“Think of yourself as on the threshold of unparalleled success. A whole clear, glorious life lies before you. Achieve! Achieve!”
- Andrew Carnegie

*Note: This handbook will be updated as needed, please refer to the RWC website for any changes.

www.rec.ucf.edu
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**UCF Vision**

The University of Central Florida (UCF) will be the nation’s leading metropolitan research university recognized for its intellectual, cultural, technological and professional contributions and renowned for its outstanding programs and partnerships.

**UCF’S MISSION**

The University of Central Florida is a public, multi-campus, metropolitan research university, dedicated to serving its surrounding communities with their diverse and expanding populations, technological corridors, and international partners. The mission of the university is to offer high quality undergraduate and graduate education, student development, and continuing education; to conduct research and creative activities; and to provide services that enhance the intellectual, cultural, environmental, and economic development of the metropolitan region, address national and international issues in key areas, establish UCF as a major presence, and contribute to the global community.

**Values that Guide the University**

The UCF values comprise the guiding principles that direct the actions of the university, its students, and its employees. Integrity, Scholarship, Community, Creativity, and Excellence are the core values that guide our conduct, performance, and decisions. These values have been incorporated into a UCF Creed that prescribes behavior for members of the UCF community.

**UCF Creed**

1. **Integrity**: I will practice and defend academic and personal honesty
2. **Scholarship**: I will cherish and honor learning as a fundamental purpose of my membership in the UCF community
3. **Community**: I will promote an open and supportive campus environment by respecting the rights and contributions of every individual
4. **Creativity**: I will use my talents to enrich the human experience
5. **Excellence**: I will strive toward the highest standards of performance in any endeavor I undertake

**UCF Goals**

GOAL 1: To offer the best undergraduate education available in Florida.
GOAL 2: Achieve international prominence in key programs of graduate study and research.
GOAL 3: Provide international focus to our curricula and research programs.
GOAL 4: Become more inclusive and diverse.
GOAL 5: Be America’s leading partnership university.
Student Development and Enrollment Services (SDES)

SDES is a division of the university comprised of a wide-ranging array of programs and services dedicated to providing students with opportunities for learning and a broad, collegiate experience. The Recreation and Wellness Center (RWC) falls under the leadership of the Associate Vice President, Dr. Sharon Ekern.

SDES provides all graduate and undergraduate students at all UCF instructional sites with the appropriate services and programs to support their educational experience from admission through graduation and beyond.

Introduction & Welcome

Welcome to the UCF Recreation and Wellness Center staff. We hope that you have a quality and rewarding experience with this department within Campus Life. To help with this, it is the intent of this handbook to provide information that will help clarify work procedures and expectations that are of mutual benefit to both staff and supervisor.

“What really matters is what you do with what you have.”
- Shirley Lord

RWC Vision Statement

The UCF Recreation and Wellness Center strives to both set and stay ahead of the national standards for the university’s recreational programs and facilities by offering unique and innovative student development and leadership opportunities, while seeking to be inclusive and adaptable to the needs of the UCF students.

RWC Mission Statement

The mission of the UCF Recreation and Wellness Center is to foster healthy lifestyle choices and wellness through efficient services, comprehensive programs and high-quality facilities. The Recreation and Wellness Center is designed to enrich Campus Life and advance the University’s educational mission.

RWC Values

The following values guide how we deliver RWC services to our customers. Each staff will understand and be able to apply each value to assist in making the best decisions for our programs, facilities, and constituents while employed at the RWC.

CLEAN • SAFE • DEPENDABLE • QUALITY • FUN

RWC Goals

• Provide safe facilities and programs
• Cultivate diversity and inclusiveness
• Support healthy lifestyle choices
• Develop a collaborative and productive team
RWC Diversity Statement

The UCF Recreation and Wellness Center aspires to create an environment in which we celebrate the differences we share across the spectrum of human diversity. It is vital to an individual’s holistic development and the social fabric of the university. We are committed to creating an inclusive environment through hiring and developing culturally competent staff members, outreaching to under-served populations and providing facilities and programs that support all members of the UCF community. Our expectation of the RWC community is to embrace an open-minded and respectful attitude toward individual differences.

RWC History

1969  FTU names first Director of Intramurals and Recreation, Ken Renner as part of the Physical Education Department in the College of Education

1970  Olympic size pool was built on campus for the students of the university

1970’s The “Dome” was the first fitness center for FTU in the same location of the current RWC

1973  “Slimnastics” was the first fitness program offered to students

1977  Loren “Mr. K” Knutson becomes the Director of Recreational Services reporting to Student Affairs

1977  Outdoor basketball courts and racquetball courts were built

1994  SGA created a fitness center in Ferrell Commons which became home to fitness and aerobic classes. That area is now the south dining area of the Marketplace

1999  Outdoor Adventure was created by first offering SCUBA classes

2002  Suzi Halpin became the Director of the Recreation and Wellness Center

2002  The 84,000 square foot Recreation and Wellness Center was opened
2004  Willie Ehling became the Director of the Recreation and Wellness Center

2004  The Challenge Course was built

2005  The Leisure Pool was constructed

2007  James Wilkening became the Director of the Recreation and Wellness Center

2010  Athletic Training opens doors to treat students with injuries and assist them in their rehabilitations from their injuries

2011  The Recreation and Wellness Center expands by another 65,000 square foot

2012  Fitness program continues to grow by adding Adaptive Recreation to make efforts towards being accessible for all abilities

2013  The Recreation and Wellness Center at Knights Plaza opens adding 8,700 square feet.
NIRSA, Leaders in Collegiate Recreation, is a non-profit membership organization, which serves as a network for more than 4,500 professionals, students, and associate members in the recreational sports field throughout the United States. The University of Central Florida’s Recreation and Wellness Center maintains an institutional membership within NIRSA, which provides as a valuable resource for development in Recreational Sports.

Personnel Practices

Eligibility and Hiring Process

Employment Eligibility

- The Recreation and Wellness Center’s positions are intended to be filled by undergraduate or graduate students that attend the University of Central Florida.
- Staff employed for fall and spring semesters must be enrolled at the University of Central Florida. Exceptions will be approved by the Executive Director of Recreation and Wellness Center.
- Staff not taking summer classes while still working to complete a degree, may be employed if approval is given by your supervisor and Director of RWC.
- Staff must obtain necessary Red Cross CPR and first aid certifications as determined by your supervisor within 30 days of employment. Exceptions are Building Managers and Lifeguards. They must have certifications before their first shift. Sign up for all classes in the Administration Office for $7 prior to the class. Students who sign up but fail to attend a class will be charged $30 to retake the class due to the limited number of spaces. Cancellation within 48 hours of the scheduled class time may result in a fee.
Employee Incentive Program

The Knighthood incentive program envelops the training and development needs of our student employees. This program consists of the following areas: KnightWatch, Employee of the Month, RWC Annual Banquet, Graduate Assistant Development, and Knights Leadership Series (KLS).

The intent and mission of this program is to provide more efficient services by recognizing and encouraging our employees who perform above and beyond expectations, and offer developmental opportunities for students to continue to enhance their professional and personal growth. The most commonly asked questions about the program are listed below:

KnightWatch
KnightWatch serves as the incentive program to reward student employees who go above and beyond their job responsibilities. Any student employee can “knight” another student employee when they catch them doing something great. Students who have been “knighted” are eligible for recognition and prizes!

1. **Where are the forms located?**
   a. Forms and drop-off locations can be found with each Kronos throughout the facility, as well as Lake Claire.
   b. The central drop-off location will be at the 2nd floor Kronos station (near cardio floor)

2. **How does this process work?**
   a. Watch out for someone going above and beyond their job responsibilities
   b. Nominate that employee by filling out a KnightWatch form and drop into the collection box
   c. A representative for each location will be responsible for turning in the nominations from each drop-off location monthly to the central drop-off location
   d. A representative from the Training & Development Committee will review all submissions monthly and notify that employee of any prizes for which they are eligible

3. **How are the students recognized?**
   a. KnightWatch will publicize all the employees who were Knighted the previous month on the TV screens throughout the facility
   b. The Employee of the Month is selected from the Knighted employees each month to highlight one student’s exceptional performance

Employee of the Month
Employee of the Month is a recognition program for exemplary student employees at the RWC. Winners receive various forms of recognition for a job well done.

1. **How are employees nominated?**
   a. Nominations are submitted through the Employee of the Month program, submitted at the various drop-off locations throughout the month
   b. Any RWC employee can nominate someone for the Employee of the Month program and those nominations are put towards the Employee of the Month selection

2. **Who is eligible for Employee of the Month?**
   a. All RWC student employees

3. **How are the winners decided?**
   a. Winners are voted on via email by all full time staff, Graduate Assistants, and student staff Advisory Team members
   b. Professional staff and graduate assistants rank the nominated students. The Training and Development Committee discusses and calculates the rankings. The chair of the committee chooses the Employee of the Month after that.
Annual Employee Awards Banquet
This is a time for us to recognize our award winners and all our employees for a year of hard work. We will have food, fun, and awards. It is an event you don’t want to miss!

