



Welcome to Recreational Services!

We are pleased that you are joining our staff and hope that you will learn more about yourself and others and develop good work habits & skills while providing quality service to our recreation patrons.

This employee manual is designed to inform you of the policies that affect all personnel and patrons that utilize the Student Recreation Center as well as general information you need to know as an employee working for the Department of Recreational Services.

You need to understand all the information in this manual. It will not only tell you of your responsibilities as an employee but will also be of value to you in answering questions asked by patrons and interpreting policies.

Take pride in your work. You may think you're just a student employee, but you are much more. You are a vital part of our operation. As an employee, you will encounter many opportunities to develop skills that will help you in situations beyond Recreational Services and your college experience. The Recreational Services Staff looks forward to working with you and assisting you in performing your job effectively.

As an employee always remember that you are representing the University, the Department, and Yourself. Please be sure to be mindful of that and always strive to be at your best. This includes when you are outside of the work setting and you are participating in different programs or activities offered by Georgia State University.

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IMPORTANT PHONE NUMBERS

Director	(404) 413-1778
Associate Director, Programs	(404) 413-1765
Assistant Director-Fitness	(404) 413-1774
Assistant Director – Competitive Sports	(404) 413-1924
Assistant Director – Outdoor Recreation	(404) 413-1773
Instructional Clinics & Group Fitness Coordinator	(404) 413-1793
Competitive Sports Coordinator	(404) 413-1764
Aquatics, Safety & Student Development	(404) 413-1775
Indian Creek Coordinator	(404) 413-1794
Assistant Director-Operations	(404) 413-1767
Memberships Coordinator	(404) 413-1753
Operations & Technology Coordinator	(404) 413-1757
Technology Office	(404) 413-1783
Assistant Director-Facilities	(404) 413-1760
Facilities Coordinator	(404) 413-1761
Business Manager Supervisor, Health & Wellness	(404) 413-1758
Accountant	(404) 413-1759
Business Manager II	(404) 413-1756
Marketing Suite	(404) 413-1754
Recreational Services Web Site Address	recreation.gsu.edu
Recreational Services Main Office	(404) 413-1750
Equipment Issue Desk	(404) 413-1770
Service Counter	(404) 413-1780
Touch the Earth Front Desk	(404) 413-1772
Game Room	(404) 413-1777
GSU Police (Emergency)	(404) 413-3333
(Non-emergency)	(404) 413-2100

MISSION STATEMENT

The Department of Recreational Services promotes healthy lifestyles through exceptional recreational programs, services, and facilities.

VISION STATEMENT

The Department of Recreational Services will be the leader in recreational programs among urban universities serving a diverse student body.

PROGRAMS AND SERVICES

There are eight primary program areas offered through Recreational Services. Your responsibilities require that you interface with each program area.

Open Recreation: informal, unstructured use of recreational facilities; drop-in and by reservation. Activities include but are not limited to swimming, weightlifting, indoor soccer, volleyball, table tennis, and basketball.

Intramurals: Offers competition to students, faculty, and staff (must be members to participate) in various traditional sports throughout the year. Activities range from league events such as flag football, basketball, and volleyball to one-day tournaments such as badminton, pickleball, and kickball.

Instructional Clinics: Non-credit instructional classes offered each term in a wide variety of instruction including martial arts, yoga, dance, and. Some examples are martial arts, dance, and yoga. These require paid registration.

Fitness Classes: Non-credit exercise classes are offered each term including spinning, strength and tone, kickbox, boot camp, and Zumba. These are drop-in participation and free for all members.

Sport Clubs: An opportunity to get involved in one or more active clubs. The clubs focus on competitive sports and compete in local, regional, and national events. Some examples are volleyball, swimming, rowing, and soccer.

Outdoor Recreation: The Touch the Earth program manages the outdoor trips and clinics program, challenge course program, climbing wall, and outdoor equipment rental. The trips and clinics programs are designed to be a non-credit instructional program allowing first-time beginners to experienced participants to learn the skills and safety concerns for a wide variety of outdoor activities in a supervised, hands-on environment.

Aquatics: GSU features an eight-lane indoor pool, a leisure pool, a sauna, and a spa. Structured classes include learn-to-swim classes, lifeguarding, and First Aid/CPR classes.

