reprisal violates this policy and will result in appropriate disciplinary action.

D. Improper Complaints

This policy shall not be used to bring frivolous or malicious complaints against students or employees. A person who brings a frivolous or malicious complaint will be subject to disciplinary action.

E. Confidentiality
Information generated in the course of informal reviews and formal investigations necessary to enforcing this policy will be given the full extent of confidentiality accorded by law to employee personnel records and student educational records. Any person, who, without authorization, reveals such information, will be subject to disciplinary action. The sharing of the content of complaints will be on a “need to know” basis and will depend on the type of review and response required by the complaint. In any case when a complaint is being mediated or investigated, the person accused will be informed of the specific details of the complaint.

**F. Responsibility for Implementation**

Any University employee who has direct knowledge of conduct involving sexual harassment that has occurred is obliged to inform the University’s Affirmative Action Officer immediately. Not to do so, may result in serious consequences for the University and will be considered a breach of responsibility.

**G. Education and Outreach**

To aid the University in achieving its mission by preventing sexual harassment, the Sexual Harassment Advisory Committee will assist the Affirmative Action Officer and other University officials in their efforts to train, education, and advise members of the University community about sexual harassment, so that the University will continue to be a safe and productive place to work and to learn.

**Americans with Disabilities Act**

In accordance with the Americans with Disabilities Act of 1990 and Section 504 of the Vocational Rehabilitation Act of 1973, The University of North Carolina at Asheville provides equal opportunities in higher education to academically qualified students with visual, hearing, physical, chronic, medical, learning, psychological and psychiatric disabilities and other disabilities contained in these acts. The University does not discriminate against prospective students or enrolled students on the basis of their disability.

Even when you've taken all the proper steps to make a positive experience for patrons entering the facility, there are situations that occur that need to be handled on an administrative level. We have already mentioned briefly about the forms to fill out if there is an accident or incident in the facility but we'd like to take a minute to go into more detail about facility incidents.

We acknowledge that all incidents need to have paperwork so that we may have a record of the event in case we need to notify other persons/departments on campus however sometimes an incident may be an immediate threat to others in the facility.
POLICY: Campus Recreation reserves the right to terminate at-will employees at any time in accordance with North Carolina State Labor Laws. However, employees are given ample opportunity to modify behavior and improve performance with the help and guidance of a committed professional staff.

The Department recognizes that sometimes the best learning happens when mistakes are made and corrected. This interchange provides a foundation for civic engagement and responsible citizenship that lasts beyond the walls of the institution. Please note that because each situation is unique and must be addressed as such. This is up to the discretion of the Campus Recreation Professional Staff supervising the student.

First Infraction: Written Warning
1. A warning may be issued by any Student Supervisor or Professional Staff person in any area.
2. All warnings will be documented and shared between program areas within the Campus Recreation Department.
3. A copy of this documentation will be made available to the student employee reprimanded.

Second Infraction: Work Performance Improvement Agreement (WPIA)
1. A WPIA may be issued to an employee of the Campus Recreation Department by either an area student supervisor or a professional staff member.
2. This agreement is a tool designed to assist Campus Recreation employees in meeting minimum expectations.
   1. It is meant to be supportive rather than punitive and the goal is to help staff succeed rather than fail.
   2. The WPIA can only be written by a member of the Campus Recreation Professional Staff. The student supervisor witnessing the infraction(s) may be asked to sit in on the conference.
   3. All WPIA's are structured to help the needs of the student.
   4. Components of this agreement include:
      a. unmet expectations
      b. plan for improvement
      c. setting a timeline
      d. rewards or consequences
3. The student employee will be under a designated period of observation. At the end of the observation, the student's professional staff supervisor will review the WPIA with them.
4. Keeping in line with the goal of the WPIA to be supportive and not punitive, if the goals of the WPIA are met the WPIA is updated and remains on file.
5. Possible Suspension: Receiving a WPIA any time during employment will be considered a sign that the program structure and goals are not compatible with the employee and the employee could be suspended from the department.

Third Infraction: Separation
Separation from one area of Campus Recreation subsequently separates you from all other program areas you are employed. If the decision is voluntary or involuntary to discontinue your employment within the Campus Recreation Department, we ask that you return all staff shirts if they are in good condition.