1. When is it?
   a. This event is at the end of April 23, 2017.

2. What awards will be recognized?
   a. Employee of the Year from each area, Program Employee of the Year, Facilities Employee of the Year, RWC Diversity Champion, RWC Wellness Champion, RWC Risk Management Champion, and RWC Team Champion, Marketing Employee of the Year, and program area awards.

Knights Leadership Series
The Knights Leadership Series is a program offered specifically for the developmental needs of all RWC student employees. Full time staff and Graduate Assistants put together workshops geared towards personal and professional development on a monthly basis.

1. How do I find out about the upcoming workshops?
   a. A semester schedule will be sent out to all full time staff and graduate assistants at the beginning of each semester
   b. The semester schedule will be posted in various employee only areas
   c. Ask any full-time staff or graduate assistant

Conference Opportunities
Throughout the year, there may be travel opportunities to workshops and/or conferences that further staff development. As these opportunities come available, an application will be forwarded to all staff from your supervisor. The criteria for the selection process are outlined in the Conference Student Application. See addendum page 75.

RWC Committees
The RWC has student members serving on each of its five committees Below is the list of each committee with a brief summary of its function:

- **Philanthropy** – Works with campus and community groups to promote and assist philanthropic endeavors that the RWC is affiliated with

- **Risk Management** – Focus on continually improving risk management systems at the RWC through educational modules, training and awareness

- **Diversity** – Works on providing diversity education to RWC staff and fosters an inclusive environment for users through new programs and facility enhancements

- **Training and Development** –Leads the development of RWC student staff trainings, incentive programs and the Knight’s leadership Series

- **Healthy Lifestyle** – Organizes health-based education and programs for RWC staff such as the Healthy Knights Leadership Series & RWC Summer Games
To submit your application, please complete the form on pages 69-70 of this book and attach an updated resume. Committee appointments are for one year, with summer participation mandatory for most committees. You may attach another page if you need more room to answer the questions.

If you are interested in more than one committee, please submit a separate application for each committee (a copy of the application is available in this guide on page 71). Please keep in mind that students will only be selected for one committee.

Serving on the RWC Committees is a volunteer opportunity. Students are not paid for participating in committee meetings, however you may be asked to work on the clock during various events or programs as approved by your supervisor.

**Expectations of Employees at RWC**

As a student employee, the RWC recognizes each staff member as a student first. Academic performance will be a priority for each employee and all work shifts will be placed around class schedules. If student schedules change after work schedule is completed, employee is not guaranteed replacement hours. Each employee’s job at RWC is considered a priority outside of academics and is expected to precede any other school activities once shifts are scheduled. We believe each student should take part in co-curricular activities and we encourage involvement in opportunities provided by UCF, provided those activities are balanced around work schedules.
Work Schedules

- Hours scheduled for each staff will be based on academic standing and work performance.

- An average work week is estimated between 12 – 15 hours. RWC operates 12 months a year and employees may be expected to work at least one weekend, one break, and a holiday each semester. Staff may **NOT** work over **29 hours/week** without approval from supervisor. Exceeding 29 hours will result in RWC and employee paying additional taxes.

- In addition, the RWC is required to offer medical insurance for those working over 29 hours/week, which is not funded for student positions. 29 hours includes combined hours of other positions with any other state agency.

- Summer employment opportunities are available to those not enrolled during summer (but who will continue to be enrolled in the fall & spring). Please be aware staff not enrolled in classes will not be exempt from paying FICA. Any additional questions pertaining to staff paying taxes can be found on HR website: [http://www.hr.ucf.edu/web/payroll/federalguidelines.shtml](http://www.hr.ucf.edu/web/payroll/federalguidelines.shtml) or call 407-823-2771.

- It is required that each employee’s academic schedule be turned in to each area Lead when requested and any unusual circumstances that require changes throughout the semester must be discussed and approved immediately by your supervisor.

- Each shift averages between 3- 4 hours. During these shifts, no breaks will be provided. This does not include restroom breaks.

- Students will not be paid for clocking in for unscheduled/unapproved hours.

- In the event a shift exceeds more than 5 hours, a 30 minute unpaid break will be given.

- The process for taking breaks is to contact the onsite supervisor for permission (i.e.: IM Supervisor or Building Manager). Your break begins once the manager has granted permission for you to leave. We ask that the supervisor be notified on return from break to your shift.

*“Choose a job you love and you will never have to work a day in your life.”* - Confucius

Reporting to Work

- Staff working opening shifts is expected to arrive to work at least 15 minutes before facility opens. Closing duties also may require staff to spend additional time to leave area tidy and secure. The additional time for opening & closing should be reflected on Kronos. All other shift changes do not get paid for early arrival. It is expected you arrive on time ready to work at the hour your shift begins and stay until completion of work shift. Only exception is Building Managers to ensure staff and facility information is clearly communicated between shifts. To the applicable program areas, report your attendance to the Building Manager upon arrival.
Staff Communication

- Employees will receive a phone list for their area from their supervisor. Any changes in information should be forwarded to the supervisor immediately so this list can be updated.

- Employee phone numbers and contact information should NEVER be given out to non-RWC employees. In the event a person asks for employee contact information, ask for their information to give to the employee. The employee can choose if they want to contact the individual. Please give all messages or forward questions to the Building Manager/area supervisor.

“Tell me and I’ll forget; show me and I may remember; involve me and I’ll understand.”
– Chinese Proverb

Attendance at Work

It is expected that all employees are responsible for attendance of each shift scheduled. RWC has a large number of employees and each staff member is crucial to the operation of facility.

General Shift Coverage Information

If an employee is unable to attend a shift for any reason, they are responsible for finding a cover. Communicate to your supervisor in writing who is replacing your shift.

To find a cover the employee should follow these procedures:

1. The employee should first contact other employees that work in the specified area.
2. Employees must provide documentation indicating shift covers to supervisors.
3. In emergency situations contact your supervisor or professional staff member immediately. Communication must also occur with the onsite supervisor (i.e.: Building Manager, IM Supervisor).

Employee Training and Meetings

RWC staff training is often held prior to the first day of classes each semester. All employees are REQUIRED to attend each session in its entirety. Extenuating circumstances should be discussed with immediate supervisor.

Mandatory periodic staff meetings and trainings conducted by supervisors will be held throughout the semester in addition to All Staff Trainings.

Employees will be informed of meeting dates and times as far in advance as possible and are expected to attend all of these sessions. Failure to do so may result in disciplinary action. Extenuating circumstances will be dealt with on an individual basis. You will be scheduled and paid for any mandatory meetings.
Any employee performance the Recreation and Wellness Center defines as interfering with or adversely affects operations of the facility, programs, and/or other staff is sufficient grounds for disciplinary action. In addition, it is expected that staff represent themselves well outside of the job. Any conduct issues within UCF campus programs may affect employment status at RWC.

- Depending on the conduct, it is our general policy to take disciplinary steps in a progressive manner. The following indicates the order of how each behavior may be addressed (D-Forms should reflect this):
  - Verbal warnings
  - Written warnings
  - Suspension
  - Termination

- Examples of conduct that will be addressed:
  - **Tardiness**
    - An employee is officially late if they arrive to work one minute after their scheduled shift time. Staff that arrives late to work will be noted on the RWC Discipline Form and forwarded to the appropriate supervisor.
  - **No-Shows**
    - Anytime an employee is a no show for a shift, this is documented on the RWC Discipline Form by a Building Manager. The employee is automatically suspended from further work shifts until meeting with the supervisor.

**Appropriate actions for staff noted on RWC Discipline Form**

- Each Lead and/or supervisor will decide the appropriate action for addressing RWC Discipline Forms.

- Each decision will take into account the seriousness of the conduct, employment record, the ability to correct the conduct, actions we have taken for similar conduct by other employees, how your actions affect our customers, and other circumstances.

- Some conduct may result in immediate dismissal from employment. Examples may include:
  - Violent behavior
  - Theft of RWC property
  - Arguing or fighting with customer and/or coworkers
  - Using or possessing alcohol or illegal drugs
  - Unapproved absences
  - Falsification of timesheets

"There are only two options regarding commitment. You’re either IN or you’re OUT. There is no such thing as life in-between.” – Pat Riley
Title IX is a comprehensive federal law that prohibits discrimination on the basis of sex in any federally funded education program or activity. The University of Central Florida will not tolerate sexual misconduct or harmful behavior which occurs on or off the UCF campus. Sexual misconduct and other harmful behavior includes sexual harassment, stalking, dating violence, domestic violence, and sexual assault.

To protect the well-being of students and to comply with the federal Title IX reporting guidelines, RWC employees should be aware of the resources available for students and the responsibilities that employees have in reporting incidents of sexual misconduct. RWC student employees are deemed “Responsible Employees” who are required to report allegations of sexual misconduct that they are made aware of while performing their job responsibilities, both on and off the clock. Circumstances that employees may encounter and protocol include, but are not limited to:

A student user, member or guest of the RWC is observed being a victim or reports an allegation of sexual misconduct to an employee. The employee is required to follow protocol for all RWC incidents and additionally report the incident of sexual misconduct to their immediate professional staff supervisor who will make a report to the Deputy Title IX Coordinator.