Fitness Center: This program offers members opportunities for exercise testing and personal training led by our Fitness Graduate Assistants. Nutrition counseling is also available.

BUILDING HOURS

Listed below is the typical schedule of the Student Recreation Center building hours in effect while academic classes are in session and during semester breaks. Detailed schedules of specific open recreation activity hours, as well as other programs, are posted (outside the activity areas) and available for handout (Recreation Rap Up) at the beginning of each academic session. Facility hours are subject to change to accommodate maintenance projects and special events.

FALL AND SPRING SEMESTERS		SUMMER SEMESTER	
Monday – Thursday	6:30 a.m. – 10:00 p.m.	Monday – Friday	6:30 a.m. – 9:00 p.m.
Friday	6:30 a.m. – 9:00 p.m.	Saturday	9:00 a.m. – 7:00 p.m.
Saturday	9:00 a.m. – 7:00 p.m.	Sundays	Closed
Sunday	12:00 p.m. – 7:00 p.m.	FINALS AND SEMESTER BREAK	
		Monday-Friday	7:00 a.m. – 6:00 p.m.
		Saturday	10:00 a.m. – 4:00 p.m.
		Sundays	Closed

BENEFITS

As a student employee in the Department of Recreational Services, there are great benefits offered to you including:

Touch the Earth

- Trips: \$5 off student rate, max of 3 trips per semester
- Trips: free if they volunteer to drive, but of course must be authorized to drive
- Equipment Rental: Free rentals for employee limit 1 per item, max length of 1 week (bikes are limited to 3 days)
- Email touchtheearth@gsu.edu to request

Fitness Center Services (Personal training and fitness assessments)

- 50% off first purchase per semester
- Email fitness@gsu.edu to request

Instructional Clinic/Aquatic Class

- 1 free clinic or class per semester
- Email fitness@gsu.edu or aquatics@gsu.edu to request

Equipment Issue

- 1 free 1/3 size locker; must renew each semester
- Free daily rentals
- Visit Equipment Issue Desk **with Panther Card**

EMPLOYMENT TERMS

While working in the Department of Recreational Services, Student Assistants are prohibited from working in other departments within the University System of Georgia. Some exceptions could apply please contact your area Supervisor for assistance.

Employment is from semester to semester. Continued employment from one semester to the next is based on performance, funding, and skills needed to be a correct fit for the position.

Once a staff member is no longer an enrolled student, the student may not work past 1 additional semester from their last day as a student.

If a staff member is terminated from one area of the department, they may not be rehired in the department in another area.

Evaluation Process

The evaluation process for Recreation Staff is designed to be interactive and provide valuable information to both the employee and supervisor regarding strengths and areas to improve upon. This interaction is an invaluable tool in developing a positive and productive work environment.

All student employees are evaluated a minimum of once per year, typically once per semester.

Dress Code

All employees are expected to be neat and clean in appearance when on duty. When dressing for work, please keep in mind the duties you will be asked to perform and the possibility of having to respond to an emergency. Do not wear clothing that restricts your ability to move quickly or that affects flexibility in the event of an emergency. Department of Recreational Services administrative staff retains the right to determine appropriate attire. Your appearance is important! You are representing the Department of Recreational Services and Georgia State University. Any student staff, including Team Leaders and Graduate Assistants who are working around patrons or at patron facing workstations should follow these guidelines. Here is an overview of our expectations for your work attire:

Panther Cards:

- You are expected to access the building using your Panther Card by tapping or swiping in at the gates. If your Panther Card is not working, please allow the Service Counter staff to look you up and allow you access through the gates. A Panther Card is required for any equipment checkout or program registration.

Shirts:

- Department issued shirt (ex> staff polo, staff t-shirt or staff pullover)
- Layering under staff shirts is ok, but no layers should be on top of staff shirts.
- Nametags must be worn on staff shirts, upper right chest, opposite our logo. The name on your nametag should be your own.
- Staff attire must not be worn while not on duty or while working out.