Rehireable infractions:
If you accrue two WPIAs and are asked to separate from the Department, you may be rehired under a probationary period the following semester.
   i. This means that you will be able to work as a sub only.
   ii. If you successfully work an entire semester,
      1. Without missing a shift
      2. Attended all staff meetings and trainings
      3. Evaluations were satisfactory you may be rehired into full-status the following semester.

The list of rehireable infractions below is not an all-inclusive list. Other behaviors not listed may also result in a reprimand and are at the discretion of the Campus Recreation Department.
● Arriving late for scheduled shift.
● Dress code violations
● Late time sheet
- Walkie-talkie misuse
- Failure to carry out job assignment
- Insubordination
- Failure to follow instructions or proper procedures
- Inability to perform satisfactorily after a fair amount of work experience and job training
- Conduct detrimental to the image of Campus Recreation, Student Affairs, or the University
- Missing a work assignment.
- Calling in less than two hours before shift.
- Missed shift due to improper substitution.
- Failure to attend staff meetings
- Not making up the meeting with a student supervisor or professional staff person within a week from the meeting date

**Non-rehireable infractions:** You can never work in Campus Recreation again.

**Immediate Separation Infractions:**
- Misuse, theft, or abuse of department equipment
- Physical or verbal abuse towards coworkers or patrons
- Falsification of timesheets
- Fighting with co-workers or patrons at work
- Engaging in illegal activity in or outside of work that reflects negatively on the program and department
- Consistently working out on duty after several warnings
- Reporting to work in possession of or under the influence of alcohol and drugs. This includes shifts, meetings, special events, or any other program/event for which you are representing Campus Recreation.

**Grievance Procedure**
You may contest an infractions, consequence, or separation claim by employing the following steps:
1. Speak to program professional staff
2. Submit a letter of grievance to the Director of Campus Recreation within 5 business days from the time of the program’s professional staff final decision
Policies & Procedures

There are certain policies and procedures that are universal throughout the Campus Recreation Department. We expect our Campus Recreation employees to be aware of them and follow them at all times. The policies and procedures listed below effect our core services and our patrons’ experience and are minimum expectations for your position. Failure to comply with these standards is a serious infringement of your work agreement with Campus Recreation.

Facilities

**Student Recreation Center**

**Indoor Track**
The Student Recreation Center Indoor Track, located on the upper level at the back of the building, is a 1/10 mile track. It is available for use during operational hours by current Onecard and Recreation pass-holders. This space is also used for academic classes for the Health and Wellness Department and will not be available for general use during those times. Daily directional signs are posted on the outside doors.

**Multipurpose Courts**
The Student Recreation Center has three Multipurpose Courts located on the lower level of the building. These courts may be sectioned off to allow multiple events to occur simultaneously. This space is used by the Health and Wellness Department for academic classes, Athletics Department for practice (during inclement weather) and camps, Intramural Sports, and Sport Club practice. The courts can be set up for basketball, volleyball, badminton, kickball, tennis, and indoor soccer. When academic classes are meeting on a court, the court is closed for general use. A facility schedule is placed on the bulletin board at the entrance of the court floor. Access to this space is allowed during operational hours and requires a current Onecard or Recreation pass.

**Swimming Pool**
The Student Recreation Center Pool is a six lane, 25-yard pool located on the lower level of the building. The pool is available for use for classes, lap and open recreation swim times, and additional aquatic programming. When classes are meeting in the pool, it will not be available for general use. Lap and open recreation swim times are available to current Onecard and Recreation pass-holders.

**Racquetball Courts**
The Student Recreation Center Racquetball Courts are located in the rear of the building on the lower level. There are three courts that are used for both academic and general use. During peak hours, it is advised that reservations be made through the Membership and Customer Service staff person in the Campus Recreation Department. During off-peak hours, this facility space is available for general use during operational hours and requires a current Onecard or Recreation pass.

**Group Fitness Rooms (213 A & B)**
The Student Recreation Center recently added two new group fitness rooms. 213A designed for a multitude of activities including yoga, pilates, or martial arts. 213B is the new home of our group spinning program. There are ten spin bikes used for a variety of spin classes.

