



AUXILIARY ENTERPRISES
WALTER PAYTON RECREATION AND WELLNESS CENTER
STUDENT WORKER PROCEDURAL GUIDE

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IMPORTANT: This guideline is not all-inclusive, nor does it address every situation that may arise. Its sole purpose is to guide management and to provide reasonable assurance in the following categories:

- Effectiveness and efficiency of operations
- Reliability of financial reporting
- Compliance with the Mississippi Board of Trustees of State Institutions of Higher Learning (IHL) and the University's policies and procedures
- Compliance with applicable state and federal laws and regulations, and
- Safeguarding the University's assets and resources.

The Auxiliary Enterprises | Contractual Services homepage is located at <http://www.jsums.edu/auxiliary/>, where you will find important Auxiliary Enterprises | Contractual Services information, answers to common questions, directions to the office and staff contact information. All correspondence may be mailed to the following address:

Jackson State University
Auxiliary Enterprises | Contractual Services
P.O Box 18029
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Auxiliary Enterprises | Department of Contractual Services' (DCS) mission is to provide the students, faculty, and staff with a comprehensive system of services, programs, and activities designed to satisfy customer expectations, enhance campus living through contracted venues, while in support of the University's overall academic mission.

Jackson State University may amend this document without notice. It is intended to provide guidance regarding the administration at Jackson State University in accordance with State and Federal laws and does not give rise to any contractual rights. Should there be a conflict between the content of these guidelines and state or federal statute, statute shall subjugate, having full precedence.

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DEFINITIONS

WPC Mission

The Walter Payton Recreation and Wellness Center at Jackson State University mission is to promote healthy lifestyles, positive social interaction, and leadership development for students, faculty, staff, and community alike. In offering holistic wellness services, comprehensive recreation programs, and vast learning opportunities within the state of the art recreation facilities of the Walter Payton Center.

WPC Core Values

The Walter Payton Recreation and Wellness Center at Jackson State University:

1. Will commit to demonstrating the highest level of professionalism and customer service to support & strengthen the University's mission.
2. Will foster teamwork, respect of individual rights, and sportsmanship through various recreational, intramural, fitness, club sports, and educational programs.
3. Will value sustaining positive relationships in support of building university awareness, development, participation, and responsibility within the community.
4. Will comply with NIRSA Code of Ethics
5. Will honor the tradition started in Historical Black Colleges & Universities which supports excellence and leadership through collegiate recreation in support of the developing the mind & body alike.
6. Will create an environment that embraces and enriches individual differences by providing programs, services, and staff reflecting the diversity of the university.
7. Will have FUN with our internal & external customer's every day!

Tour Our Facility

Facility Amenities

Walter Payton Rotunda

JSU Walk of Fame

Aerobics (3 Studios)

Strength and Conditioning (SAC) Center (12,000 square feet)

Racquetball (3 Courts)

Squash (1 Court)

Basketball (3 Courts)

Volleyball (3 Courts)

Badminton (3 Courts)

Welcome Social Lounge

Nutrition & Equipment Services

Men & Women Locker Rooms

Wellness Niche

Intramural Sports (Divisions: Men/ Women/ Co-Ed)

Flag Football

Basketball

Volleyball

Softball

Tennis

Soccer

Billiards

Table Tennis

Indoor Soccer

Dodge ball

Fitness & Wellness

Step I & II

Kick boxing

Spinning

Fitness Assessments

FOR YOUR INFORMATION-FYI: (Student Assistant Employee Policies)

Purpose

The purpose of this manual is to enhance The Office of Recreation Services' ability to provide exceptional service to our employees and members of the Walter Payton Recreation & Wellness Center. To help us focus on customer service all employees need to be aware of the policies, procedures, appropriate behavior, general work guidelines, and emergencies that may impact our efforts in providing outstanding service.

The policies and procedures described in this employee handbook do not describe every possible situation but do encompass those most frequently encountered. Jackson State University is an Equal Opportunity/Affirmative Action Employer.

Employee Forms

All employees must complete the following paperwork.

- a. Complete employee information form
- b. W-4 form
- c. 1-9 form
- d. Post-employment form
- e. Check distribution form f. Financial Aid Contract (if awarded)

Meetings

All student assistants will be required to attend scheduled meetings. During these meetings, employees will have an opportunity to ask questions and give any suggestions regarding employment. In addition, instructions regarding departmental policies and procedures will be discussed and other information pertinent to employment will be reviewed.

Job Expectations

- Strive to serve beyond self.
- We are service-oriented and should always provide excellent service to our customers.
- Cleanliness of the facility is our joint responsibility at all times
- Safety of the building and of customers should be given top priority.
- In case of an emergency, every employee should respond beyond the call of duty.
- Be alert at all times
- Honesty, trust, and respect for one another should always prevail.
- Teamwork is the key to success.
- Help one another and maintain a friendly working environment.
- Act professionally.
- Be courteous with customers on the phone and standing in your view.
- Keep a positive attitude.
- Understand your specific job duties and seek to learn more than what's required.
- Attend all required staff meetings and training sessions.

Full-Time Staff Pledge

The Recreation Services full-time staff promises:

- To treat others with respect and dignity
- To be honest, trustworthy and reliable
- To be fair and consistent
- To hire employees with diverse talents, strengths, backgrounds, and perspectives
- To learn from our successes and failures
- To offer high-quality programs and services that are diverse, innovative and comprehensive
- To maintain progressive, well-managed, and safe facilities

- To provide a safe and enjoyable environment rich with learning opportunities
- To foster the development of leadership, social and management skills through employment and participation opportunities
- To effectively and ethically manage human, financial and physical resources
- To care about and try to make a positive difference in the lives of our employees
- To help our employees grow and learn from them

Student Assistants Pledge

In return, the full-time staff expects the following from all Recreation Services employees:

- To have a positive attitude
- To be mentally and physically prepared to perform well
- To be honest, trustworthy and reliable
- To treat others with respect
- To manage their time well and not take on more responsibilities than they can handle
- To learn from their mistakes and continuously work towards self-improvement
- To actively seek out information and try to learn something new every day
- To give accurate information to customers or find someone who can
- To be helpful, fair and consistent

Working Together

The importance of our work evolves around customer expectations, and more importantly, how we work together to meet these expectations. As professional individuals doing work that requires knowledge and skill, we work best as a team. As a team, we are able to accomplish our individual goals and the goals of the university.

We need to focus on some basic principles when working together:

1. Focus on the situation, issue, or behavior, not on the person.
2. Maintain the self-confidence and self-esteem of your co-workers.
3. Maintain good relationships with your co-workers, supervisor(s) and customers.
4. Take initiative to make things a little better.
5. Lead by example.

Performance Standards

Although each position has duties and expectations unique to the job, the following performance standards will be used to measure success for all employees, regardless of position:

1. Ability to adapt to a variety of situations while maintaining effectiveness
2. Commitment to a plan of action until the objective is achieved or is no longer attainable
3. Proven practice of exceptional customer service
4. History of high activity or productivity—doing what is necessary to get the job done
5. Conduct reflecting social, ethical and organizational norms in daily business activities
6. Ability to learn and use new job-related information, tools, and methods in a timely manner
7. Experience with cooperative teamwork
8. Consideration for the feelings of others and awareness of the effect of one's behavior on others
9. Accountability for one's own actions

Reporting to Work

1. You are to report to work at least ten minutes before your scheduled shift to and no more than 15 minutes early.
2. You should be at your workstation and ready to work when the shift begins. If you are unable to be at work, it is your responsibility to find a replacement for your shift.
3. If you expect to arrive late for your shift, please call the Welcome Center (601-979-1368) and speak directly with the Building Supervisor. However, calling to say you are late does not necessarily excuse your tardiness; it is mainly a courtesy to help your coworkers plan for your temporary absence.