Pants/Shorts/Skirts:

- The bottom part of your uniform (pants, shorts or skirt) must be one color, and are limited to the following colors: blue, black, brown, grey, white and red.
 - o No prints, patterns, or designs are allowed on the pants unless all the same exact color. (Example: A camouflage design or zebra print is not permitted.)
 - o The garment brand logo and/or stripes down the side are permitted in a different color. (Examples: Nike swoosh logo in white is permitted on black pants, but an Atlanta Hawks logo will not be permitted.)
- The waist must be at hip level covering the buttocks.
- Shorts/Skirts must be mid-thigh in length or longer.
- The following items are NOT permitted: holes/rips/tears (intended or not) in garments, spandex, and tights.
**Fitness Attendants, Climbing Wall Staff, Officials, and Lifeguards are permitted to wear spandex or athletic leggings. **
- No cut-offs, hem must be clean with no frays.

Headwear/Sunglasses

- Headwear is not permitted.
- Exceptions with accompanying guidelines are as follows:
 - o Items worn for religious purposes.
 - o Items are worn to secure hair.
 - Images and text will be not allowed except for the brand logo or Georgia State University markings.
 - Hats, caps, visors, sunglasses, or anything that covers the entire head or eyes will not be permitted unless working outside. Some exceptions are detailed below for Lifeguards working in the Aquatic Center.

- Lifeguards may wear a brimmed hat while on duty to aid in reducing sun glare. Acceptable hat styles include ball caps and bucket hats, which must be solid in color (limited to black, grey, blue, white, and red). Hats may have a minimalist brand logo, but it must be free of any messaging, slogans, or images.
- Lifeguards may wear sunglasses with polarized lenses to aid in reducing sun glare, improving visibility and surveillance of the pool area.

Footwear:

- Closed-toe shoes must be worn when on duty.
- Lifeguards are expected to wear appropriate footwear that allows for quick and safe movement around the pool deck. Water-resistant sandals or lifeguard specific footwear are preferred. However, lifeguards may also elect to remove their shoes while at the elevated station.

Logos/Pins/Memorabilia:

- When you are on duty and in uniform, you are representing Georgia State University and the Department of Recreational Services.
- The following items are NOT permitted: logos from other colleges and universities, political pins, or other organizational memorabilia.

Face Coverings (Masks or Face Shields):

- The covering can be any color or pattern.
- Images and text will be not allowed on the covering or shield; An exception will be made for the covering/shield brand logo or Georgia State University markings.

Locker Use

Student employees may use daily lockers for personal use but must adhere to the general locker policies. Student staff must provide their own locks and remove belongings at the end of each day. The Student Employee Break Room is also available for short-term storage of personal belongings during your shift. Please do not leave items in the break room overnight. Staff are not allowed to leave personal items overnight at their workstations. The Student Recreation Center is not responsible for lost or stolen personal items.

Work Schedules

Work schedules will be constructed each semester. The Student Recreation Center hours will vary during Finals Week and Break Periods and separate schedules may be constructed during each of these times. Schedule changes are specific to the area in which you work.

Student employees should share their availability to work for each semester with their supervisor and meet all required scheduling and availability deadlines. Those who fail to do so will not be given priority when the semester schedule is developed. Students should be available to work weekends, opening and closing shifts. Schedule needs may vary based on each specific area within the department.

Scheduling

Student employees are not permitted to work more than 1300 hours per year. When taking classes during the Fall/Spring/Summer semesters students may not be scheduled for more than 26 hours per week within all areas of the department.

During Finals Week/Break Periods, students may not be scheduled for more than 37 hours per week within all areas of the department. International students are limited to 20 hours per week during Fall/Spring. If subbing or working on special events, students (except international students) may work up to 40 hours a week if approved in advance by their supervisor.

Overtime is never authorized. If overtime occurs the student employee will receive a warning letter and will need to meet with their pro staff supervisor. A reduction in scheduled hours could occur. If overtime occurs a second time, the student employee will be terminated.

Required Training

Once hired, student staff will be required to complete several training courses per requirement set forth by the University and our Department. If possible, the training should be completed during a scheduled shift. If the training must occur outside of scheduled work hours, it must be approved by the professional staff who supervises the student staff member. The student staff member will be compensated at a rate of \$9/hr. Refer to the document "Hours Matrix for Staff Training" for further details.