An RWC student employee is either observed being a victim of report an allegation to another RWC employee of sexual misconduct by a user, member, guest or fellow RWC employee. The employee is required to report the incident to their immediate professional staff supervisor who will make a report to the Deputy Title IX Coordinator. If the behavior is perpetrated by the immediate supervisor, the employee should report the incident to the Executive Director of the RWC or directly to the Deputy Title IX Coordinator.

An RWC student employee receives a report of an allegation of sexual misconduct unrelated to an RWC user or employee. All University employees can serve as a resource for any student who needs help. While circumstances unrelated to employment do not require RWC staff to file a report, employees are encouraged to communicate resources to alleged victims.

Any member of the UCF community can report sexual misconduct by completing the online reporting form at https://shield.ucf.edu/ or at http://osrr.sdes.ucf.edu/titleix by clicking on the “Report” link in the upper right hand corner. Students are encouraged to visit these sites to learn more about the Title IX resources at UCF.
Professionalism

General Expectations

- RWC staff conduct is held above and beyond the normal participant that uses the facilities and programs. We expect all staff to conduct themselves with the highest standards both in and outside the programs.

- Be aware that your conduct on and off duty is observed by supervisors, peers, and guests. If you are in the RWC while off duty you are expected to uphold the policies for those who are on duty and not attempt to engage them in activities which impairs the quality of service they can provide.

- Customer service is always a priority at the RWC. Utilizing e-mail and internet for personal reasons is prohibited. This interferes with job performance. The computer should be used for work purposes only; for example, reading and posting on the Message Board or discussing the RWC website with customers. Social sites such as Facebook, are also prohibited for personal use.

- Part of RWC mission is the promotion of healthy lifestyles. Staff is expected to model positive behaviors in the development of health. RWC does not condone the use of illegal sports supplements and supports a staff that models a clean lifestyle.

- Leads will need to maintain a 2.5 GPA or higher to remain in their position and will need to have a meeting with their supervisor if their GPA falls below a 2.5. As students holding leadership positions on campus, a certain level of academic excellence is expected to be held throughout your time in employment. Candidates of Supervisor positions must have at least a 2.5 overall GPA for consideration of employment. During employment, the student is expected to maintain at least a 2.5 GPA. If the student falls below a 2.5 GPA in a semester, they shall have a meeting with their supervisor to outline their probation for the following semester. A semester GPA of above 2.5 will be required for each successive semester until the cumulative GPA is back over 2.5 to remain in their position.

- Maintain confidentiality and respect for program information and personal information. Employee addresses and phone numbers, work schedules, and other personal information are confidential, and may not be given to guests or staff outside our area.

- In addition, certain RWC information, such as “revocation of privileges”, employee personnel actions or police issues are confidential. Only the employee concerned may give out his/her personal information.

- Carry your UCF ID when entering the RWC and be prepared to show it upon request; in this way you ease the job of your co-workers, and you do not make the assumption that employees on duty know you. When not on shift it is the expectation that student employees access the facility by card swipe or fingerprint scanners. Employees should not be asking Member Services attendants to let them into the facility.
- Staff employed during Summer A and/or Summer B that are not enrolled in classes for either session and would like access to workout must pay the non-student, student membership fee. No exceptions.

- The telephones at each desk are for outgoing emergency calls and incoming informational calls only. Please refrain from having people call you at work and from personal use of the telephone.

- RWC employees are hired to work in one position dedicated solely to the area they applied and are hired for. Exceptions to maintain more than one position at RWC may be approved to exceptional employees on a case by case basis. Requests for recommendations must go to the Associate Directors and are presented for approval to the Executive Director.

- Transgender restroom use: The RWC supports the OSHA guidelines in regards to transgender restroom use. Employees are permitted to use facilities that correspond with their gender identity. Staff may decide the most appropriate and safest restroom to use and are not limited to designated gender neutral restrooms.

<table>
<thead>
<tr>
<th>Dress Code</th>
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<tr>
<td>The purpose of staff uniforms is to clearly identify RWC employees to everyone that you come in contact with. Uniforms are to be worn only while at work and do not demonstrate professionalism if worn outside of work shifts for recreational use.</td>
</tr>
<tr>
<td>Employee shirts should always look neat and presentable; shirts should be tucked in.</td>
</tr>
<tr>
<td>Undershirts should be grey, black or white. They should not have lettering down the sleeve.</td>
</tr>
<tr>
<td>Shoes should be a neutral color keeping bright colors to the trim of the shoe.</td>
</tr>
<tr>
<td>Only RWC issued jackets should be worn over uniforms.</td>
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<table>
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<th>Name Badge</th>
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<tbody>
<tr>
<td>Employees will receive a name badge to be worn only while on duty. Badges are to be worn at chest level for everyone to see. Wear your employee identification with pride. This badge identifies you to each person you interact with and indicates you as a person of authority in the Recreation and Wellness Center. The ID badge will enable a patron to confidently approach an employee for matters of safety, security, and information.</td>
</tr>
<tr>
<td>Employee areas where badges may impede performance will not be required to be worn (ex: Lifeguards, IM Officials, Tower Attendants, etc.)</td>
</tr>
</tbody>
</table>

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<th>Staff Mailboxes</th>
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<tbody>
<tr>
<td>Staff mailboxes are located in the Administration Office near the copy machine. Mailboxes are allocated to Leads, Managers, and RWC Administrative personnel.</td>
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Staff Belongings/Lockers

- Staff personal belongings should be kept away from customer sight in designated shelves, cabinets, or drawers. Black lockers and locker room lockers are acceptable areas for belongings.

- RWC has lockers available to reserve at no cost to employees. Employees interested in a locker (small black daily locker size) can give their name, phone number, and e-mail to Memberships in Administrative Office. Only those lockers that are not reserved and/or not renewed from staff will be available for employees that would like one. Renewals will be required on a semester basis.

Guest Belongings

Guests can store their belongings in the black lockers underneath the staircase near the weight floor, near the basketball courts and in the second floor hallway. Guests can use the daily lockers or purchase a locker for a semester. Employees on duty are not permitted to hold any belongings for guests. The RWC is not responsible for lost items.

Visitations to Work

- The employee scheduled at each work station is the only person permitted in that area. Visitors may distract staff from work duties.

- In the event friends or coworkers off duty visit work stations, we ask they be told to leave.

Personal Phone Calls/Text Messaging

- While on duty, staff may not use their cell phones or work phones for personal use. All attention must be directed to the job at hand and to provide good service to the customers.

- The Member Services phone should be open for customer calls and emergency situations.

Phone Etiquette

- Begin each interaction with a greeting (Good morning…)
- Speak clearly
- Smile
- Take complete messages
  - Name – ask spelling
  - Caller’s phone number
  - Date/time of call
  - Caller’s message
Homework and Reading

- The completion of work and continual attention to our customers is the focus for each employee. Therefore, homework while on duty will not be permitted.

Food and Drink Policy

- Employees are permitted to consume food and drinks in the:
  - Offices
  - Front foyer of the entrance by Food Vendor
  - Hallways
  - Spectator seating (by Court 1 and MAC observation area)
  - 2nd floor patio overlooking the leisure pool
  - 2nd floor patio overlooking the lap pool
  - Fitness floor (drinks must be in a sealed container – no food in activity areas

Radio Etiquette

- The radios are for professional communication only. All communication should be work related topics only. Remember the FCC monitors our communication as well as maintenance, and Intramural Sports. Any information relayed on the radio that is not in respect to the facility or operations may result in a written reprimand.
- Keep your radio near you and the volume turned all the way up. It is your responsibility to hear the radio no matter how busy you are.
- When trying to make a call or respond to a call made to you, hold the button down for one second before talking. If you do not wait the one second, then the beginning of your message will be cut off.
- All communication will start with your identification number and then the number of the person you are trying to contact. For example, if you are working at member services and you wish to contact the building manager on duty you would say, “802 to 801” and the manager would reply “801”. You would then hold your conversation. End your conversation with “10-4” so that the person you are talking to knows you understand and received the last transmission.
- If you are looking to find someone, you may ask “what’s your twenty?” This means “where are you located?” Please do not use this to send someone to the manager after asking where they are. If someone wishes to speak with a supervisor, please inform them why you need assistance. Ask the manager to come to you. If you need a restroom break, radio the manager on duty and ask for a “10-100” so they can relieve you of your position.
- It is also each staff’s responsibility to monitor others’ communication to ensure that when you call someone you are not interrupting someone else’s conversation. Make sure they are finished with their conversation before you start one.
- If your battery starts to beep, then the battery is low. This will hinder your ability to communicate. Inform the building manager and they will replace the battery.
Radio Numbers are as follows:

<table>
<thead>
<tr>
<th>Radio Number</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>700</td>
<td>Sport Clubs</td>
</tr>
<tr>
<td>801</td>
<td>Building Manager</td>
</tr>
<tr>
<td>802</td>
<td>Member Services</td>
</tr>
<tr>
<td>803</td>
<td>Fitness Attendant</td>
</tr>
<tr>
<td>804</td>
<td>Lap Pool Lifeguards</td>
</tr>
<tr>
<td>805</td>
<td>Leisure Pool Lifeguards</td>
</tr>
<tr>
<td>806</td>
<td>Climbing Tower</td>
</tr>
<tr>
<td>807</td>
<td>Group Exercise and Spinning Studios</td>
</tr>
<tr>
<td>808</td>
<td>Member Services - Leisure Pool</td>
</tr>
<tr>
<td>809</td>
<td>Intramural Sports</td>
</tr>
<tr>
<td></td>
<td>900</td>
</tr>
<tr>
<td></td>
<td>1001</td>
</tr>
<tr>
<td></td>
<td>1102</td>
</tr>
<tr>
<td></td>
<td>1103</td>
</tr>
<tr>
<td></td>
<td>Base</td>
</tr>
<tr>
<td></td>
<td>Lake Claire</td>
</tr>
<tr>
<td></td>
<td>Custodial</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
</tr>
<tr>
<td></td>
<td>Student Work Room</td>
</tr>
</tbody>
</table>

Technology

1. To obtain computer access give your supervisor the following information:
   a. Full Name
   b. NID (Network ID) Can be found at: [https://my.ucf.edu/ “What is my PID & NID?”](https://my.ucf.edu/ “What is my PID & NID?”)

2. Your login ID will then match that of UCF’s
   a. User Name = Network ID
   b. Initial Password = PYYMMDD!
      OR Year Month Day
   c. Password must be 8 characters long and include two out of the three: capital letter, number, and special characters (!,@,#,$,…etc.)
   d. Password will expire every 90 days and will remember the last 3 passwords
   e. Login IDs work on all of the computers in the RWC. You are granted the same access no matter which terminal you login to. **DO NOT SHARE YOUR USER NAME OR PASSWORD WITH ANYONE**

3. SDES EXTRAS
   a. Contains shortcuts to applications, shared file server, and useful web links.
   b. A copy of the computer use policy can be found under this folder for reference.
   c. This is also where you find the department shared files.
      i. Save items in this folder when you want everyone in your group (or the RWC) to see them. This is a great place to collaborate with different people.
      ii. There are security settings on each of these folders. Please see your supervisor for additional access to resources.

4. My Documents
   a. Save items here that are yours and yours only
   b. No one else can see these files
   c. **DO NOT SAVE ON THE DESKTOP**: Although you have access, nothing here is backed up or travels with you if you are forced to work on another computer. The desktop is at best, a temporary holding spot. Move important items to your My Documents or SDES EXTRAS as soon as possible.

5. Printers
   a. Put in a request with your supervisor for any additional printer access.
   b. Network printers are setup so they will follow you around from terminal to terminal. If you have the main office printer, you can print to it from any computer in the building.
   c. By default, no printer is assigned. You must take the following steps to assign a “default printer”
i. Start > Devices and Printers > Right click on the printer you want to be your default and select “Set as Default Printer”

ii. **Keep in mind that printing is monitored.** Only print when you are sure it will turn out correctly. Use functions such as “Print Preview”

6. ThorGuard is our lightning detection system.
   a. It will appear, and double click the ThorPCX icon to run the application.
   b. The software will give you an idea how near lightning is to the RWC. Lightning detection is about 12-15 miles away from the sensor, which is located on the roof of the main RWC building.

7. Outlook e-mail is handled through a campus-wide IT group. If your supervisor requires you to have a campus mail account, take the following steps:
   a. Please see your Coordinator or Assistant Director to submit a request for an account
   b. After your account is created, submit a call ticket at SDES Extras > “Submit an SDES Call ticket”
   c. The SDES IT Technician will then set up Outlook for your emails.
   d. It is recommended that you review Outlook training videos at SDES Extras > “SDES IT Training”

8. **ALWAYS LOCK YOUR COMPUTER OR LOG OUT** when you walk away, no matter how long you are away from your computer. You have access to sensitive information and applications that must be protected. Use shortcut “Windows Key+L” to lock your computer

### Sharepoint

SharePoint is a secure site for employees to find information. SharePoint was designed to provide a safe and convenient way for employees to access certain information. Employees can find shared documents used by different committees, sites for the program areas with important information as well as other useful links.

To access SharePoint, your supervisor must request permission through the Assistant Director of Facilities.

Once permission is granted, employees should go to the following link: [https://collaboration.ucf.edu/sites/sdes/departments/rwc/default.aspx](https://collaboration.ucf.edu/sites/sdes/departments/rwc/default.aspx)

A prompt will appear asking for the username and password. For username the employee should put net\NID (please note the backslash is used as opposed to the forward slash). The password is the employee’s NID password. If you have trouble logging in please see Marketing and Communications Manager.
Signage

- All temporary postings (including those by program areas and RWC staff) MUST go through the RWC Marketing office in the form of a Marketing Request Form.
- If a staff member should contact a supervisor immediately if he/she sees a need for a sign that is damaged, missing hours, incorrect dates or information.
- Please do not hand-write signs or tape on walls.
- The RWC marketing department will design and arrange for an approved UCF third party vendor to produce and fabricate permanent signage.
- For broken or damaged equipment, please forward information to Building Manager for posting (date should be included on “broken equipment” signs).

*Please review the RWC Signage Policies and Procedures with the Marketing and Communications Manager.

Video/Photo Release Forms

Occasionally student organizations, UCF colleges and campus departments, and local and UCF media will ask to shoot video or photography of our student and paying members. Please refer those people and organizations to the Marketing and Communications Manager. If the Marketing and Communications Manager is not available please ask for the Building Manager on duty at that time. The Building Manager or the Marketing and Communications Manager will provide a Video Release Form to the videographer/photographer. The form is to help protect the privacy of students who do not want their image reproduced for external use. The release forms are not required if videographers/photographers are attending RWC special events.

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For valuable consideration, hereby received, I irrevocably consent to and authorize the use and reproduction by University of Central Florida (UCF) or any and all organizations which you have this day taken of me, negative or positive, mechanical or electronic, for any purpose whatsoever, without restriction and without further compensation to me. All negatives, positives, video or audio tapes, electronic files, together with any prints shall constitute UCF property, solely and completely. I hereby release, discharge, indemnify and save harmless UCF, the UCF Board of Trustees, the State of Florida and the Florida Board of Governors and their respective agents, officers, employees and servants, the photographer, his/her representatives, assigns, employees, or any person or corporation acting under the permission of UCF or the photographer, including any firm publishing or distributing the finished product, even though the finished product may be distorted, blurred, altered or used in composite forms, in conjunction with factual or fictional text, either intentionally or otherwise and subject me to scandal, scorn, ridicule, reproach or indignity. I hereby waive any right to approve the finished photograph or any copy which might be made in conjunction with the finished photograph. If I am below the age of majority (18) in the legal jurisdiction applicable to this agreement, the agreement has been signed or approved by the parent or guardian.

Signature: __________________________ Date: __________ Email: __________________________

☐ I consent to my name being used with my photograph. ☐ Please contact me for other photo shoots.

FOR PARENTS OR LEGAL GUARDIANS ONLY (IF NECESSARY)

I hereby certify that I am the parent or legal guardian of the above named participant, and for value received, I do give my consent without reservations to the foregoing on behalf of him, her or them.

Name: __________________________ Relationship: __________________________

Signature: __________________________ Date: __________

Please turn into Marketing and Communications Manager upon completion.

www.rec.ucf.edu
407-823-2408
Employee Performance Reviews

- Feedback on performance starts the first day of work and is a continual process throughout the year. Feedback may be given by your peers and/or supervisors during scheduled evaluation periods and at any time of interaction with each supervisor or RWC employee.

- Each staff member will receive a written evaluation of work performance per semester. The purpose of this is to give each employee an opportunity to recognize positive contributions to the RWC and also give a time to discuss how to improve performance. Main elements of evaluations will focus on:
  - Improving Performance
  - Employee Development
  - Employee Satisfaction
  - Communication Skills
  - Observation & Feedback

- Written evaluations will be conducted during each semester by the supervisor of each area within the RWC.

- These evaluations are taken seriously and administered carefully to ensure each staff member has an opportunity to review performance and communicate to the supervisor any concerns, suggestions, or feedback that staff may have. This should be a mutual exchange of information.

- At the time of this review, the Lead and their supervisor will decide if a raise in pay is appropriate based on performance. Students can receive pay raises every 6 months but not without an evaluation. Available raises are increases of 25 cents to existing pay wage. A 25 cent pay raise indicates the employee has met expectations and goes above and beyond in performance. The highest amount of pay increase is 50 cents and indicates exemplary performance. There is a cap to each position’s pay rate, which is indicated on the pay scale (see addendum pg. 70). Once this cap is reached staff are unable to receive additional pay increases. Pay raises will not be issued before evaluations have taken place.

“It is what is. But it will be what you make it!” – Pat Summitt, former Tennessee Volunteers Women’s Basketball Coach

Customer Service

- How does the RWC define Customer Service?