4. You are expected to perform your assigned duties until the end of the shift and should clock out immediately after the shift end.

Substitution Procedure

Employees will use the following procedure for finding substitutes for scheduled shifts:

1. Each employee is held solely responsible for their assigned work hours. Employees are responsible for finding their own substitute and updating their supervisor no later than 48 hours in advance when they are unable to work their assigned hours.
2. If an "extreme" situation occurs and you are unable to work an assigned shift, you must speak directly with your supervisor at least 3 to 6 hours before your shift begins.
3. Under normal circumstance, an employee needing a substitute must email and/or call the contact list to find a sub. The person accepting the shift will reply to the email to let the person know that they can work for them. Once you pick up a shift, it is your responsibility to either work it or find another substitute if a conflict arise.
4. The person requesting a sub must then email their supervisor about the substitution. A verifying email will be sent to you for your records approving or denying the subrequest.
5. If you pick up extra shifts, make sure that you work no more than 20 hours per week during the school year and 20 hours per week during the summer and academic breaks.
6. Employees missing any shift without permission will be subject to disciplinary action.
7. If a substitute cannot be found, employees are responsible for their assigned hours. Your supervisor must approve all substitutions.
8. Unless otherwise notified, employees are responsible for working on legal holidays.
9. All weekend shift changes and/or substitutions must be emailed/called to your supervisor before 12 noon on Thursdays w/out exception.

Dress Code

All employees for Recreation Services will observe the following dress requirements:

1. Each employee will be issued one staff shirt that is to be worn during all shifts. Additional shirts may be available for purchase—see your supervisor for more information.
2. In the event that the staff shirt does not provide enough warmth for an employee, a turtleneck or shirt can be worn underneath the staff shirt.
3. The staff shirt should not be worn by an off duty employee who is recreating in the facility and/or just hanging out. If you are wearing your shirt customers may think you are working. Also, the staff shirt should not be worn outside of scheduled shifts (i.e. do not wear the staff shirt to parties, clubs and/or other atmospheres that promote unhealthy behaviors).
4. The care and laundry of the shirt is the responsibility of the employee.
5. Hats, scarfs or caps are not to be worn unless they are an actual part of the uniform (i.e., Intramural Officials and **JSU embroidered hats**).
6. Proper footwear is required at all times. **Close-toed** shoes are worn at all times.
7. Shorts, jeans, nylon warm-up pants or slacks are acceptable. Clothing unsuitable for work: cut-off shorts or sweats, frayed jeans, and clothing with holes, distracting patterns and/or colors.
8. All clothing should be comfortable so as not to restrict required work and should be in good taste (i.e. certain skirts, dresses, shorts that are too short, tight-fitting, see-through, or drenched in cologne) clothing may not be appropriate to wear during a shift.
9. Any questions regarding whether or not a particular piece of clothing is appropriate and meets the dress code should be brought to the attention of the your supervisor.

Student Personnel Area

- This area is restricted to employees only.
- Please help ensure the security of this area and report any suspicious activities.
- A student assistant refrigerator is located in the break room.
- Students may use this area for breaks and work-related projects.
- Employees personal items are not allowed to be stored in work areas.
- The Office of Recreation Services is not responsible for lost, stolen or damaged items that are left unattended.

Employee Computer Stations

- Computers may be used with the permission of a Recreation Services professional staff member.
- Do not use while clocked in, unless during an approved break.
- Do not save to the hard drive. Instead, bring your own disk.
- There is no access to departmental printers.
- Do not change settings or download programs.
- Report any computer malfunctions to the Building Supervisor.

Administrative Suite

- Student assistant's access to full-time staff members' offices without prior permission is prohibited.
- Allowing patron use and access to full-time staff members offices without prior permission is strictly prohibited.

Computerized Check-In/Check-Out Program

- Employees are to record time worked via the employee check-in station. Follow posted directions or ask a Building Supervisor or your immediate supervisor for assistance.
- If you fail to clock in or out on a shift, contact your immediate supervisor to have them correct your hours.
- Your supervisor, or his/her designee, is responsible for reviewing and approving your hours worked at the end of each pay period.
- Employees MAY NOT CLOCK-IN OR OUT for other employees, **the results is immediate termination.**

Use of Jackson State University Property for Personal Reasons

The use of Jackson State University property or equipment for personal reasons is not appropriate. This includes the use of University computers (except those designated for employee personal use), copiers, fax machines, postage service, tools, furniture, or any other University facilities or equipment for purposes unrelated to Recreation Services business. Inappropriate use of University property may result in disciplinary action up to and including termination.

Non-Work Related Activities

- Non-work related activities such as reading, exercising, doing homework or watching television programs unrelated to projects during work hours will not be tolerated.
- Playing computer games, using the internet or other inappropriate use of technology (use of pagers, cell phones, etc.) during work hours does not properly reflect the desired image of Recreation Services. Such behavior is not appropriate and will not be tolerated.
- Visiting and socializing with friends or relatives for long periods of time is not appropriate work behavior. You may visit briefly if it does not interfere with your work-related duties.
- Personal phone calls are limited to emergencies and breaks. If you choose to make a phone call on your break, please use the house-courtesy phone or your cell phone out of a customers view.

Taking a Break

- You should always check with the Building Supervisor or your area supervisor if available before taking a break.
- In general, a 15-minute break is allowed for a four-hour shift. A 30-minute break or two 15 minute breaks may be allowed on longer shifts.
- You may take your break in the student assistant's area.
- You must have permission from your supervisor to participate in any recreational activity during your break. In this case, you must change out of your work shirt.
- No one should leave the building during his or her break unless the supervisor or Building Supervisor has given prior permission and the employee clocks out while out of the building.

Eating and Drinking

- Employees may not have food or drink at their work area, with the exception of a nonalcoholic beverage in a closed plastic container. Keep food and snacks away from desk areas, equipment, and computers.
- Eating and drinking is allowed during your break, but food is not allowed at any of the work stations. Snacks should not be eaten in work areas open to customer view.
- Consumption of entire meals by any employee during (non-break) working hours is prohibited

Employee Conduct System

1. Employees will be rewarded for superior job performance, engaging in high levels of customer service behavior and abiding by Recreation Services policy. Depending on the level of customer service achievement and an employee's previous work record, a system of recognition and/or promotion may be issued at the discretion of the employee's supervisor.
2. Employees will be disciplined for inadequate job performance, engaging in inappropriate behavior or breaking any Recreation Service policy. Depending on the severity of the offense and an employee's previous work record, a system of warnings and/or probation may be issued at the discretion of the employee's supervisor.
3. Automatic Termination will result for any employee that engages in recreational activity while clocked in, cause physical harm to another employee or patron, commits an act of theft from a member of the facility, employee, or Recreation Services property, and/or clocks another student assistant in/out that is not present.

Three Strikes

1. First offense--Verbal Warning, although noted in employee file
2. Second offense --Written Warning
3. Third offense—Written reprimand and Suspension* and/or Dismissal *Length of suspension is situational and will be specified by the supervisor.