Required trainings are as follows:

- CPR/AED/First Aid
- Rec Orientation on icollege
- PTV (area dependent)
- Cyber Security
- PCI Merchant (area dependent)
- Ethics
- Free Expression training

CPR/AED/First aid

All student staff are required to complete and maintain their CPR/AED/First Aid Certifications during the first semester of employment. The department will compensate the student staff at \$9/hr. for their time taking the course. Please refer to the document "Hours Matrix for Staff Training" for further details.

If the student staff member is not able to complete the course within the semester of being hired or expiration, they may be removed from the schedule until the certification is earned. If a student staff member can't take the course within the department, they can take the course elsewhere. They will not be compensated for their time, and they are responsible for any registration fees.

Cross Training

Student Employees must ask their current pro staff supervisor (primary scheduling area), if they may explore options to cross train. If a student employee is permitted to cross-train then, the original pro staff supervisor (primary scheduling area) will have the scheduling priority. Student employees cannot drop hours already committed to for the semester to gain hours in another area. If the student employee wants to switch areas and no longer work with the original primary area, they must finish out the current semester with the original primary area. If the original supervisor grants permission, the student may switch to the new area sooner. The desire to switch needs to be communicated before staff scheduling for the next semester begins. If a student resigns appropriately (at least 2 weeks of notice before staff scheduling of next semester begins), the student may be hired into another area and must wait until the following semester to begin working. If the original supervisor grants permission, the student may begin working in the new area sooner.

For list and descriptions of current positions, visit <https://recreation.gsu.edu/about-us/student-employment/student-assistant-application/>.

Advancement Opportunities

There are positions you could be promoted to in the Department of Recreational Services. These positions are the Facility Supervisor and the respective Team Leaders for each of the areas. Employees interested in applying for these positions must have worked with our department for at least one semester, as well as meet any pre-determined requirements for the positions.

Applications must meet the pre-determined deadline and be filled out in entirety to be considered for an interview.

Candidates could be interviewed and selected by a committee comprised of the area's direct supervisor, current peers in the applied for position, and other Recreational Services staff members. A decision is based on your work experience, performance, application, and interview, as well as our needs for that position.

Changes in Building/Work Hours

Changes in building hours due to special events in the Student Recreation Center or university holidays will be posted on the department website, on social media and on digital signs in the facility and on signs at the entrance of the facility.

Employees will be notified in writing, or by phone, of any changes in a timely manner.

Substitution Policy

If an employee is unable to cover an assigned shift, it is that employee's responsibility to find a suitable substitute. Please refer to your specific area policies on finding a substitute. Once a substitute is found and everything is properly documented, the substitute is responsible for the shift. Substitutions that are not documented appropriately remain the responsibility of the originally scheduled employee. In this case, the originally scheduled employee will receive a No Show, not the substitute, should the shift fail to be covered.

Sick Policy

If an employee is ill and unable to fulfill work responsibilities, it is the employee's responsibility to make every effort to communicate and find a replacement. It is also the employee's responsibility to contact their immediate supervisor as soon as they know they are unable to work. Supervisors may request written notification from a health professional in the event of absence due to sickness.

Payroll

Students are required to proofread their schedules once posted and to keep them up to date if approved changes have been made. At the end of each pay period, hours worked are recorded on the Human Resources Student Timesheet by appropriate personnel. Employees are responsible for monitoring their OneUSG. Employees are to report any problems with pay checks to their direct supervisor as soon as possible. All employees of Georgia State University will be required to have direct deposit for payroll.

Employees will need a bank account in the United States to set the direct deposit up. Direct Deposit can be updated online via OneUSG connect.

Injuries

An employee who is injured or has an accident while on duty must immediately report the injury to their direct supervisor. Supervisor and the employee or their designee must complete an Accident/Injury Report as well as a Worker Compensation Form when appropriate.

Food and Drink

Food is not permitted in any student workstations. Drinks are allowed if in a container that is spill and kick proof. Breaks may be taken in the Student Breakroom, Lobby, and Vending Area.