Customer service is a vital part of our job at RWC. We strive to give our students/members more than they expect in addressing all areas of RWC services. This may not be the same as “giving everyone, everything they may want.” You will always be able to provide some level of outstanding service if you’re able to fulfill a multitude of less obvious customer needs. Examples may include how questions are answered, how conflicts are dealt with, answering phones, setting up events, welcoming guests with “welcome, enjoy your workout”, etc. Our goal is for everyone to have a positive experience and make each person and interaction important.
• **Who are our customers?**

Our customers are any persons that RWC staff has dealings with. Although predominately our main contact is with students at UCF, any person who enters the facility, or calls on the phone has an interaction with RWC staff and is a person who we must go above and beyond in delivering outstanding service. Examples may include students, coworkers, vendors, parents, guests, etc.

• **How can we deliver great customer service?**

*The Golden Rule* is a general guideline to follow: Treat others the way you want to be treated. Here are a few pointers that will assist in delivering outstanding customers service that each staff is expected to demonstrate every time you come into contact with a person.

1. Be knowledgeable about your position, the Recreation and Wellness Center, and UCF. Please do everything you can to keep learning! Ask questions and keep yourself updated on all policies and new developments.

2. Customer Friendly Attitude. View customers as the most important part of your job and have a sincere appreciation that they choose to come into contact with you.

3. Establishing relationships. Customers never interrupt you and creating relationships never takes too much time.

4. First impressions are important! Friendly, helpful, courteous and polite employees make this happen.

5. Remember: “I don’t know” or “Nobody told me” will never be acceptable responses. Seek out the information and provide alternative solutions to problems. Learn directions, phone numbers, and how to get things done. Appropriate response – “I can find out and get back to you”.

6. Make eye contact and smile. When eye contact is established, respond immediately to inquiries; stop conversations with co-workers to acknowledge students/guests.

7. Greet and welcome every patron.

8. Maintain a professional, polite, positive, and confident demeanor.

9. Take pride in your area and the Recreation and Wellness Center. Perform your job well, and also help co-workers throughout the building improve service.

10. If you cannot immediately attend to a guest, acknowledge them by smiling, nodding, and/or gesturing to them that you will soon be with them.

*“When you smile at people, they seldom frown back.”* - Anonymous

**RWC Team Attitude**

• Treat co-workers with respect.

• Encourage and thank each other.

• Let others catch you doing something right!

*“Share our similarities, celebrate our differences.”* –M. Scott Peck
Risk Management

Defining Emergencies

An emergency is defined as any sudden event or situation that is beyond the control of the workforce, or an event that is considered to be hazardous to employees, patrons, or the environment (i.e. fire, explosion, gas release, etc.).

All RWC employees have the duty to attend to any situation in which a patron is injured. Employees must not abandon a situation once care is initiated. Before initiating care, informed consent from the victim must be received unless the victim is unconscious. In addition, all incidents and injuries are to be kept confidential and should not be discussed with others; only proper officials, medical personnel or those employees assisting you in the treatment of the victim. Safety is part of the values of the Recreation and Wellness Center and all employees must enforce procedures at all times.

The objectives of emergency response are:
1. To prevent or minimize impact on human health and safety of the community.
2. To prevent or minimize property loss equipment damage and interruption of RWC operations.
3. To comply with federal, state, local and university regulations.
4. To assure proficiency of personnel assigned to emergency control.
5. To communicate accurate information to the public.
6. To develop consistency between internal and external emergency response procedures.

F.A.S.T. Response

As RWC employees we can never be too prepared for an injury or emergency. Students and members trust us to be prepared for anything that could happen within the facility. It is important to always be on the lookout for a potentially dangerous situation when on duty. As RWC staff you have to act as a first responder when called upon and constantly be ready to take that course of action should an emergency situation come up. This procedure is designed to get you acting as a first responder quickly while beginning to put the emergency action plan in motion.

In case of an emergency always act…

- Find the problem
- Assess the situation
- Start communication
- Take action/give care
**Find the problem**
- The key in this stage of response is identification, be alert and pay attention to everything that is going on around you.
- Use your senses:
  - Sight-look for anything unusual or for a patron who may have collapsed or been injured, look for damage to the facility that may potentially lead to risk for users in the facility.
  - Sound-listen for alarms or commotion that might signal an emergency or injured person
  - Smell- If something does not smell right then it’s probably not, smoke could indicate a fire

**Assess the situation**
- Immediately begin to assess the situation that's in front of you, try not to hesitate or get overly excited. You want to respond quickly, but it is important to make sure you are responding to the correct thing before taking action.
- Begin collecting details from whoever is around or by simply looking at what happened and where it has happened.
- Use your best judgment in deciding what the emergency or situation is.
- Assessment should be the quickest part of the FAST process and should take less than 15 seconds initially. Assessment should continue throughout the rest of the response, conditions could change and you may be dealing with a different type of emergency 10 minutes after arriving on the scene than what you were responding to initially.

**Start communication**
- Radio the appropriate personnel
  - your radio # to 801 (building manager)
  - your radio # to just 900 (athletic trainer)
  - your radio # to 802 (member services to call 911 - police, fire, ambulance)
  - your radio # to maintenance and/or custodial staff
- Radio calls will vary based on situation
- State all necessary information as it relates to what is happening
  - Your exact location or the exact location of the emergency/situation
  - The emergency or situation that is occurring
  - The severity of the incident you are dealing with
  - What is needed (police, fire, ambulance, etc.)

**Take action/give care**
- This may be the most important step of FAST, and will be the largest step in responding to an emergency/situation. It is also important to note that this is where other emergency response protocol may be put into action.
- It is your job as a RWC Employee to Act as a first responder in the manner that you have been trained. In regards to first aid/ CPR it is important to act within the scope of what you have been trained in.
  - Begin administering first aid for injuries
  - Begin CPR protocols if the injured party is passed out or unconscious
  - Do not wait for a building manager or athletic trainer to arrive on the scene to begin treating the conditions that you find
• OR take the corrective action to remedy the immediate and most pressing scenario you find:
  - Begin evacuating the area
  - Direct patrons to safety based on the situation
  - Seek safe shelter (weather/lock down/shelter in place)

Once you have completed the steps of the F.A.S.T. response you will begin implementing the appropriate policy and/or procedure depending on the conditions you find. The following are specific policies and procedures that have been designed to direct your action in various situations that may arise during your work at the RWC.

### Medical Emergencies

**Emergency Medical Services**

The emergency medical services (EMS) system is a network of medical personnel that provides emergency care to victims of injury or sudden illness. RWC employees must work closely with EMS in providing critical care for ill or injured patrons.

**Contacting Emergency Medical Services**

When in doubt, refer out! However EMS should always be contacted for the following scenarios:

- Patron is at any point unconscious, not breathing or shows no signs of life
- You suspect a head, neck or back injury
- Seizures
- Unusual or severe bleeding
- Shock
- Severe burns
- Broken bones

***It is important to remember if a friend or guardian is not available **DO NOT TRANSPORT ILL OR INJURED PATRONS TO THE HOSPITAL OR STUDENT HEALTH SERVICES IN YOUR VEHICLE OR RWC GATORS/VANS**. If a patron in unable to get additional medical attention, contact EMS.***

Emergency Medical Services can be reached via dialing 9-1-1 from a campus phone.

When contacting EMS from a campus or cellular phone, give the dispatcher the following information:

1. Your name and telephone number, in case you get disconnected and the dispatcher needs to call

2. The **EXACT** location where EMS personnel should meet staff. For example:
   a. Recreation and Wellness Center is also known as building 88
   b. Leisure Pool aka building 118
   c. RWC at Knights Plaza aka building 137
d. RWC Park
   i. Pavilion 317
   ii. Restrooms 320
   iii. Maintenance Building 321

3. For medical emergencies, you should give the dispatcher the following information:
   a. Is the ill or injured person unconscious and/or not breathing?
   b. How old is the injured participant(s)?
   c. The care that is being provided. Is CPR in progress?
   d. Have staff members used an AED or do they plan to use one?

4. Never hang up on the 911 dispatcher. Let them hang up first. If the dispatcher gives you
   information or advice for treating the injured participant, pass that information on to the
   person who is providing care.

Once EMS is activated it is important to then do the following:

1. First responders should:
   a. Provide appropriate care.
   b. Remain with the victim to notify emergency personnel of changes in the victim’s
   c. Should provide any information needed to emergency personnel if they are
      present.

2. The on-site supervisor should instruct a staff member to put on the emergency reflective
   vest, and then direct emergency personnel to the location of the emergency.

3. After the situation has been stabilized, an Incident or an Injury and Illness Report should
   be completed by the highest ranking staff member responding to the emergency.
   The on-site supervisor should call the Athletic Training/Risk Management
   Coordinator to inform them of the situation. Include the following details:

   ▪ What is the patron’s first and last name?
   ▪ What is their NID?
   ▪ What was the patron doing when the injury occurred?
   ▪ What body part is injured?
   ▪ Which hospital did EMS transport he/she to (if transported)?)