Action

- Missed a substitution shift
- Missed original assigned shift
- Tardy exceeding 10 minutes
- Leaving a shift early
- Failure to comply with authority, policies, or procedures
- Disrespectful or improper behavior
- Unexcused absence from staff meeting
- Tardy equal to or less than 10 minutes
- Dress code violation
- Cell phone use
- Personal phone calls
- Incomplete shift report or facility checklist
- Studying, playing games, on Internet, etc. while on duty

- Verbal warnings
- 1st or 2nd written reprimands
- Automatic employee termination
- Probation period (length determined by supervisor)

****During a probationary period, employment will be automatically terminated if any additional strikes are accrued.***

RISK MANAGEMENT PLAN

Statement of Commitment

The safety of our customers is of primary importance to The Office of Recreation Services at Jackson State University. Preventative supervision, proper CPR, AED and First Aid training, equipment maintenance and professional awareness are keys to the safety of our programs and facility. Prudent victim care, attention to detail and proper documentation are responsibilities employees demonstrate to the customers of the Walter Payton Recreation and Wellness Center.

Industry Standards

There is a need to demonstrate the ability to provide prudent care for customers as needed and when called upon, be prepared to defend actions and programs. All job responsibilities shall include proper orientation as well as in-service training workshops to be held periodically throughout the academic year. It is a requirement for all building supervisor staff to be certified in CPR and AED within one month of hire. Staff responsible for specific training, such as group fitness instructors, personal trainers, and officials, shall be required to have appropriate certifications as well.

Duty to Act

The Recreation Services staff has a duty to act when an emergency occurs. It is the expectation that staff members shall keep the safety of all customers paramount, preventing injuries from occurring and responding to people in need.

Standard of Care

Customers expect a reasonable standard of care from the Recreation Services staff that oversee their well being. This standard of care is based on agencies such as the American Red Cross, American College of Exercise and Sport Medicine, National Intramural-Recreational Sports Association and other guidelines provided by professional associations, state, and local agencies.

Negligence

Negligence is the failure to do what a reasonably careful and prudent person would have done under the same circumstances. In other words, negligence is failure to exercise reasonable or ordinary care.

Good Samaritan Laws

The state of Mississippi has a Good Samaritan Law that helps to protect individuals who act in good faith and within the scope of prudent care.

Informed/Implied Consent

It is the right of a victim to grant his/her informed consent for care. Someone who is unconscious, confused, or seriously ill or injured may not be able to grant consent. In these cases, the law assumes the victim would give consent if he/she were able to do so. This is called implied consent. Also, when a parent or guardian is not present, one can assume implied consent for minors who need emergency assistance.

Refusal of Care

Some ill or injured persons may refuse the care offered. Even if a person seems injured, one must honor this refusal of care. Request that the person at least allow someone more highly trained, such as EMS personnel, to evaluate the situation. Be clear that the staff is not refusing to care for the victim or abandoning the victim. Request another person present to witness the person's refusal and document it on an accident form. If the patron initially refuses care, but later loses consciousness, the "implied consent" guidelines go into effect.

Radio Usage

It is essential to maintain radio contact with all other employees while working. When operating a radio, employees must speak professionally at all times while using a concise method of communication.

- All radios are assigned and checked out at the Welcome Center by the Building Supervisor.
- Each opening employee is responsible for checking out a radio from the Welcome Center before proceeding to his or her designated area.
- Be sure to turn the radio on and keep it on channel 1.
- Check to see if the battery has been properly charged by establishing contact with the Building Supervisor. Follow this procedure at the beginning of every shift.
- Closing employees are responsible for returning radios to the Welcome Center staff and/or Building Supervisor.

First Aid Kits

- In the case of eye irritations, portable eyewash solutions are located in the first aid kits. If the situation requires the use of large amounts of water, please direct the individual in need to the shower area of the appropriate locker room.
- The Building Supervisor can provide ice if needed for an injury.
- The Building Supervisor shall be notified whenever any first aid is administered and an accident report must be filled out

Blood Borne Pathogen Control

The Housekeeping staff and Building Supervisors are required to go through bloodborne pathogen training, and are responsible for administering the following procedures when bloodborne exposure occurs:

Employee Responsibilities:

- All staff members are responsible for using universal precautions in any situation that involves exposure to blood and/or other bodily fluids.
- The Professional Staff on duty must be immediately notified of all exposure incidents.

Identification of Blood Borne Pathogens:

- Bodily fluids include blood, saliva, semen, sweat, tears, and vomit
- The chance of infection from tears, saliva, and sweat are possible but negligible.
- Hepatitis or HIV-positive blood shall infect a person especially if it comes in contact with cracked, lacerated or punctured skin, cases of dermatitis, or through body openings.
- Sexual contact affords the greatest chance of infection.

Personal Protective Equipment/Decontamination and Disposal of Materials:

Employees shall be provided with personal protective equipment, which shall be stored in first aid kits located throughout the facility.

Equipment Type

Micro-shield Masks
 Pocket Resuscitation
 Masks
 Latex Examination Gloves
 Blood Borne Pathogen Kit
 Disinfecting Towels
 Utility Gloves
 Protective Goggles

Stored Location

First Aid Kits
 Fire Extinguisher stations
 All First Aid Kits, Fire Extinguisher stations,
 Welcome Center Member Services, Equipment Services
 Storage Room, Building Supervisor pouch
 Equipment Services, Housekeeping
 Laundry Room

****Protective equipment shall remain in the designated positions until the equipment becomes contaminated. All infectious waste shall be discarded according to federal, state, and local regulations. The Equipment Manager or Director is responsible for immediately maintaining and replacing all equipment.***

Procedure for Handling/Transporting Bio-Hazardous Material:

1. First, attempt to contact the housekeeping staff to clean up bio-hazardous contaminated areas. Housekeeping staff is trained in this area.
 2. If a housekeeping staff is not present, only the Building Supervisor shall contain the area
 3. Contaminated equipment shall be placed in marked containers (red biohazard bags).
 4. Latex gloves must be worn in all situations in which the employee may have contact with blood or potentially infectious materials.
 5. The Building Supervisor is responsible for transporting bio-hazardous materials from all areas of the facility to the biohazard drum located in the laundry area.
 6. Personal protective equipment must be worn during transportation/handling.
 7. All bio-hazardous material that is collected must be secured in a biohazard bag and placed into the designated drum.
 8. The Director is responsible for arranging bio-hazardous waste disposal within 30 days of materials being placed into the biohazard cabinet.
 9. All other equipment and work surfaces that have been contaminated with blood or other potentially infectious materials shall be cleaned and decontaminated immediately.
1. Exposure Incident Procedure:
 - In the case of a staff member or patron coming in contact with blood or other potentially infectious material that puts him/her in risk of contracting a blood borne pathogen, the Building Supervisor shall contact the JSU Public Safety and follow the procedures outlined on the Exposure Incident Packet with the first aid kit.
 - This packet, which is located inside all first aid kits, contains an exposure incident checklist, exposure incident report, exposed employee medical release form, and source medical release form.

Housekeeping Staff Responsibilities

1. Housekeeping staff is scheduled to work in the building daily and overnight.
2. Housekeeping staffs must check out a radio and set of keys and have them on their person at all times during normal hours of operation.
3. Outside of scheduled cleaning, housekeeping staff are "on call" to clean sudden spills and other areas.
4. Housekeeping staff is trained to clean areas that have been exposed to bloodborne pathogens.
5. At all times, please respect the entire housekeeping staff and strive to maintain a positive customer service rapport with the entire Housekeeping staff.
6. Instances when housekeeping staffs are not present, there is a custodial closet equipped with the necessary cleaning supplies to handle a typical spill. The designated employee should clean up the spill and be sure to return all equipment to the closet.

EMERGENCY PROCEDURES

General Emergency Procedures

In the event of an emergency situation, student assistants should immediately notify the Walter Payton Management staff, and then follow his/her direction to begin the emergency action plan.