Telephone

All incoming phone calls are answered: "Good morning/afternoon/evening, Recreational Services, this is (your name), how may I help you?" A telephone directory is available at each telephone to assist you in transferring phone calls. *Telephones are not for personal use during your shift.*

Electronic Devices/Cell phones/Headphones

Headphones or earbuds should not be used while on shift. If you are observed wearing them while working, you will be asked to remove them and could be subject to disciplinary action.

The use of electronic devices, such as laptops or tablets, are allowed on shift depending on the area in which you are working and the needs of the day. If your use of an electronic device is distracting you from completing your work tasks or from paying attention to your area for safety and security reasons, you may be asked to put the electronic device away.

Cell phones should not be used for phone calls while on shift at the workstation. Please let the Supervisor on Duty know if you anticipate needing to make or receive a call, so arrangements can be made for you to do so away from the workstation or on your break.

No audio should be played from personal devices while on shift.

Workstations

Students may use the computers at the workstations for homework and work-related tasks. Students may use the computer or desk for school-related work only if all their responsibilities have been completed and if it doesn't hinder the student from providing excellent customer service to patrons. No audio can be played on the workstation and headphones cannot be worn while on duty. The Facility Supervisor, a Graduate Assistant, or a professional staff member reserves the right to ask students to stop doing school related work if they believe it has become distracting. Specific areas may have stricter policies as deemed by the area supervisor.

Group Me and SubItUp

Student employees will be provided with access to a staff group chat (ex.> Group Me) to communicate with co-workers and their immediate Supervisor. Students will also be able to access student staff phone numbers through our scheduling software, SubItUp or another avenue provided by your supervisor.

Breaks

Students may be granted a fifteen (15)-minute break when working a shift of three (3) hours or more. If a student is working a shift of six (6) hours or more, they are eligible for a (30)-minute break at the discretion of the Facility Supervisor. Please remember to call the Sup on Duty and ask for a break before taking one. The Supervisor will assess how long you have been/will be at work, the coverage we have in the facility and how busy we are or anticipate being at that time, before granting you permission for a break. If you are granted a break, you must notify the Sup when you return. All other breaks for employees working less than a three (3) hour shift if approved by the facility supervisor will be unpaid, so the student will be required to clock out. Break can't occur during the first or last 15 minutes of the shift.

If a student needs to leave their work area for any reason that does not fall into the above categories (moving personal car, for example), the students must ask for permission, wait for approval and coverage to be found. The area's Facility Supervisor will make a note for payroll updates in these instances.

Student Employee Break Room Etiquette

The Student Employee Break Room located in the lobby behind the Service Counter is a shared space provided for our student employees. It is intended to be used for short term storage of your personal items and lunch during your work shifts. Please be sure to clean up behind yourself and discard your trash in the trash can before leaving the space. Please do not store personal items in the break room or break room fridge overnight. The break room will be cleaned on a regular basis and instructions posted if all items are to be removed for a clean-out period.

Congregating at Desks

Student staff are not permitted to hang out at workstations both while working and when not working. This can be distracting to the staff who are on duty and can look unprofessional to our customers.

Disciplinary Procedures

Disciplinary procedures are created as tools for employee improvement and awareness. One or more of the following steps may be taken depending on the severity of the situation:

- **Verbal Warning** – A verbal warning can be given to an employee by the Facility Supervisor or your Supervisor for any minor or first-time offense. The Facility Supervisor or your Supervisor reserves the right to forgo the verbal warning based upon the severity of the offense.
- **Written Warning** – The written warning can be given to an employee by the Facility Supervisor or your Supervisor for any type of offense that is too severe for a verbal warning. A written warning can also be given to an employee for an offense the employee has been warned verbally about but has not shown improvement. Your supervisor will contact the employee to arrange for a meeting and at the meeting the reasons for the written warning will be discussed and the Employee Incident Form will be completed.
- **Suspension** - Your Supervisor for incidents such as excessive tardiness, no shows, or other incidents can give suspensions where the violation is serious enough to exceed a written warning. Suspensions can be given for a period of 1 day to multiple weeks at the discretion of your supervisor. Your supervisor will contact you to arrange a meeting and at the meeting the reasons for suspension will be discussed and the Employee Incident Form will be completed.
- **Termination** – Your supervisor may terminate an employee who fails to improve his/her performance. In addition, an employee may be terminated if their misconduct is so severe in nature that it threatens the well-being of co-workers or patrons. The Supervisor will contact the employee to arrange for a meeting and at the meeting the reasons for termination will be discussed and the Employee Incident Form will be completed.
- If you are suspended from one area of Recreational Services, you may be suspended from all other areas of the department. If you are terminated from one area of Recreational Services, you will be terminated from all other areas.