**Outdoor Recreational Facilities**

**Outdoor Track**
The Karl Strauss Track is an eight-lane, 400-meter track located behind the Student Recreation Center. This space is used by the Athletics Department for Track and Field team practice and the Health and Wellness academic department. When either the Athletics or Health and Wellness Departments are using this space, it is not open for general use. These rules are enforced by the Campus Recreation Department at all times. This facility space is available for use during operational hours by current Onecard and Recreation pass-holders.

**Intramural Field**
The Student Recreation Center Intramural Field is located in the center of the Karl Strauss Track behind the SRC. The field is a 100yd x 65yd space used by Intramural Sports and Sport Club practice and is closed to general use during those times. During inclement weather the field is closed. Rules are enforced by the
Campus Recreation Department at all times. The facility schedule is placed on the exit door of the Student Recreation Center by the racquetball courts. This facility space is available for general use during operational hours and requires a current Onecard or Recreation pass.

**Disc Golf Course**
There is a 6 basket disc golf course located on the UNC Asheville Campus near Mullen Park.

**Challenge Course**
Team Building with Campus Recreation allows groups the experiential opportunity to grow, have fun and learn. All programs are customized to meet the needs of your group goals. Programs are available to everyone year round.

**Sherrill Center**
**Fitness Room**
The Campus Recreation Fitness Room is located on the third level of the Sherrill Center. This room houses a variety of cardiovascular equipment (Lifefitness, Precor, and Stairmaster), selectorize equipment (Atlantis, Life Fitness, Hammer Strength, Hoist and Cybex), free weights, benches, racks, mats and other fitness equipment for general use. Members can enjoy cardio theatre either through personal viewing screens on the treadmills or four flat screen televisions.

**Highsmith Student Union**
**Bike Shop**
The UNC Asheville Bike Shop offers bike rentals and free maintenance to all students, faculty and staff. This bike shop was established as a learning shop. Students trained in bike maintenance will be on hand to assist with all of bicycling maintenance needs.
Access and Membership Policies

Access
Access to the facilities and programs may only be granted to members with a valid OneCard or Recreation Pass. Recreation Passes are only afforded to individuals that meet the criteria of a University Affiliate, which are listed below. Please select which group you belong in to find more information about membership privileges and/or how to purchase an annual Recreation Pass. Please note that only cash and/or checks are accepted for payment.

Campus Recreation enforces membership and access policies at all times. We reserve the right to discontinue services to individuals who are abusing the policies and/or are abusing the staff regardless of membership affiliation. Campus Recreation adheres to a strict NO REFUND POLICY regardless of affiliation.

Eligible UNC Asheville Affiliations
- Student
- Faculty/Staff
- Spouse/Partner and Dependents of Students/Faculty/Staff
- Alumni (Spouse only)
- Osher Lifelong Learning Institute Members (OLLI)

Students
Students enrolled at UNC Asheville are allowed access to all facilities and programs upon showing a valid OneCard to campus recreation staff. Students have access to all facilities, programs and events with a valid OneCard at no additional cost. Individuals without a OneCard will not be allowed access to the facilities or permitted to participate in programs. Students are strongly encouraged to carry OneCard identification with them at all times on campus.

Policies:
- Students forgetting their OneCard are allowed three grace entries per year. These entries are recorded by name and student ID in a comprehensive database.
- After 3 grace entries have been granted, the student will be required to purchase a DAY PASS at $8 to enter the facility.
- Students are allowed to purchase Guest Passes for visitors. Guest passes cost $5 per pass.
- Sponsoring students may purchase a recreation pass for dependents, spouses and same-sex partners for an additional charge of $50 per year. To purchase a pass for a spouse or partner, proof of residency is required. (ie matching addresses on driver’s license, mail, etc.)
  - Renewals are not automatic and passes expire one year from the date of purchase.

Faculty and Staff
Employees of UNC Asheville are allowed access to all facilities and programs, upon showing a valid OneCard to campus recreation staff, at no additional cost.