- 1) All staff members are required to know the procedures for
 - Accident/injuries
 - Bloodborne pathogen exposure control
 - Evacuation guidelines in case of a bomb threat, natural disaster, or fire.
- 2) In the event that there is a life-threatening situation resulting in the communication of Jackson State University Authorities and/or JSU Public Safety, the Building Supervisor shall contact the Professional Staff on duty if after hours or any professional staff currently in the facility.

SAFETY

Safety of our customers including yourself is your top priority. Safety is such a basic principle, but so often overlooked. Why? Because people never think an accident will happen to them.

To prevent accidents and injuries, each employee must enforce all the rules firmly and consistently. Your decision may not always be popular, but it will be prudent. Make the right choice!

RECOGNIZING EMERGENCIES

Your senses of hearing, sight, and smell may help you recognize an emergency. Emergencies are often signaled by something unusual, which catches your attention.

Listen for Unusual Noises

Sudden or loud screams, yells, moans, calls for help. Breaking glass or crashing metal.

Look for Unusual Sights

- Broken glass, wet spots on floor, smoke or fire.
- Notice Unusual Smells
- Odors that is stronger than usual or unrecognizable.
- Be aware of Unusual Appearances or Behaviors:
- Difficulty breathing, clutching chest or throat
- Slurred, confused, or hesitant speech
- Unexplained confusion or drowsiness
- Sweating for no apparent reason or unusual skin color

**Adapted from American Red Cross Adult CPR Handbook*

Communication:

The Building Supervisor is responsible for contacting the appropriate personnel and professional staff in emergency situations.

Staff is required to utilize hand-held radios for communication unless radio silence is required (i.e., a bomb threat). However, the Building Supervisor should use the phone to communicate all emergency situations when necessary.

Staff may also use the public address system to communicate, however only during situations pertaining to operational and emergency procedures. In addition, campus phones and duress alarms may be used.

What one participant or staff member may consider to be an emergency situation another participant or staff member may consider an ordinary challenge or occurrence. Consequently, to assure effective communication between participant and staff, between staff and staff, and between staff and supervisor, there needs to be an identification of the type of situation that requires this communication. Without this communication, organizational misunderstandings can and will occur.

Listed below are the emergency or potential emergency situations that require emergency notification of supervisory personnel:

- Anthrax
- Bomb alert
- Chemical or radiation hazard
- Criminal activity, terrorist activity, civil strife
- Disruptive behavior
- Electrical hazard
- Electrical outage
- Elevator stoppage or hazard
- Emergency alert system failure or outage
- Fire alarm/ Fire/explosion/smoke
- Fire or explosion hazard
- Gas leak Heat/air conditioning/ventilation outage
- Leaks in building area
- Life-threatening accident
- Mentally deranged, suicidal, strange behavior

- Outside doors unable to lock
- Serious illness
- Severe weather alert, warning or watch
- Strikes, walk-outs
- Structural hazard
- Suicide, accidental death, natural death, criminal death
- Threats, extortion
- Vehicle accident
- Water leak or flood

In the event of a life-threatening emergency, or if JSU Public Safety and/or Emergency Medical Technicians have been called, both the Director of Recreation Services and the Business Manager must be immediately contacted and informed of the situation in the office or at home. If you are unable to reach either individual, attempt to reach one of the following office staff members in the order listed until one is contacted:

Always contact the on-duty staff member first, then...

General Manager

Business Manager

Recreation Facilities Manager

Program Coordinator

After a call has been placed to JSU Public Safety or EMT's, contact the Welcome Center (if EMT call was not made there), state your location and notify student assistant that professional assistance has been called so they may assist in directing them to the proper location.

ACCIDENT/ INCIDENTS

I. Non-Life Threatening Accidents/Injuries:

There is a real danger in brushing off accidents that are not severe or life-threatening. Should there be an accident; the employee is to assure that the victim receives the possible care.

First Responder Responsibilities: **ARE THE SAME IN NON-LIFE THREATENING AND LIFE THREATENING CASES**

1. Assess the situation and the victim-determine if the victim is conscious. Determine severity of accident/incident: non-life threatening or life-threatening. If there is doubt as to the severity of the illness or injury, immediately contact and notify the supervisor and/or with campus security.
2. Check the victim: Airway, Breathing, and Circulation \
3. Call the Building Supervisor /Welcome Center desk by red phone. Explain the emergency; provide location and the nature of the injury or condition. Call 911 if a life-threatening condition exists.
 - a) Announce that there is an emergency.
 - b) State the exact location of the emergency.
 - c) State the nature of the emergency and the care that is being given.
 - d) State the phone number from where the call is being placed.
 - e) State your name.
 - f) Answer all questions asked by the dispatcher.
 - g) Do not hang up until told to do so
 - h) Always use personal protective equipment when handling an accident/injury involving blood and other bodily fluids (See Blood Borne Pathogens Exposure Control for location of protective equipment).
 - i) Care: Give only the first aid you are capable and qualified to administer for the victim until appropriate help arrives.
 - j) Administer rescue breathing and/or CPR
 - k) Control severe bleeding A Treat for shock A Stay with the victim
 - l) Assist the emergency transport as needed

- m) Stay at the site of the emergency and clear the area.
 - n) Keep airways unobstructed (nose and mouth are uncovered and clear).
 - o) Keep victim calm, still, warm and lying down. Keep bystanders away.
4. All accidents should be documented by filling out an accident report form available in the office or at each activity area that is supervised.
 5. Sports-related injuries may be treated and checked at various hours by trained medical personnel

II. Life-Threatening Accidents/Injuries:

In the event of serious accidents resulting in a life-threatening injury, the appropriate emergency personnel shall be contacted. Before emergency personnel arrive, Recreation Services employees are required to act in a prudent manner when dealing with an injured victim. The Building Supervisor is responsible for obtaining the proper assistance.

Walter Payton Recreation and Wellness Center Management Responsibilities:

1. Immediately go to the scene of the emergency with first-aid & AED (if necessary)
2. Activate "Code Red" if situation warrants.
3. Inform the first responder of next protocol step.
4. Assist where needed until professional assistance or EMS arrives.
5. Effectively communicate with emergency transport personnel.
6. Document all pertinent information involving the emergency situation.

Welcome Center Assistants Responsibilities:

1. Notify the Building Supervisor of emergency if addressed by 1st responder.
2. Perform duties given by Building Supervisor.
3. Call 911.
4. Call professional staff on duty
5. Wait for further instructions from appropriate personnel.
6. Communicate status of arrival of EMS to Building Supervisor.
7. Designate a staff member to open the doors and wait for the emergency personnel to arrive.
8. Contact Jackson State University Public safety to inform them of the emergency.

Natural Disaster Emergency Procedures

The Building Supervisor shall contact the JSU Public Safety before proceeding with emergency procedures.

III. Severe Weather:

During a severe weather alert, it is important that everyone take shelter inside the building.

1. Welcome Center shall immediately use P.A. system to inform patrons in the facility that they need to go immediately to the closest emergency shelter location inside facility. Shall assist people from the outside into the facility and direct them to the designated sheltered areas. Then, assist individuals into locker rooms and interior corridors away from windows and glass.
2. Building Supervisor shall immediately direct people to the ground level of the facility while maintaining radio contact with other Recreation Services employees.
3. Equipment Services Assistant shall bring a battery operated flashlight from the Equipment Services with him/her to monitor conditions until the situation renders that it is safe to return to the activity areas.