For specific staff roles by location please see appendix A.

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**RWC First Aid Kit and AED locations**

**RWC AED Locations**

<table>
<thead>
<tr>
<th>Location</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>RWC Park</td>
<td>Weight floor near racquetball courts</td>
</tr>
<tr>
<td>Building 321</td>
<td>Athletic Training Room</td>
</tr>
<tr>
<td>First aid station outside of athletic training room</td>
<td>Lap pool</td>
</tr>
<tr>
<td>Cardio floor by super circuit room</td>
<td>Leisure pool</td>
</tr>
<tr>
<td>First floor hallway adjacent to MAC gym</td>
<td>Lake Claire</td>
</tr>
<tr>
<td>Observation deck in MAC gym</td>
<td>Knights Plaza front desk</td>
</tr>
<tr>
<td>Ferrell Commons</td>
<td></td>
</tr>
</tbody>
</table>
First Aid Kit Locations
Administration Office
Member Services Desk
Outdoor Adventure Center
Student Workroom
Spin Studio
RWC Park
Ferrell Commons
RWC Park
Athletic Training Room
Lifeguard Office
Group Exercise Room
Spin Studio
First Aid Station in Fitness Student Office
Knights Plaza front desk
Lake Claire

The first aid kits should always remain stocked. Notify the Risk Management Coordinator or Athletic Training staff when supplies get low. The first aid kits should always contain the following items:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloves (assorted sizes)</td>
<td>5 pair</td>
</tr>
<tr>
<td>CPR Mask</td>
<td>1</td>
</tr>
<tr>
<td>1” x 3” band aids</td>
<td>15</td>
</tr>
<tr>
<td>4 wing band aids</td>
<td>10</td>
</tr>
<tr>
<td>Sterile Gauze</td>
<td>10</td>
</tr>
<tr>
<td>Antiseptic wash</td>
<td>1 bottle</td>
</tr>
<tr>
<td>Antiseptic wipes</td>
<td>10</td>
</tr>
<tr>
<td>Antibiotic foil packs</td>
<td>10</td>
</tr>
<tr>
<td>Hydrocortisone foil packs</td>
<td>10</td>
</tr>
<tr>
<td>Sting relief wipes</td>
<td>10</td>
</tr>
<tr>
<td>Athletic Tape</td>
<td>1 roll</td>
</tr>
</tbody>
</table>

Biohazard Disposal

In case of exposure to blood or other bodily fluids (vomit, urine) follow these steps to protect yourself and others from disease transmission:

1. Always use personal protective equipment (gloves, CPR mask) if cleaning up or exposed to blood or other body fluids.
2. Contact Custodial staff via radio to assist with clean-up of any blood and or body fluids.
3. Proper disposal of soiled materials is in a red biohazard container. If a biohazard container is not readily available, dispose of materials in a plastic bag. Seal or tie the plastic bag and transport it to a biohazard container as soon as possible.
4. When biohazard containers need to be emptied, contact the Senior Custodial Supervisor to schedule removal of biohazard materials.

Locations of Biohazard Bins

Athletic Training Room (105) Custodial Closet (by main locker rooms)
RWC Park (bldg. 320) Custodial Room 205
Employee Injuries

Employees sustaining a job related injury must follow current procedures:

- Injured employees **must notify their supervisor immediately** when sustaining a work related injury.
- Injured employees must complete a First Report of Injury regardless of whether they seek medical treatment. If medical attention is necessary, an employee should obtain an "authorization" form. Forms are available on the UCF Human resources website [http://hr.ucf.edu/current-employees/compliance-information/workers-compensation-2/](http://hr.ucf.edu/current-employees/compliance-information/workers-compensation-2/)
- The employee’s supervisor must contact AmeriSys at **1-800-455-2079** to file a claim.
- A triage nurse will be assigned to the employee and they will inform the injured employee of where to seek medical attention.
- In a medical emergency, an injured employee must be transported to the nearest medical facility through Emergency Medical Services. AmeriSys will also provide case management to injured employees.

The Medical Case Manager will assist injured employees and their primary care physician in scheduling all of the health care needs relating to the work related injury. Their expertise will allow them to assist with any problems or questions employees may encounter during treatment.

Employees in doubt about where to go for treatment should call a medical case manager at 1-800-455-2079.

Serious Incident Protocol

The policy of the UCF Recreation and Wellness Center with regards to a patron who has sustained a serious/catastrophic injury shall be as follows:

1. The UCF RWC Emergency Action Plan with regards to injuries will be followed. Once the EAP has been enacted, The Athletic Training Coordinator or Graduate Assistant for Athletic Training (or highest level staff member if away from campus) will accompany the injured patron to the medical facility if EMS will allow them to ride along in the EMS vehicle.
   a. If the Athletic Training Coordinator or Graduate Assistant for Athletic Training is not on shift at the time, a Building Manager will enact the EMS Emergency Action Plan and then notify the Athletic Training Coordinator who will then immediately enact this plan.
   b. If the incident occurs while away from campus, the highest level staff person will contact the Athletic Training Coordinator who will then immediately enact this plan.

2. In the absence of the Director, the Associate Director of Programs will serve as the primary contact and administrator of this plan.
3. Once the patron’s family/next of kin has been notified of the emergency situation, the Executive Director of the Recreation and Wellness Center or their designee, in consultation with UCF News and Information, may make a statement concerning the injured patron to be released to the press/media.
   a. Anyone besides the aforementioned personnel should refer calls from media to the Director of the Recreation and Wellness Center, which will determine the most appropriate way to respond. In the event that the Director or their designee cannot be reached, UCF News and Information office may be contacted at 407-823-5300 for assistance in responding to the media requests.
   b. The Director of the Recreation and Wellness Center will work with the Marketing staff of the RWC to have any official statement or news releases posted to the Recreation and Wellness Center website as soon as possible after they become available.

4. As soon as responsibly possible the Associate Director of Programs will be responsible for assembling the RWC student employees for a briefing on the emergency situation.

Severe Weather

Severe weather may consist of thunderstorms and other disturbances including “accompanying winds and gusts, micro bursts, tornados, hail, heavy rainfall (flooding) as well as lightning.” Once the Department of Environmental Health and Safety has notified the university to secure surrounding areas, the Severe Weather Operating Procedure will go into effect for specific areas overseen by the Recreation and Wellness Center. Please refer to this protocol for additional instructions regarding securing various facilities in preparation for approaching storms.

Severe Weather Protocol Activation

Due to the rapid nature of severe weather events, the university may not be able to alert the campus in a timely manner; therefore, the Severe Weather Protocol may be activated in any of the following ways:

- The RWC Weather Alert Radio (located at the Member Services Desk)
- UCF Alert
  - Outdoor Siren System
  - E-mail
  - SMS Text Message
  - Reverse 9-1-1
- UCF Police Department
- UCF Environmental Health and Safety

RWC Weather Alert Radio

In the event the National Weather Service (NWS) has issued a tornado warning or other life-threatening weather alert for Orange County, the RWC Weather Alert Radio (located at the Member Services Desk) will sound and detail the specific alert being issued. When the Weather Alert Radio sounds, the Member Services Attendant should immediately alert the Building Manager. It is then the responsibility of the Building Manager to listen to the alert message, investigate the status of the alert, and activate the Severe Weather Protocol if necessary. While investigating, the following information sources should be referenced:

- TV - Central Florida News 13 (Bright house Channel 13)
The Weather Channel – www.weather.com
UCF Homepage – www.ucf.edu

If the cause of alert is a TORNADO WARNING or other life-threatening weather alert **likely to impact the UCF area**, the Building Manager should immediately implement the Severe Weather Shelter Procedure.

**Severe Weather Operating Procedure (Indoors)**

The Severe Weather Operating Procedure should be immediately implemented once the Building Manager and / or appropriate Professional Staff members deem necessary:

1. **Upon notification or recognition of Severe Weather in the area, the Building Manager will consult with the Facility and Aquatics Coordinator to make the decision regarding putting the shelter procedure in place.**

2. **Once the decision has been made to put the plan into effect, using the radios, the Building Manager should alert all staff:**
   - **Channel 1:** “801 to All Areas: Please implement the severe weather shelter procedure.” (3 times)
   - **Channel 2:** “801 to All Areas: Please implement the severe weather shelter procedure and turn to Channel 1 for monitoring” (3 times)
   - Building Manager will confirm with the Wellness Center, that they are aware of the impending situation.

3. **Using the RWC PA System, the Building Manager should make the following announcement:**
   - “Attention Members and Guests, due to severe weather conditions, please calmly proceed to the MAC gym.” (3 times)

4. **All staff should immediately cease activity and direct patrons in their areas of responsibility to the appropriate first floor severe weather shelter locations:**
   - MAC Gym
   - Overflow area: Hallway between MAC gym and RWC courts 1-4

5. **Staff should notify the Building manager via radio once their areas are clear of patrons.**

6. **Staff should instruct patrons to remain calm and if necessary, sit facing the wall with their heads down, knees up, and arms protecting their heads and bodies.**

7. **Staff should not allow patrons to continue the use of equipment during the severe weather procedure.**

8. **If no potentially dangerous conditions exist, the Building Manager should give the “All Clear” signal over the radio on Channels 1 and 2.**
Recovery after a shelter in place incident:

Once the building manager determines the conditions to be safe, they, along with the fitness shift supervisor will inspect the facility to assess any damages. If the facility is deemed safe to return to regular activities, the building manager will release all patrons from the MAC gym and allow activities to resume to normal. If the facility is not safe, the BM shall notify maintenance staff of any damages, and contact the Facilities Associate and Assistant Director for confirmation to close the facility.