Cost:
- None

Policies:
- Employees without a valid OneCard will not be allowed access to the facilities or permitted to participate in programs.
- Employees forgetting their OneCard are allowed three grace entries per year. These entries are recorded by name and faculty ID in a comprehensive database.
- After 3 grace entries have been granted, the employee will be required to purchase a DAY PASS at $8 to enter the facility.
● Employees are allowed to purchase **Guest Passes** for visitors. Guest passes cost $5 per pass. Employees must have a valid OneCard in hand in order to purchase guest passes.

● Sponsoring individuals may purchase a recreation pass for dependents, spouses and same sex partners for an additional charge of **$50** per year. To purchase a pass for a spouse or partner, proof of residency is required. (ie matching addresses on driver's license, mail, etc.)
  ○ Faculty/Staff must bring their dependent, spouse or same sex partner with them for the initial registration and payment.
  ○ Renewals are not automatic and passes expire one year from the date of purchase.

### Spouses

UNC Asheville students, faculty, staff, and alumni are eligible to purchase recreation passes for spouses and same sex partners provided the sponsoring individual's membership is current and valid. To purchase a pass for a spouse or partner, proof of residency is required. Spouses/Partners must show a valid pass in order to access facilities and programs. Without a valid ID, access will be denied.

**Cost:**
- **$150** - 6 months (Alumni Association Members Only - Purchase from the Alumni Office)
- **$300** - 12 months (Alumni Association Members Only - Purchase from the Alumni Office)
- **$50** - 12 months (Faculty and Staff and Student Affiliates - Purchase from Campus Recreation)

**Please note:**
- Alumni affiliates must purchase a spouse/same sex partner pass from the alumni office; but they are not eligible to purchase dependent passes.
- All spouses will need to get a OneCard, which will involve an additional step at the University, so please plan accordingly.
- Spouses and same sex partners are not eligible to purchase Guest Passes or Day Passes.
- Campus Recreation accepts cash or checks only.
- Reuter Center members are not eligible to purchase passes for dependents.
- Recreation passes require an annual renewal from date of purchase in order to continue accessing programs and facilities.

### Dependents

UNC Asheville students, faculty, and staff are eligible to purchase recreation passes for dependents (children aged 1-24), provided the sponsoring individual's membership is current and valid. Dependents must show a valid pass in order to access facilities and programs. Without a valid ID, access will be denied. The contact and pricing listed above is also valid to purchase recreation passes for dependents.

**Please note:**
- Children under the age of 16 must be accompanied by adults at all times.
- Parents must be present with children to purchase a pass.
- Children under the age of 16 are prohibited from the Fitness Room.
- Infants and toddlers must wear appropriate attire and diapers at all times.
- Pool use requires the use of approved swimming diapers.
- Alumni affiliates are not eligible to purchase passes for dependents.
- Reuter Center members are not eligible to purchase passes for dependents.
- All dependents will need to get a OneCard, which will involve an additional step at the University, so please plan accordingly.
- Dependents are not eligible to purchase Guest Passes or Day Passes.
- Recreation passes require an annual renewal in order to continue accessing programs and facilities.
Alumni of UNC Asheville
UNC Asheville Alumni can purchase a pass to use the Student Recreation Center facilities on campus. Membership includes a parking pass, and access to the fitness room, pool and group fitness classes. To purchase a Campus Recreation Pass, call the UNC Asheville Alumni Office at 828.251.6512.

Cost:
- $150 for 6 months
- $300 for 12 months

Policies:
- Alumni without a valid OneCard will not be allowed access to the facilities or permitted to participate in programs.
- Alumni are not eligible to purchase guest or day passes. Please be sure to have the Alumni Pass on your person at all times in order to recreate at UNC Asheville.

Alumni and Alumni Spouses are not eligible for Outdoor Programs, rental gear or Intramural Sports.

Osher Lifelong Learning Institute (OLLI) Members
Osher Lifelong Learning Institute (OLLI) Members are welcome to purchase a 12-month recreation pass as long as they are enrolled in OLLI for-fee classes. Passes must be purchased through the OLLI. Dependents of OLLI members are not eligible to purchase a recreation pass.