****After the all-clear has been given by University officials that the storm warning is over, the on-duty professional staff and Building Supervisor shall perform a safety check of the entire facility.***

IV. Lightning:

1. Building Supervisor shall make overhead announcements advising customers not to use telephones, showers, hair dryers, electric razors, or other electrical devices.

2. Welcome Center Assistant verbally with hearing range shall advise customers to stay inside the facility unless it is absolutely necessary that they leave. Please remember you cannot force a person to stay inside the building. If someone wishes to leave, encourage him/her to stay. Inform the Building Supervisor of all persons leaving the facility during a severe weather alert.
3. Fitness Center Staff & Building Monitors walk through your areas informing patrons near windows and or electrical machines to move and/or stop using machines due to severe weather alert.

V. TORNADO WATCH:

Although the actual condition in the area may not be presently threatening there is a strong chance of dangerous winds, maybe a tornado.

VI. TORNADO WARNING:

A tornado HAS BEEN SIGHTED. The warning siren will sound 15 minutes before threatening weather moves into the campus area. When the siren is activated instruct customers and employees into shelter immediately.

- Shelter areas are located in the corridors. Personnel should keep all customers away from the outside windows and doors and hurry them to men's & women's locker room.
- Customers may leave the building if they so desire, but are advised to seek immediate shelter.

Recreation Employees should notify all customers in their assigned areas of the existence of a Tornado Warning. Terminate all activity and evacuate all activity areas, urging customers to seek shelter in the men's & women's locker room.

Physically disable persons should be provided assistance if requested. It is recommended disabled persons be assisted to the safest area. The decision to remain with the disabled person would be the option of any individual providing assistance.

VII. Ice over Emergency:

- In the event that Jackson State University is closed due to a ice over emergency, the Walter Payton Recreation and Wellness Center **will follow university closures.**

VIII. Bomb Threat

If a bomb threat is called into the facility, the staff member answering the call is responsible for obtaining as much information as possible about the bomb and its location.

Try to find out the following information using the ATF Bomb Threat Checklist: • Exact location of the bomb

- Time set for detonation
- What does the bomb look like?
- What type of explosive is being used?
- Why was it placed?
- Date and time of the call
- Exact language used, inflection and tone of voice used
- Gender, age, ethnicity of caller
- Background noises
- Any other information given
- Immediately after hanging up with the caller, contact the Building Supervisor and then call the JSU Public Safety.
- The Building Supervisor shall immediately inform the director of the situation or any professional staff member.
- The Building Supervisor shall inform the staff to avoid any unnecessary panic.
- Do not use the radio or public address system, transmission from these devices could trigger/detonate the bomb as well as cause undue stress to our customers.
- Before evacuating the facility, wait for further instructions from the JSU Public Safety.

IX. Evacuation Guidelines

- These guidelines shall be used when the decision is made to evacuate any part of the building.

- Before an evacuation is put into action, Recreation Services staff shall go to their designated locations to direct customers to safely exit the building.
- At all times, the personal safety of our customers and employees is a priority.

General Staff Responsibilities:

1. Seek out children, elderly and persons with disabilities and assist them in exiting the facility.
2. Do not seek shelter or leave facility until all customers are safe.
3. Check restrooms and vacated offices to ensure everyone has left the building
4. Remain with customers until the JSU Public Safety or Fire Department has announced that it is safe and an "all clear" has been given.
5. Inspect the facility for damage. Each employee is responsible for assessing his/her area and preparing the area for re-opening.
6. After a staff member has been cleared of his/her responsibility, he/she should report to the Building Supervisor for further directions.

Specific Staff Responsibilities for Pre-Planned Escape Route:

The following list identifies which employee is responsible for what areas during a situation requiring the staff to administer evacuation procedures. Employees shall direct customers to exit the building.

Building Supervisor:

Inform the staff of the situation and begin administering procedures. Notify the JSU Public Safety and Department of Facility Management. Maintain radio contact with all employees.

Welcome Center:

In a calm voice, make an announcement over the public address system requesting that all customers evacuate the facility as a precaution, leaving the facility by the nearest exit. Remain at the entrance area, preventing customers from entering. Assist others by providing directions to safe areas away from the facility

Membership:

Close and secure the area. Equipment should not be checked in or out at this time. Assist evacuation procedures toward the exit nearest the east patio.

Member Services:

If Members Services staff is not present, check administrative offices, student break area, and/or copy room. If the staff is present, then a full-time staff member (if present), an extra Welcome Center Assistant or the Building Supervisor will assume these responsibilities.

SAC Monitors:

Evacuate the SAC and exit the facility.

Group Fitness Instructors:

Evacuate the group fitness studios, directing customers to the closest exit.

Rec Program:

Evacuate the Gym, Gym restrooms, and/or areas of league play directing customers to the closest exit.

X. Fire

The first few minutes of a fire are critical. What is done during those few minutes can mean the difference between a small blaze and disaster? Firemen are in charge at the scene of the fire. It is the responsibility of the Recreation Services staff to respond immediately, provide for a safe evacuation of all customers, and administer the emergency procedures until the fire department arrives.

Fire Alarm:

- Pull stations are located near all exits and stairways.
- If a fire alarm is pulled, identify the location of the fire and/or the alarm.

- Notify the Fire Department by pulling the main fire alarm, and then call the JSU Public Safety to give the location and description of the fire, and initiate evacuation procedures.
- If it has been determined there is no evidence of smoke or fire and the alarm was falsely or accidentally pulled, contact the JSU Public Safety and Facility Management to disarm the alarm.
- If a fire alarm device is completely activated, the staff is responsible for following the pre-planned emergency evacuation plan.

Fire Equipment:

- Fire equipment is located throughout the facility. This equipment may be used only in the event of a fire.

Fire Extinguisher Use:

- When the extinguisher is operated, the agent is expelled in a continuous stream due to being stored under pressure.
- Do not attempt to put out a fire by throwing the fire extinguisher on the flames.
- Never test an extinguisher to see if it functions unless you are prepared to completely discharge all of its contents.
- Stand six to ten feet away from the fire and aim at the base of the flames with a side to side motion across the width of the fire. Move closer as the fire is extinguished. You are too close if the discharge disturbs the burning material.
- If possible, keep any wind behind you. After the fire is extinguished, watch for "flashbacks" and put them out immediately.
- Make sure that any discharged or partially discharged extinguisher is recharged as soon as possible. Report discharged extinguishers to the Director.

Fire Drill:

- The entire staff shall conduct a fire drill several times a year.

XI. Mechanical Problems

In the event that there is a systems failure such as heat, water, electricity, telecommunications, and/or air conditioning, the Building Supervisor shall follow communication procedures outlined in this manual and contact the Departments of Public Safety and Facility Management.

Power failure:

- Evacuation procedures shall be followed, once the situation has been assessed by an electrician from the Department Facility Management.

The following are suggested guidelines for employees working during a power outage:

- Assess the situation and wait for assistance.
- Address all customers via verbal command.
- Wait for emergency lights to activate.
- For additional light, flashlights and batteries are located in Equipment Services.
- Call the Professional Staff on Duty and/or the Director for further instruction.
- Refer to evacuation procedures.
- Inventory the staff and facility.

XII. Inoperative Vending, Fitness Equipment, Lights, etc...

- The Building Supervisor should investigate the situation, shut down service, interview parties involved, report and care for injured persons.
- Post "Out of Order" signs.
- Communicate with custodial staff and Welcome Center Assistant
- Notify Facility Management during regular business hours before 5:00 p.m. on weekdays and notify the Professional Staff on Duty if an emergency develops. Professional Staff members will assess on the next business day.