Severe Weather Operating Procedure (Outdoors)

The Severe Weather Operating Procedure for the RWC Outdoor facilities is primarily designed to evacuate patrons and staff from open areas to lightning safe structures and relies on Thorguard lighting detection system. For specific evacuation procedures of RWC Outdoor facilities see Appendix B. The following information defines lighting safe structures and Thorguard.

Lightning safe structures are defined as “any sturdy, fully enclosed, substantial, and frequently inhabited building that has plumbing and/or electrical wiring that acts to electrically ground the structure”. Examples of locations that routinely DO NOT meet the criteria include:

- Baseball / softball dugouts
- Baseball / softball “covered” batting cages
- Outside storage sheds
- Canopy / awning / tent

In the absence of a sturdy, fully enclosed, substantial, and frequently inhabited location as described above, a secondary structure such as a fully enclosed vehicle with a hard metal roof, rubber tires, and completely closed windows can provide a measure of safety. Persons should not touch the sides of the vehicle. Convertible/“soft-top” vehicles, golf carts, and Gators do not provide a high level of protection and cannot be considered safe from lightning.

The University of Central Florida Recreation and Wellness Center has installed a lightning prediction system manufactured by Thorguard, Inc. This system is designed to predict a lightning strike within a defined geographical region. Thorguard effectively reads activity within the electrostatic field through a proprietary program developed after hundreds of hours of thunderstorm monitoring. Once the pre-established detection limits are reached, the system activates a series of horns and strobe lights to warn those working outside to seek shelter immediately. There is one main sensor unit, located at the RWC. This unit is set to predict a lightning strike within a two miles radius by monitoring the electrostatic field within a twelve mile radius from this location.

Thorguard will assist for the following areas:

1. The Recreation and Wellness Center Lap and Leisure Pools including tennis courts and sand volleyball courts (operates off the main unit).

2. Recreation and Wellness Center Park Complex (Softball Fields, Sport Club Fields & Intramural Fields) & Challenge Course areas (operates off remote horns).
Audible Warning Hours of Operation:
Monday thru Sunday: 10:00 am – 12:00 am
If there are recreational activities occurring during the operational hours of Thorguard, we will rely on the system to determine if there is lightning in the area and follow these procedures if it detects lightning. During non-operational hours, individual areas will be required to work with Building managers to monitor the warning level on the main Thorguard panel, located in the copy room of the administration suite. If Thorguard is completely inoperable the flash/bang method, outlined below should be followed.

Thorguard Policy:
- When the Thorguard Lightning Detection System gives one long air horn blast and a yellow flashing strobe light staff and participants must immediately evacuate the facilities and seek shelter.
  - Each outside area should immediately begin their evacuation procedure.
- When the “all clear” is given, Thorguard will sound 3 short air horn blasts. At this time, the staff will look for any unsafe conditions before the facility is reopened.
  - As long as the conditions are safe, the facility will be reopened for use

Building Lock-Down Procedures
The Recreation and Wellness Center has a high profile on campus due to the large number of students who use our facilities and participate in the programs that we offer. With the recent campus shootings in the United States, it is evident that a lock-down policy and response plan to an active shooter or other acts of violence is essential. This policy and subsequent procedures is designed to help the RWC preserve and enhance its’ mission in times or turmoil and prepare, to the best of our ability, an effective response to such a crisis.

This procedure will aid our staff in quickly moving to multiple securable locations in RWC facilities and shelter in place until the threat has been removed or resolved. History and research shows that when intruders come to a locked door, they keep moving – taking the path of least resistance to locate unlocked doors or windows where they can see potential targets inside.

Triggers
There are two major kinds of events that might trigger a lock-down. These include an intruder – on campus or in the Recreation and Wellness center – and an external unsafe activity on campus.

Definition
A Lock-down is an emergency protocol to prevent people from escaping your facility or to protect people inside your facility from a dangerous external event, or from an internal event.

What constitutes a lock-down?
External–Campus Lock-Down
- The RWC receives notification to Lock-Down the Recreation and Wellness Center. Administrative Campus Lock-down is initiated by the University and will be referred to as Campus Lock-Down. Once notified the Recreation and Wellness Center professional staff will initiate Lock-Down.
Internal–Lockdown
- An RWC or Wellness Center staff member has view of person (intruder) with a weapon.

Initiation For Internal or External Events

1. When a trigger event occurs, Lock-Down will be initiated immediately by the staff member identifying or being notified of the threat.
   a. Radios will be used to announce the RWC lock-down. If you are the individual announcing the lock-down via radio, please identify yourself, and the area the suspected threat occupies and whether this is an internal or external threat.
   b. Next Immediately Announce INTERNAL/EXTERNAL RWC LOCKDOWN three times on both channel 1 and 2.
   c. All RWC and Wellness Center employees will immediately begin the appropriate lockdown procedure.
   d. Additionally, announce that all RWC and Wellness Center Radios should be turned to Rec & Wellness Channel 1 for monitoring.
   e. The RWC Director will be the immediate contact for all outside individuals and entities for all notifications during the Lock-down. In the event that the Director is not available, one of the Associate Directors will assume the role as the point person.

2. The RWC Communication Center should call Campus Police once an internal lock-down has been initiated (911 from the RWC, or cell phone). The RWC Communication Center should call Campus Police if an external lock down has been initiated and the potential threat or suspension of a threat has been identified within or seen immediately outside the RWC. It is also important to note that depending on the nature and scope of the incident, 911 may be overwhelmed, and in the event of a repeated busy signal, the caller should begin dialing 407-823-5555. Report who you are, phone number and extension, identification (if known) and the description and number of intruders. Report the exact location of the disturbance, all details, and report any know injuries.

3. In the event of an external lockdown, the building should be electronically locked down by the facilities scheduler. In their absence another facilities full time staff member or the full time staff member serving on evening duty will serve as the back-up. Finally if no full time staff member is present in the building, the student Building Manager will be responsible for locking down the external doors.

4. Each staff member should assess their local areas for threats.

5. Once the local area has been assessed and appears to be free of threats, RWC Staff members should move all staff, facility users, and other visitors to identified secure areas or outside and away from the building. All individuals inside designated safe rooms should be notified to either turn cell phones off or to place them in Silent mode, turn radios down as quiet as possible and to remain as quiet as possible.

6. Turn out all lights in safe rooms as soon as possible. A flashlight will be located in lockdown packet. Contents of Lock-down packet are included in Appendix C.

7. All individuals in safe room should be instructed to stay away from doors and windows.

8. One RWC staff member in each secure room should make a list of all staff, participants and visitors in their area. (Form provided in Lock-down packet).
9. While inside your safe room, all door knocks, fire alarms, and verbal commands from outside should be ignored.

10. Once the RWC has been secured, an ALL CLEAR CODE and MATRIX CARD CODE will be issued by the RWC Director or one of the Associate Directors. This code word and matrix card will be unique to the RWC and Wellness Center, and will be located in a sealed envelope located in the lock-down packet. The Director or one of the Associate Directors of the RWC will come to each safe room and give the code word and matrix for All Clear when the danger has been resolved.

Example Matrix Card:

<table>
<thead>
<tr>
<th>LOCKDOWN</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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</table>

How to use a matrix – The Director or one of the Associate Directors will ask an individual inside the safe room to authenticate; the individual will then read off a letter and number from the matrix (in gray) (e.g., D-3 or Delta - 3); and the director will then read back the correct letter (V or Victor).

What to Expect From Responding Police Officers
The Objectives of the responding officers are:
- Immediately engage or contain the threat and to stop life threatening behavior.
- Identify threats such as improvised explosive devices.
- Identify victims to facilitate medical care, interviews and counseling.
- Investigation.

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard in order to stop the shooting or other threatening behavior as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms or they may be wearing external ballistic vest and Kevlar helmets or other tactical clothing. The officers may be armed with rifles, shotguns, or hand guns. Regardless of how the police appear or sound, do not be afraid of them. DO EXACTLY AS THE OFFICERS INSTRUCT. Put down any bags or packages you may be carrying and keep your hands visible at all times; if instructed to lie down, do so. If you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people. The first officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will not usually let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.
After the Incident
- Do not touch anything that might have been touched by the individuals involved.
- Be prepared to provide information to University Police or other Law Enforcement Officials.
- Call family members to ensure them of your safety.