Osher Lifelong Learning Institute
Reuter Center, CPO # 5000
The University of North Carolina at Asheville
One University Heights
Asheville NC 28804-851
828.251.6140
nccr@unca.edu

Policies:
- An annual pass is one year from date of purchase.
- An annual pass is $350
- OLLI Members without a valid OneCard will not be allowed access to the facilities or permitted to participate in programs.
- OLLI members are not eligible to purchase guest or day passes. Please be sure to have the Recreation Pass on your person at all times in order to recreate at UNC Asheville.

Parking
Recreation members are required to follow all parking regulations set forth by the UNC Asheville Department of Public Safety. This includes but is not limited to parking in the correct lots and spaces. For more information: http://publicsafety.unca.edu/parking/info. The Campus Recreation Department is not responsible for tickets incurred by members.

Inclimate Weather Policy
In the event of inclimate weather resulting in a late-start schedule for the University, the Student Recreation Center will operate under normal hours of operation. It is the responsibility of the student employee with assistance from supervisors and professional staff when required, to make sure all of their regularly scheduled shifts are covered.
Rentals & Reservations

As a service to the campus community, the Campus Recreation Department offers opportunities for individuals to rent our facilities and/or equipment. For the areas that offer these opportunities, please read the sections below.

Outdoor Trips
Participants wishing to learn more about Outdoor Trips or to sign up for them can do so online at any computer in the SRC. Staff are asked to walk patrons through the online sign up if requested. Otherwise, signing up for trips in person requires the following forms (which are also accessible to anyone online):

- Online Registration
- Emergency Contact Form
- Health Form

Once all the forms are completed:
- The Outdoor Recreation office staff will collect a payment for the trip. (Registration done online requires the collection of student ID #).
  1. For extended trips, a deposit may be required to hold a space.
  2. Payments can be made by cash, check, or 123signup with credit card.
  3. Trip participants will be notified by leaders about the pre-trip meeting.

Team Building Programs
Patrons may call or inquire about renting the Diamond Brand Challenge Course or Team Building Program. These policies are similar to the SRC rental policies, but do vary. Please refer to the website to obtain the latest information regarding rentals of the challenge course and encourage patron to complete the online interest form. Challenge course reservations are contracted and confirmed through the Program Coordinator of Outdoor Recreation. Most of the time it is best to send patrons directly to the web page for information. As always, you can collect the patrons contact information, or take a detailed message and deliver it promptly to the appropriate Outdoor representative.

Facility
Facility Rentals are available for groups and individual use. Online rental arrangements are not permitted at this time.

- All groups must have the appropriate insurance and liability coverage in order to rent facilities.
- Facility reservations are contracted and confirmed through the Director of Campus Recreation.
- All inquiries regarding facility rentals should be directed to the appropriate Director after reviewing and disseminating basic information found on the Campus Recreation Website.
- Campus Recreation recognizes groups, events, and UNC Asheville community in accordance with University policy.

Intramural Sports Policy
The intramural sports program is committed to student participation and therefore students are the number one priority group serviced when events, leagues, or day tournaments are scheduled. After servicing the needs of our students first, we will service other recreation members on a first-come-first-serve basis.

Patrons wishing to register a team for intramurals can do so online by going to the Intramural page and completing the form. Additionally, individuals wishing to register as a “free-agent” in the hopes of getting picked up by a team may also do so online. In person registration is highly discouraged, so if patrons come in person to register, please take the time to go online with them and show them how to register. This way they will be registered and learn what to do in the future.

LOCKER RENTAL POLICY
There are six (6) locker rooms total available to members of the Student Recreation Center and Sherrill Center. All locker rooms have lockers available for daily use and annual rentals. Members are strongly encouraged to secure all belongings.

- Student Recreation Center – Men’s
- Student Recreation Center – Women’s
- Sherrill Center – Men’s
- Sherrill Center – Women’s
- Sherrill Center – Men’s Faculty/Staff only**
- Sherrill Center – Women’s faculty/staff only**

** Faculty/staff locker rooms (334 & 335) are daily only and subject to be closed for Sherrill Center special events. Members may not have access to their locker.

Daily Lockers

- Daily Lockers are available for all locker rooms. Individuals may provide their own lock or can rent one with a valid Onecard.
- All locks and locker contents must be removed by the end of each day.
- Daily use lockers not cleared out by the end of each day are subject to removal of the lock and all items in the locker.
- Items will be disposed of at the facilities discretion.