CUSTOMER SERVICE

- I. Principles of Customer Service
 - Respect the Customer
 - Positive Attitude
 - Perception/Impressions
 - Consistent Service
 - Communication

RESPECT- having the same respect for customers you have for yourself.

There are two primary customers we will work for as a team.

- a) Internal Customers- WHO ARE THEY????
- b) External Customers- WHO ARE THEY???

Once in a while, you may come upon a customer (in either category) who is confused, frustrated, or generally irate. Your challenge will be in successfully working with that 1% of the customers. They may not initially be pleasant, but it is up to you to turn their day and leisure experience around.

ATTITUDE

Whether you realize it or not, the attitude you have about your job will be revealed in how well you do it. The way you approach a situation will be influenced by your attitude. Be consistently friendly, enthusiastic and fair in your enforcement of policies.

If you don't personally agree with a particular rule, are you mature enough to enforce it impartially and consistently? As a member of the recreation staff, you will come in contact with many people. All our customers are important. Your attitude should be positive and reflect your true self and that of the team.

NOT TO WEAK...NOT TO STRONG:

PERCEPTION

It's everything...What you say or don't say is important/ IMPRESSIONS - 1st impression is the only impression...Make it count!

10 Commandments of Our Customer Service Practices

1. Assisting customers takes precedence over all tasks.
2. Customers are satisfied when they perceive value-give it to them...
3. Complaining customers are an opportunity for us to learn about our business.
4. Always look at situation through the eyes of the customer.
5. The purpose of your job is to satisfy the customer.
6. Realize you don't have a job without our customers.
7. "I don't know" should never be said without "I'll find out."
8. If a customer is dissatisfied, it's not enough to just give them what you should have provided them in the first place. Give them something extra.
9. Be positive when you interact with customers-SMILE!
10. FOLLOW UP!

COMMUNICATION SOFT SKILLS!

Mannerism- "body language" ...NON-VERBAL CUES Non-verbal communication includes facial expressions, eye contact, tone of voice, body posture and motions, and positioning within groups. It may also include the way we wear our clothes or the silence we keep.

Distance: The distance one stands from another frequently conveys a non-verbal message. In some cultures, it is a sign of attraction, while in others it may reflect status or the intensity of the exchange.

Orientation: People may present themselves in various ways: face-to-face, side-to-side, or even back-to-back. For example, cooperating people are likely to sit side-by-side while competitors frequently face one another.

Posture: Obviously one can be lying down, seated, or standing. These are not the elements of posture that convey messages. Are we slouched or erect? Are our legs crossed or our arms folded? Such postures convey a degree of formality and the degree of relaxation in the communication exchange.

Physical Contact: Shaking hands, touching, holding, embracing, pushing, or patting on the back all convey messages. They reflect an element of intimacy or a feeling of (or lack of) attraction.

Facial Expressions: A smile, frown, raised eyebrow, yawn, and sneer all convey information. Facial expressions continually change during interaction and are monitored constantly by the recipient. There is evidence that the meaning of these expressions may be similar across cultures.

Gestures: One of the most frequently observed, but least understood, cues is a hand movement. Most people use hand movements regularly when talking. While some gestures (e.g., a clenched fist) have universal meanings, most of the others are individually learned and idiosyncratic.

Looking: A major feature of social communication is eye contact. It can convey emotion, signal when to talk or finish, or aversion. The frequency of contact may suggest either interest or boredom.

Delivery "tone & words"...**VERBAL CUES**

GSME- "solutions"...**DAILY ROUTINE....LET IT SETTLE!**

Greeting- take the time to greet customers who visit us frequently and be excited to greet a new face.

Seeking- be conscious to those who seem to be unhappy about something. Seek out and find the unhappy patron.

Meeting - don't allow meeting the preset expectations a patron has for you keep you from setting new daily goals.

Exceeding - go above and beyond the color of your uniform. Try to find a solution to a problem for a patron.

There are two things that will infuriate our customers faster than anything else and they both concern injustice.

1. Observing or being the victim of preferential treatment.
2. Being told conflicting interpretations of our rules by different employees. You must know and understand the policies of your work area and enforce them consistently.

PHONE ETIQUETTE

Every time we receive or initiate a call, we are representing our office. Many of our clientele only have one direct contact point with us. — The phone.

The impression that we make on the telephone should always be a positive one.

Caution:

- Don't make the caller feel like a burden.
- Don't slur your words; be unfriendly, or impatient.
- Don't use profanity or any inappropriate language.
- Don't cover mouthpiece with your hand- use the "hold" feature.
- Don't forget to deliver messages.
- Don't rush them off the phone.
- Don't try to carry on two conversations at once. Callers should not be competing with other people in the office for the attendant's attention.
- **DO NOT GIVE ANY INFORMATION UNLESS YOU ARE SURE IT IS CORRECT.** This pertains to facility information and information about personnel or programs. If you are unsure or have a question, ask someone!
- Do not give out home phone numbers or schedules of professionals, supervisors, and/or student workers.
- Do your best to close the conversation in a way that will leave them satisfied.
- Answer the phone within two rings.
- Identify yourself "Thank you for calling the Payton Recreation & Wellness Center Equipment Services, this is (your name). How may I help you?"
- Develop a pleasant speaking voice. Be friendly and cheerful!
- Speak clearly, slowly, and use a positive tone, sound bubbly.
- Be a good listener so the person does not have to repeat what he/she has said.

Be tactful when replying to questions, requests, comments.

Ask the patron if they are able to hold. Wait for a response...don't just push the hold button or transfer them.

1. Promptly get the requested information. If it takes you longer than you expected, return to the line in 30 seconds or so, thank the caller for waiting and give information or inform them you are still working on it.

2. OR-transfer to the request number. If it rings back directly..., ask if you can transfer them to another area or would they like to go to voice mail.

- If the individual receiving the call is unavailable, ask if someone else can assist them or if they would
- like to leave a message on voicemail.

Customers may even use the house phone in the lounge to leave the voicemail if visiting.

Remember that our customers may not always be correct, but they will always be our customers. Be courteous, understanding and try to put yourself in their position. Let them know you understand their frustration. Treat them with respect and in the same manner, you would want to be treated.

SWEET as TEA CUSTOMER SERVICE

Sincerity: Solve the problem and involve the patron in the solution. Remember that "bigger isn't better", "better is better".

Welcome: Hospitality is key; be cordial, generous reception of patrons.

Empathize: Try to understand their point of view; find a common denominator.

Educate: Attend staff meetings to learn about upgrades and changes, in order to educate patrons more efficiently.

Tactfulness: Apologize promptly for errors and mistakes. Don't give long explanations as excuses.

Try: Find a new way to approach a common situation. (Example) I forgot my ID... Remember the other ingredients here!

Educate and Empathy

Evaluate: "How it works".... make use of center. Therefore, you can't give an honest opinion for you don't know.

Appreciate: Internal customers, Facility, External customers

CONFLICT RESOLUTION

HANDLING A DIFFICULT CUSTOMER

Use friendly and polite phrases such as "Thank you," "Good Morning/Afternoon/Evening," or "May I help you?" Most of the customers will be terrific people and they are the ones keeping our operation open. Therefore, it is up to us to keep our customers happy and satisfied.

1. Please refrain from being disrespectful, discourteous, or using profane language in the presence of our customers. Remember if there are no customers, then we are all out of a job!
2. Try to re-explain the policy or reason for the policy as best you can. Attempt to handle the situation yourself, but if you need assistance, ask the Building Supervisor or Assistant Director for help.