Examples of Incident Types and Disciplinary Procedure:

No Show

- Employees are scheduled for a shift and do not come in for that shift.
- Supervisor must complete the Employee Incident Form whether the employee calls in.
- If the employee does not call in the supervisor should call the employee.
- Employees will be contacted for a meeting with their immediate Supervisor.
- Disciplinary action can be a warning, suspension or termination based on the circumstances of the incident and employee's performance history.

Tardy

- Employees are scheduled to come to work at a specific time and come in late.
- The supervisor must complete the Employee Incident Form whether the employee calls in to notify of the tardiness.
- If the employee does not call in the supervisor should call the employee.
- Once the employee arrives, they must meet with the supervisor and complete and sign the Employee Incident Form. After three tardies have been reported, the employee will be contacted for a meeting with their immediate supervisor.
- Disciplinary action can be a warning, suspension or termination based on the circumstances of the incident and employee's performance history.

Grounds for Immediate Termination

Extreme violations of Recreational Services policies and procedures may result in immediate termination. This means that the individual in violation will not be given a Written Warning or Suspension, but the individual will be released from assignment immediately following a meeting with their immediate supervisor. Grounds for immediate termination include but are not limited to:

- Working under the influence of alcohol or other non-prescription drugs
- Consuming alcoholic beverages or non-prescription drugs while on duty
- Pilfering of equipment or supplies belonging to the University or the program
- Sleeping while on duty
- Physical and/or verbal abuse of others consistent with university policy regardless of whether you are on duty or not during any Recreation or University event.
- Insubordination
- Inappropriate interactions with patrons, other employees, or Recreational Services professional staff.
- Second offense for overtime.

Minimum Disciplinary Standards for patron facing infractions. (Examples include, but are not limited to dress code, food at workstations and earphones, etc.) To provide consistent customer service standards, all areas within the Department of Recreational Services will be expected to follow these guidelines.

- All infractions observed or reported should be documented in writing by the Facility Supervisor on Duty, a Graduate Assistant, or a professional staff member.
 - These infractions would reset at the beginning of a new academic semester.
 - Based on the severity of the infraction, the professional staff supervisor may choose to terminate or suspend at any point earlier and the suspension may be longer than 1 week.
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- 1st infraction – Verbal Warning documented and emailed to the student by the area Graduate Assistant or Pro Staff Member
 - 2nd infraction – Written Warning documented and emailed to the student by the area Graduate Assistant or Pro Staff Member
 - 3rd infraction – Documented and 1:1 meeting with Professional Staff Supervisor, followed up with an email.
 - 4th infraction – Suspension; minimum of 1 week - Documented, 1:1 meeting with Professional Staff Supervisor, followed up with an email.
 - 5th infraction – Termination - Documented, 1:1 meeting with Professional Staff Supervisor, followed up with an email.

RISK MANAGEMENT

The key to risk management in recreation facilities is the prevention of needless injuries. Certainly, some injuries will always occur in an activity-based area; however, unreasonable and foreseeable injuries can be prevented with proper planning. As a Recreation staff member, you must be aware of some of those principles to protect yourself, the Department, and the University against possible legal action.

1. Provide General and Specific Supervision
Supervision of the areas, the equipment, and the activity is required for the protection of the participants. The nature of the activity and the age of the participants are important in determining the level of attention required.
2. Post & Advise Clear Warnings of the Risks for an Activity
Necessity determines that participants are informed and understand the risks involved in an activity. They should also be warned of the risks of using improper and dangerous techniques.
3. Provide a Safe Environment for Practice and Play
In offering a facility to participants, the Department is legally bound to provide safe facilities and equipment that is in good condition and repaired. Facility Operations staff members will walk through each area of the facility on an hourly basis to ensure that equipment is inspected, and risks are identified and reported. The Facility Operations staff are responsible for the enforcement of all policies and procedures to ensure the safety of our participants.
4. Use of Appropriate First Aid and Emergency Medical Procedures
Persons in charge of an activity are expected to perform the following duties for injured participants:
 - A) Protect the injured from further harm.
 - B) Have current knowledge of First Aid and CPR
 - C) Complete an accident report form via the facility supervisor.
 - D) Comfort and reassure the patron.