Annual Lockers

- May reserve a locker annually (August – May) free of charge by completing this form.
- Lockers must be cleaned out at the end of spring semester.
- Summer rentals are available upon request.

LOCKER ROOM POLICIES

- UNC Asheville is not responsible for lost, stolen, or damaged personal property.
- All facility users are responsible for respecting and protecting the privacy and welfare of others, so please, no cell phone or camera use while in the locker room.
- For safety and sanitation reasons, no food is allowed in the locker rooms.
- Lockers that are not renewed by the posted date will be cleared out and readied for rental. Fines will be charged accordingly.
- Report suspicious individuals or activity to the Campus Recreation Staff.

Outdoor Recreation Equipment

- Renters can only rent and return during office hours when an Outdoor Staff person is working in SRC 204.
- The Office Staff will get the gear requested for rental while the patron is filling out a rental form.
  a. Form includes a liability statement (must be signed), contact information, and return due date
- The Office Staff
  a. marks the number and type of items with inventory numbers
  b. length of time they will have it – day, weekend, week
  c. records payment method
  d. writes a receipt
  e. Completes receipt transaction with online money log
  f. makes sure the gear is in proper working order and all pieces are there
  g. offers to teach patron how to properly use gear.

When gear is returned:

- Must be within Outdoors Office Hours in SRC 204
- Necessary late fees are assessed
- The Office Staff inspects and assembles the equipment and records if it was returned in the same condition it was checked out.
- Puts the form in a different folder in the filing cabinet for records.
- Cleans all equipment and returns to its location in SRC 108.
Racquetball Courts
- Courts may be reserved up to 48 hours in advance and no sooner than 1 hour prior to use time.
- Reservations are made on a first come first serve basis.
- Reservations are made through member services and must be done online or by calling 232-5106.
- Confirmations will be made directly with the patrons.

Bike Shop
Commuter bikes are available for free rental up to 5 days. All bikes come rented with a helmet and lock. Mountain bikes can be rented for a daily fee, and also include rental of a helmet and lock.
- Patrons interested in a bike rental should arrive at the bike shop in Highsmith during open hours.
- Staff will size patrons to fit commuter or mountain bikes, ensuring all parts are in working order. Helmets will be sized as well.
- Basic user instructors are relayed from mechanics to patrons.
- Paperwork is completed and filed. Any money for mountain bike rentals is recorded online in the money log, and receipt is written for patron.
- Gear needs to be returned during shop hours. The bike must be returned with helmet and lock.
- Late fees and damage to equipment will be assessed.
- Mechanics will set aside bike for a tune up before returning to the rack for another rental.
Emergency Action Plan

As soon as information or an incident becomes known, it should be communicated immediately over the walkie-talkies to the supervisor and professional staff.

Fire Alarm Evacuation Procedures
1. Know where all possible exits are located
2. Always assume all alarms and incidents are real unless otherwise told by a member of the Campus Recreation professional staff member
3. Once a Fire alarm sounds, the following procedures must take place.
   ● Campus Recreation staff is responsible for making certain that everyone leaves the facility through the closest exit.
     1. Remember to check doors for smoke seeping through the bottom of the doorway and temperature of the door before opening. Do not open a door that is warm to the touch or one in which smoke is seeping through the bottom of the doorway. Remain calm!
     2. Do not re-enter the building until the Fire Department has given the okay
   ● If a staff member observes any person abusing the fire alarm system, he/she should report the offender to Campus Police at extension 6710 immediately.
   ● If you have access or are in possession of a walkie-talkie, take it with you for communication once outside.
     1. Once everyone has evacuated to their designated safe areas, wait for a “check-in” call from a Campus Rec Pro Staff person to contact you over the walkie-talkie.
     2. Safe areas are: the bulldog statue on University Heights, the smoking area across between Karpen Hall and Justice Gym, and the far left corner of the outdoor track
   ● Quickly scan and notify your respective floor/level of the Student Recreation Center and Justice Gym to ensure patrons and/or visitors are evacuating the building quickly and orderly fashion.
   ● Please proceed to the nearest exit. If you need to make your way to University Heights, please exit via the front doors of Justice Gym.
   ● Do not return to the building until notified by the Fire Department, Police Department, or Facilities Management that it is safe to do so.
   ● The Director of Student Life will communicate incidents to the rest of the administration.