LISTEN: Keep lines of communication open, paraphrase and repeat. Ask questions to get correct answers. To reach the core of the problem, you must put on your listening cap and let the customer vent. (Within reason... of course).

EXECUTE: Don't jump to conclusion, understand the issue, evaluate the situation, and know your options to solve matter, develop a course of action to fix it immediately.

MANNERISMS: Non-verbal cues, delivery/tone body stances, proximity matters.

OPEN-MINDED: Ownership- Look to understand their views. Ask questions to gather more information by using your "Communication Soft Skills."

NEVER SAY I DON'T KNOW: Without saying "I'll find out." When discussing a possible resolution avoid making promises you can't keep.

ACKNOWLEDGE: by name, remember their situation. Follow up immediately.

DELIVER the service their expecting when paying. Give them extra each time. Apologize for the inconvenience(s).

EXEMPLIFY: Excellence, led by example, build your empowerment, lift up your team character.

INCIDENTS

Fill out an incident report when it is necessary to document misconduct by a patron, theft, or other problems, which the staff needs to be aware of. Get names of all persons involved and witnesses. Call security if the incident involves an altercation or theft.

INFORMATION

NEVER enter into a dispute with a patron and DO NOT give out any information to a patron unless you are absolutely certain of its accuracy. You are to refer these matters to the supervisor or Assistant Director on duty. Above all, remember whenever on duty; be professional, alert, courteous, and tactful.

CONDUCT

Payton Center Personnel will warn individuals exhibiting inappropriate/ poor sportsmanlike conduct. A second warning the same day will result in ejection from the facility and a referral to the Director of Recreation Services. Any individuals ejected from the facility will be placed on a 14-day probationary period. Inappropriate behavior may result in a loss of Payton Center membership privileges.

MEETING THE PRESS

As we interact with students, faculty, and staff there will be occasions when the press wishes to report on various events that occur in our facility.

You should never talk with the press...

1. Your first contact should be to your immediate supervisor. Under no circumstances should she/he be left out of the communication loop. Provide him/her with a written report of the conversation. Be succinct and report the facts only. Do not editorialize.
2. Most often, a representative from Public Relations will call in advance. If you receive a direct call from a reporter, **you should refer the call to the Director.**

STUDENT EMPLOYMENT PROMISE

To be a contributing factor in the future success of the Office of Recreation Services.

What I Put In...

- Punctuality
- Dependability
- Honesty
- Professionalism
- Academic success
- Greet & welcome each patron entering/leaving facility
- Provide immediate service
- Establish eye contact & smile
- Pay attention to detail
- Meet customers' needs
- Exceed expectations
- Thank each patron

Is what I'll get!!

- Job experience in one of the top Recreation centers in the country.
- Safe & Fun work environment w/ regular Employee Incentives
- High-Quality Customer service experience
- Event management experience
- Sales experience
- Supervisory experience
- Positive Peer to Peer Relationships
- Multi-tasking know how

- Team Building
- Management skills
- Time management practices
- Positive Resume Builder/References

Student Promise Agreement

Privacy & Information Access Statement (initial here) _____

Upon employment as a Recreation Services employee, I realize certain private patron information(s) will become available to me strictly for the intent of registering and providing access for memberships at the Walter Payton Recreation & Wellness Center. At no time shall I, release, share, duplicate, or commit any fraudulent criminal acts with this information. I further agree not to discuss this information with any person except my reporting supervisor when requested.

Substitution & 3 Strikes Policy (initial here) _____

I will follow the Recreation Services staff substitution policies as described in the employee manual presented to me upon hiring. The 3 strikes employee reprimand policy has been discussed and explained to me. I understand the consequences of my actions in regards to the policy implementation. In addition, if and when the time occurs for me to end my responsibilities with Recreation Services, I will submit in writing to my employer a final two weeks commitment to work. I understand that any issued information & uniform(s) articles provided to me at hiring will be returned to my supervisor before my last check can be surrendered.

Dress Code Policy (initial here) _____

The dress code policy has been discussed with me and I fully understand the necessity of upholding this policy. I understand that it is most beneficial for members & visiting customers to recognize all RS staff. In addition, I am aware that I cannot clock into work without my issued uniform & name tag.

In house & Phone Etiquette Statement (initial here) _____

At no time shall I disregard my customer service training and values practiced by the Recreation Services while speaking with a patron in person or by phone. Even when the discussion takes a turn for the worse or the same answer has been given multiple times without prevail, I will hold to my employers expectations.

I have received, read, and understand above contents of the Part-Time Student assistants Manual. I accept the requirements necessary to maintain employment at the Walter Payton Recreation & Wellness Center. At no time shall I disregard my commitment to the department, its' employees, members of the facility or visiting customers of the university community. I fully understand the responsibility I am assuming and realize that termination will result whether voluntarily or by my employer effective immediately if said expectations are not held in the highest regard.

Print Name _____

Signature _____ Date _____

Employee Copy

I have received, read, and understand above contents of the Student Employment Manual. I accept the requirements necessary to maintain employment at the Walter Payton Recreation & Wellness Center. At no time shall I disregard my commitment to the department, its employees, and members of the facility or visiting customers of the university community. I fully understand the responsibility I am assuming and realize that termination will result whether voluntarily or by my employer effective immediately if said expectations are not held in the highest regard.

Print Name _____

Signature _____ Date _____

Congratulations!

You have completed the Walter Payton Recreation and Wellness Student Worker Manual. The intent of this handbook was to prepare employees on procedural, customer service, and some practical work experiences to be expected.

The Office of Recreation Services thanks you for choosing us as a part of your employment history. With hard work and dedication on both our parts, we hope your experience with the Walter Payton Recreation & Wellness Center and its employees is one of excellence and growth.

Jackson State University
Walter Payton Recreation & Wellness Center
Policies 2018-2019

A. General:

1. Misconduct or violation due to failure to follow facility policies may result in ejection, suspension, or cancellation of membership from the Payton Center and/or referral to the Jackson State University Department of Public Safety and/or Metro Police.
2. A valid Jackson State University ID card or the Rec-CARD is required to be admitted to the PAYTON CENTER. Members may sign in without JSU ID card or the Rec-CARD ONE (1) time per semester.
3. A new Rec-CARD will be issued to all members except faculty/staff and students for access to the PAYTON CENTER at no cost upon signup. A \$5.00 replacement for lost/stolen/or misplaced Rec-CARD will be assessed.
4. Current faculty/staff & students will need to use their official Jackson State University ID card.
5. Individuals improperly accessing the facility will have false identification confiscated and/or are subject to suspension of PAYTON CENTER privileges.
6. Alumni visiting the campus at Homecoming, and/or other special occasions, as determined by Recreation Services Director, will be allowed use of the facility at no cost during posted hours by presenting their official Jackson State University Alumni Association ID.
7. Parents temporarily visiting the campus will be allowed to use the facility during posted hours for free, usage pattern of more than two visits per week prohibited.
8. Solicitation is considered badgering and/or deceitfully persuading a member to gain access into the PAYTON CENTER. Solicitation is strictly prohibited. Potential guest may not enter facility to locate a sponsor. Members may NOT sign in any patron soliciting access at or near the Welcome Center.
9. Alcohol, non-prescription drugs, and tobacco products are NOT permitted.
10. Injuries, accidents or equipment failures must be immediately reported to Recreation Services staff.
11. Recreation Services is not responsible for lost or stolen items. Please consult a physician prior to engaging in physical activity. Recreation Services is not responsible for accidents or injuries that occur due to the nature of the activity.

B. Membership Terms:

Please see current membership policies & rate chart.