EMERGENCY PROCEDURES

Ambulance Call

- a. If a life-threatening emergency occurs or if you have been asked to call an ambulance by a Facility Supervisor, you will call 3-3333 from a campus phone. Please give the 3-3333 operator the general details of the incident including signs and symptoms of the injured patron and other essential information that is needed or relayed to you by radio from the Facility Supervisor.
- b. Once the Facility Supervisor has initiated the Emergency Action Plan you may be asked to assist in one of the following ways: going outside to flag down the ambulance and directing them to the location of the injured patron, holding open an elevator door, getting ice/AED/towels or first aid supplies or helping with crowd control. Just be ready to assist as needed.

Fire Alarm and Evacuation Procedures

- a. When the fire alarm has been activated, you will see strobe lights flashing, hear a siren and a voice message.
- b. The Facility Supervisor will call on the radio to ask you to clear your designated areas and ask everyone to calmly leave the Student Recreation Center immediately through the closest door.
- c. The Facility Supervisor will be the contact person for the police, fire, and media.
- d. The Facility Supervisor should meet the police or fire, etc. to discuss any further strategy (e.g., safe re-entry).
- e. Re-entry is authorized by the G.S.U. Police or fire departments only.
- f. The Facility Supervisor will give an all clear for re-entry message via radio to alert you it is safe to re-enter. All staff should enter first and head immediately to their workstations so we can safely let patrons back in the building.

Bomb Threats

- a. Treat every threat seriously! If you learned of the threat via phone, make certain to note all aspects of your conversation with the individual.
 - exact time and length of the call.
 - gender and emotional state of the caller.
 - description of the voice.
 - any background noises.
 - when and where the device is scheduled to go off.
 - what kind of bomb it is.
 - how do they know about this bomb.
- b. Contact GSU Police and Facility Supervisor as soon as possible.
- c. Stay calm and await further instructions from the GSU police.

Severe Weather

- a. During the threat of severe weather (e.g., tornado watch or warning) care should be taken to inform individuals in the Student Recreation Center of the conditions.
- b. The Attendant at the Service Counter will proceed to the PA system and deliver a 'seek shelter' message throughout the building.
- c. Staff throughout the facility will direct patrons to a safe zone and take shelter themselves. The appropriate places within the Student Recreation Center to seek shelter are Locker Rooms and the area beside the main stairwell on the lower level.

Power Outage

- a. The Student Recreation Center does have back-up generators, but they are only intended to provide power to the emergency lighting.
- b. If the power goes out, all recreational activity must stop, and people must clear out of the activity spaces. Student employees will make announcements and clear their areas of responsibility. Communicate with the Facility Supervisor once your area is clear.
- c. Patrons can finish their showers or hang out in the lobby until power is restored.
- d. We would not close the facility unless given directions to do so by the university.

Thefts

- a. Once you are aware that a theft has occurred, please contact the Facility Supervisor immediately. They will document the incident and notify the GSU Police.
- b. Please assist the Facility Supervisor as needed if we need to check trash cans, restroom stalls etc. for any of the missing items.
- c. GSU Police will manage all investigations, including security camera review.

Fights

- a. Contact the GSU Police immediately and notify the Facility Supervisor as soon as you are aware of a physical fight.
- b. Never put yourself in physical danger.
- c. Use your voice and body language to try to gain control of the situation and separate the individuals involved.
- d. Assist the Facility Supervisor with anything that is needed including providing care to any injured patrons.

Active Shooter

- a. Contact the GSU Police immediately.
- b. Contact the Supervisor on Duty.
- c. Never put yourself in physical danger.
- d. Based on the circumstances of the situation you must choose to:
-run, hide, or fight
- e. After the scene has become safe, aid as needed
including providing care to any injured patrons.