Facility Supervisor and Campus Recreation Professional Staff (2nd floor SRC)
● Responsible for evacuating offices and multi-purpose space on the upper level of the Student Recreation Center and Justice Gym (including offices, Olympic Weight Room and Athletic Training room).
● Please escort everyone from the building either via the closest emergency exit or via the front doors of Justice Gym to the closest designated safe area.

Fitness Room Attendant
● Staff are responsible for evacuating patrons in the Fitness Room, Dance Studio(s), and all locker rooms in the Sherrill Center.
● Please escort everyone from the building through the door leading to Alumni Way or other emergency exits where appropriate.
● This person will then proceed to the end of the sidewalk near the bulldog statue to direct emergency personnel.

Customer Service Representative
● Activates the emergency action plan by calling Campus Police
   (Campus Police will then notify 9-1-1 or if this person is told by Campus Police to call 9-1-1, they will do so at this time.)
● Gives the following directions to EMS:

   Heading North on Merrimon Avenue, turn left onto W. T. Weaver Blvd. Turn right at the Main Entrance roundabout. At the fork, go to the right onto Edgewood Road. Turn left onto University Heights. Enter Student Recreation Center parking lot via Wellness Way on the right past the silver bulldog and continue to the Front Entrance
● Brings the binder with both Accident/Injury and Incident Report forms and the AED to the bulldog statue at University Heights.

Lifeguard
● Clears the pool in the Student Recreation Center and exits via the doors either at the back of the pool (towards the multi-purpose courts) or the side Justice Gym doors away from the front of the Student Recreation Center.

NOTE: If a lifeguard, and/or Outdoor Rec staff person is not present, those duties must be performed by building supervisors and/or professional staff. If there is a practice in Justice Gym and the coach does not want to leave the Justice Center that is their choice. However, the coach must be present. If the coach is not present, the athletes must leave the building. All other patrons must leave the Justice Center at the sounding of the alarm. Everyone must leave the Student Recreation Center in the event of a fire alarm.

Emergency Response Procedures

Accidents/Injuries
Accidents invariably occur during recreational activities. Always follow the procedures as outlined below.

General Accidents:
1. Stop all activity in the area and survey the scene: make sure it is safe for you to approach the accident site.
2. If it is safe, approach the site and determine whether or not EMS is needed.
4. For serious injuries, appoint someone at the front desk to call Campus police (6710) and someone to meet EMS outside (you may need to ask another patron to notify the front desk of the problem if a walkie-talkie is unavailable or no other staff member is present). Facility Supervisors or professional staff members should bring the AED and building first aid kit.
5. Administer First Aid and/or CPR if necessary.
6. Stay with the injured person until EMS arrives.
7. Allow activity to resume only when it is completely safe for the injured person and any bio or other hazards have been removed from the area.

Accident Report Form.
1. The staff person first responding to the accident must fill out an Accident Report Form.
2. Do not give the report to the injured participant to complete.
3. Employees should always get a witness to sign the Accident Report to verify their actions.
4. The witness should also give a phone number along with their signature.
5. In addition, if the participant refuses attention, fill out the form indicating that they refused attention.
6. If possible, have the participant sign the form.
7. Employees must sign the form when it is completely filled out.

All accident report(s) should be turned in to one of the assistant directors upon completion.
1. If for any reason campus police or 911 is called or EMS transport is required for an injured person, immediately contact the professional staff person that is your area’s direct report.
2. All contact information can be found on the Organizational Chart
Acknowledgement of Receipt

I, ____________________ acknowledge that I have accessed and read the staff manual from the Campus Recreation Department. I understand that I am responsible for any and all material covered in the staff manual. I also acknowledge that I have and will continue to receive the necessary training needed in order for me to do my job to the best of my ability and that failure to do so may result in disciplinary action.

__________________________
Signature of Employee

____________
Date

*All employees must sign and return professional staff member before working.*