C. Guest Passes:

1. All guests must show photo ID
2. Sponsor assumes responsibility for all guest actions.
3. \$5.00 per day, non-transferable, non-refundable, and cannot serve as credit for membership.
4. All visitors/guest must be sponsored by a current PAYTON CENTER member AND show PHOTO ID.
5. Guests will not be allowed access and/or use of the facility w/out being accompanied by a valid sponsor. Guest must exit the facility when the sponsor leaves.
6. One adult member may not bring more than four (4) guests ages at a time. More than (4) guest will be considered an organization/group. (Additional fees may apply.).

7. Any JSU employee (Faculty/Staff) may bring a guest by presenting their JSU employee ID. The fee is the same, \$5.00.
8. University departments wishing to bring a guest must contact the General Manager or Business Manager-Membership a minimum of 48 hours prior to visit date for details.

D. Lockers:

1. Food and drink are prohibited in locker rooms.
2. **Lockers can be used for daily use only.**
3. The family changing room is available for the use of patrons bringing children or dependents into the facility.
4. Designated day use lockers are may not be used to store items overnight. A \$5.00 recovery fee is assessed for any items removed from day use lockers at closing by a WPC staff.
5. The PAYTON CENTER is not responsible for items left in lockers when locks are removed.
6. Locker room etiquette only permits children under 4 of the opposite gender to enter locker rooms and shower areas.

E. Equipment Services:

1. Members may check out Informal recreation equipment on a first come, first serve basis. Certain checkouts require a fee.
2. A JSU ID card or Key Fob MUST be presented for any checked out equipment.
3. If equipment is not returned, lost, stolen, or damaged, payment must be made per the assessed replacement cost before the patron ID can be released.
4. Damaged/Lost Equipment
 - a. A fee is at the value of the equipment is assessed for any equipment damaged or lost.
 - b. Patrons may either immediately pay for the damaged or lost piece(s) of equipment or return within three days to pay the bill.
 - c. If payment is not received within three business days, access privileges will be suspended until payment is received.

F. Activity Areas:

1. Recreation Services programs have priority of usage over informal recreation use.
2. The JSU Payton Center is a non-smoking building.
3. No food or drink will be allowed in the GYM. Other activity areas may have closed top plastic containers.
4. Only non-marking athletic shoes are allowed on any hardwood floor. No hard sole shoes allowed.
5. Personal belongings are not permitted in activity areas and must be kept in a locker.
6. Courts are prioritized for informal recreation in sports of basketball, volleyball, and badminton.
7. Requests for volleyball and badminton equipment set-up will be accommodated when possible
8. Food and non-alcoholic drinks are permitted.
9. The big screen television is available for everyone's use. Volume and channel control can be adjusted per request at Equipment Issue.
10. Television program selection is on a first-come, first served basis. The television may not display programs that may be offensive—this includes racist, violent or profane programs.
11. Board games and playing cards may be checked out at Equipment Services.
12. Equipment for the table tennis is available for patron use from Equipment Services.

G. Gym Courts:

1. Hanging on basketball rims or nets is not permitted.
2. Takedowns when basketball court volume is high...A 25-minute limit is effective.
3. Do not remove any equipment set-up on courts. Ask the Rec Staff for assistance with equipment set up or removal.

H. Outside Track:

1. Jackson State University Athletic Teams have exclusive use of the track outside every day. Please see posted signs for specific Payton member use times.

I. Racquetball/Squash Court:

1. Courts may be used on a first come, first serve basis.
2. Metal racquets must have racquet guards.
3. Protective eyewear is available & strongly recommended.
4. Shirts and closed-toe, non-marking athletic shoes are required.

J. Strength & Aerobic Conditioning Center (SAC):

1. Individuals are responsible for their own health and safety. For your safety, please follow all posted notices regarding SAC policies.
2. Fitness towels are required to use any equipment.
3. Fitness towels are available to wipe fitness equipment down after use as courtesy and hygiene maintenance to other members. Please return dirty towels to appropriate towel bins after use.
4. No one under 16 years of age may enter the SAC at any time.
5. Shirts and athletic shoes must be worn at all times. No sandals (open-heeled or open-toed) permitted. 6. Water permitted in closed plastic containers only.
6. Please adhere to 30-minute rule when patrons are waiting to use equipment.
7. Do not drop weights from any height to floor as weights may break.
8. Do not lift free weights near windows or mirrors.
9. Keep hands and feet clear of moving parts while using machines.
10. Never put hands or feet underweight stakes.
11. Place hands and feet only on hand grips and footrests provided.
12. Free weights must be returned to their proper place after use.
13. Do not operate or attempt to repair machines with loose or damaged parts. Notify PAYTON CENTER staff.
14. Do not bring personal belongings into fitness room.
15. Personal training is an available service offered by the PAYTON CENTER. Individuals not employed by the PAYTON CENTER may personal train in the facility.

K. Group Fitness Studios:

1. Participants are highly encouraged to arrive to class on time. Late participants may be denied entry to class, at the instructor's discretion, due to the importance of a sufficient warm-up period.
2. It is highly recommended that participants stay for the entire Group Fitness class to ensure participation in the proper cool-down phase of class.
3. All group fitness class participants must be 16 years of age or older.
4. Soft-soled, closed-toe athletic shoes are required for all cardiovascular and resistance training classes. Hard-soled, closed-toe athletic shoes or cycling shoes are recommended for all spinning classes. Shoe removal may be appropriate in Yoga and flexibility training classes, at the instructor's discretion. Towels are required for all classes.
5. All equipment must remain in the studios and must be returned to its proper location after use. Equipment from other areas may not be brought into the studios. All equipment should be used for the manner for which it is designed.
6. To enter a class, participants must wait outside of the studio until the instructor allows everyone inside. Participants may not save spaces in line for friends.
7. Class entry is on a drop-in basis and will be open on a first-come, first-served basis.
8. Class size is limited to 13 participants in spinning classes.
9. Recreation Services reserves the right to cancel any class on the basis of low attendance.

L. Wellness Niche:

1. The Wellness Niche located adjacent to the SAC contains wellness and fitness resources available for check-out and free handouts for students and Payton Center members.

M. Facility Rentals/Reservations

1. Rooms inside the facility can be rented on an hourly basis. There are established rental rates for student organizations, faculty/staff departments, and/or community groups. Please see the reservation section on the website and/or the Member Services Office for rates & details.
2. Inquiries regarding rentals should be forward to the Facilities Manager and the Jackson State University Events Department.
3. A rental application along with associated fees if any must be satisfied prior to the reservation.

N. Parking: Please read posted warnings!!!

1. Parking is not allowed in university-signified locations such as, "reserved" "Handicap accessible", and/or "official university vehicle".
2. Violations given in these designated area will not be compensated by the Walter Payton Recreation and Wellness Center.
3. East & West parking locations nearest Payton Place are open lots unless otherwise noted.

O. Telephones:

1. The Welcome Center Services phone can be used for emergency purpose only for PAYTON CENTER personnel only.

P. Lost, Stolen & Found Items:

1. Any item turned in as lost/stolen will be recorded in the lost and found log at the Equipment Services.
2. Items small in size such as wallets, cell phones, keys, jewelry will be stored in Member Services these items may be claimed during regular business hours of M-F 8am-6pna.
3. Items large in size such as backpacks, clothes, equipment, books, etc.. .may be retrieved at the Recreation Programs/First Aid desk any time the facility is open.
4. The claimant must make a positive identification.
5. Lost items that have been held for two weeks will be donated to charity.
6. The owner of a stolen item should report the theft to the Building Supervisor, who will immediately complete an incident report and contact the Department of Public Safety.