Recovery after a Lockdown

After a lockdown the Director and Risk Management Coordinator will arrange for a staff debriefing. The debriefing will include:

1. Providing counseling/medical services for staff and patrons
2. Allow for staff to express and discuss emotions/feelings of the incident
3. Discuss the lockdown plan, what went well, and what changes need to be implemented.
4. The Director of the RWC will be responsible for delivering the public information

Power Failure (non-weather related)

When building power fails:

Main Facility (Bldg #88)
1. The Building Manager is responsible for notifying the appropriate RWC/university personnel

2. In certain power failure conditions, the building evacuation alarm may sound. If the building alarm sounds, the Building Manager is responsible for ordering the evacuation of all building occupants to the designated outdoor areas of assembly (See Evacuation Procedure appendix D).

3. If the building evacuation alarm does not sound, available RWC Employees should notify patrons in their areas of responsibility about the situation, ask them to cease their workout (if conditions are unsafe) and calmly proceed to the 2nd floor lobby until further notice.

Knights Plaza
1. The Shift Supervisor is responsible for notifying the appropriate RWC/university personnel

2. In certain power failure conditions, the building evacuation alarm may sound. If the building alarm sounds, the Shift Supervisor is responsible for ordering the evacuation of all building occupants to the designated outdoor areas of assembly (See Evacuation Procedure appendix D).

3. If the building evacuation alarm does not sound, available RWC Employees should notify patrons in their areas of responsibility about the situation, ask them to cease their workout (if conditions are unsafe) and calmly proceed to the main lobby until further notice.
Ferrell Common
1. RWC staff (if present) is responsible for notifying the appropriate RWC / university personnel.

2. In certain power failure conditions, the building evacuation alarm may sound. If the building alarm sounds, the RWC staff is responsible for ordering the evacuation of all building occupants to the designated outdoor areas of assembly (See Evacuation Procedure appendix D).

3. If the building evacuation alarm does not sound, available RWC Employees should notify patrons in their areas of responsibility about the situation, ask them to cease their activity (if conditions are unsafe).

**Fire Alarm Evacuations Procedures**

Fire Department requires that all persons within the structure immediately vacate the building at the sound of the alarm. In the event of a fire and/or the fire alarm sounds, all RWC staff has the responsibility to assist in the evacuation of the patrons. Some patrons will not be able to get up and down the steps on their own in which case we at the RWC need to know the appropriate procedures to help these patrons in the event of a fire. First, staff need to locate patrons with mobility impairments and help them to the closest Area of Refuge. Do not “help” them get down the stairs. Remain with the patron until Emergency Personnel arrives to assist with the evacuation. The three Areas of Refuge are: 1) 2nd floor patio area located outside the main lobby area, 2) Stairs located at the end of the hallway past the cardio floor, across from conference room 249, 3) Stairs located at the end of the MAC gym hallway close to MAC gym viewing area.

In any evacuation, all staff and patrons should exit the building and proceed to one of two assembly areas. Assembly area #1: Creative School Parking Lot, Assembly Area #2: Wayne Densch breezeway. No one should remain in or next to the building.

**Procedures**
1. All fires, fire alarms or the suspicion of fires should be reported immediately to the Police Department after the alarm is pulled, then notify the Building Manager.

2. All patrons must vacate the building at the sound of the alarm or suspicion of fire. **It is your responsibility to see that your activity area is evacuated to the best of your ability until the arrival of the Police Department.**

3. Direct unnecessary personnel away from area. If a fire alarm has been triggered, the building must be evacuated. In other situations, the building manager in consultation with full time staff members will make the decision to evacuate the facility. If the Building Manager deems appropriate, evacuate the facility. The following employees are responsible for evacuating the following areas and ensuring that all persons are safe: (*see Appendix D for Facility Map Evacuation Routes and Emergency Evacuation Staff Assignments*)

4. In the event of a fire all WON doors will close. Staff and patrons can exit through doors by pushing the green button located on the doors causing the doors to open for 20 seconds and then close. Staff will be responsible for checking WON door areas prior to exiting the building.
5. Appoint someone to wait for the Police Department and direct them to the location of the fire.

6. Maintenance staff is charged with responsibility of checking mechanical panels and must do so before exiting the facility.

7. Attempt to extinguish fire if and only if the fire is one you feel you can extinguish. Our priority, however, is to ensure the safety of all staff members and patrons.

8. If the blaze and smoke are beyond your capabilities wait for the Fire Department to arrive. DO NOT JEOPARDIZE YOUR SAFETY.

9. Once the Police Department arrives on scene, they will be in complete charge of the situation. Staff members should make themselves available for assistance, if needed.

10. Once the fire alarm has been activated, do not disengage until permission is given.

11. No patron or staff members are allowed to re-enter the building until permission is given.

12. The Associate Director of Facilities should be contacted immediately. In the event the Associate Director cannot be reached the Assistant Director of Facilities should be contacted immediately.

13. An Incident Report must be completed by the Building Manager on duty and immediately forwarded to a Full Time Staff member.

**Emergency Procedures for Persons with Disabilities**

1. All building occupants should familiarize themselves with primary and alternate routes of evacuation. Persons with disabilities (PWD) and mobility impairments are more at risk during an emergency situation and should take extra measures to familiarize themselves with the alternate exit options available.

2. On building levels with accessible exits, PWD will evacuate with other persons, provided the accessible exits are not blocked.

3. On building levels above or below the accessible exits, or where exits are blocked, PWD should proceed to the nearest safe area for refuge and wait for emergency personnel to evacuate them.
   a. A safe area is usually a stairwell or other separately enclosed space near an exit.
   b. Most stairwell landings are adequately sized to allow for PWD to shelter in place without impeding the flow of pedestrian traffic
   c. Where sufficient room is not available and an eminent risk is not present, it is suggested the PWD wait immediately adjacent to the stair door and enter the stairwell when others have moved out of the way, or when danger becomes apparent.
4. In extreme emergencies persons who can safely use stairs with assistance should request such assistance from others.
   a. Person should only be moved or relocated with their permission.
   b. Persons with visual impairments should request to have a sighted guide help them.
   c. Persons with hearing impairments should request to be informed of any emergency so that the auditory emergency instructions can be given in a method they can understand.

5. Persons with impairments who require assistance from non-emergency services personnel need to be prepared to advise the lay person of the best way to provide help.

6. A suggested “Buddy” Plan includes assessing the potential for PWDs in the facility, and establishing designated volunteers to act as buddies to the PWDs during emergencies.
   a. Volunteer buddies will be requested to work in teams for each PWD. Several team volunteers may be needed depending on the number of PWD in your area and the size of the facility.
   b. Upon an alarm or evacuation order where a PWD is unable to evacuate, one buddy stays behind with the PWD at the area of refuge. The second buddy evacuates to the designated meeting place and informs responders of the PWD and their location.
   c. Persons who have already exited a building are not to reenter. If you were not able to reach a PWD, inform emergency responders.
   d. Where the Persons with Disabilities Buddy Plan is implemented, copies of each plan must be provided to the Facilities Coordinator, the Risk Management Coordinator, and the Fire Safety Coordinator.
   e. Buddy plans will be incorporated into evacuation drill for training and evaluation.

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**Van Driving Procedures**

Recreation and Wellness Center vans shall only be used for official business as deemed by the Recreation and Wellness Center Director. Vans may only be used by SGA Agencies. Van drivers are responsible for the safety of the vehicle and participants while traveling.

**Reservations:**

1. The Facilities Scheduler is responsible for all van reservations, maintaining keys and Voyager Cards. It is the areas responsibility to work with this individual to make sure all pertinent information has been discussed before the trip.
2. Priority will be the following:
   1. Outdoor Adventure Trips
   2. Intramural/Extramural Sports
   3. Group travel to conferences
   4. Fitness
   5. Maintenance
   6. Others as approved
Qualified Drivers:
1. All drivers must be a Full-time Staff member or a UCF staff member approved by the Director or designee.
2. Students are not permitted to drive state-owned, leased, or rented vehicles for official university business unless they are employed by the university or are registered as a volunteer.
   a. To register as a volunteer, the student must complete a Volunteer Services Agreement form, to include: the approximate hours per week or total hours to be worked, approximate duration of work, location of work, and type of activities to be performed. The department must submit any VSA form to Environmental Health & Safety and keep a copy for the department’s file. The use of state-owned vehicles by student volunteers should be limited.
3. Non- RWC Drivers must be UCF staff authorized by the director or associate director of the RWC. Unauthorized drivers are not permitted.
4. Each driver must complete the Coaching the Van Driver Training course and pass the written tests.
5. Each driver must also submit to a license background check prior to driving RWC vans. This process may take several days. Plan ahead!
   a. No driver will be authorized with more than 4 points listed on his/her driving record with the Florida Department of Motor Vehicles or the DMV from his/her own state. Any variation from this policy must be granted with prior written approval from the RWC Director.
   b. This authorization process does not certify the ability or suitability of the person receiving the authorization to be a good and safe driver. It is always the responsibility of the driver and all passengers of a vehicle to be aware of potentially hazardous situations while traveling.
   c. Once authorized, any driving violations that occur during the authorization period must be submitted to the RWC facilities scheduler for review immediately. Any violations that are submitted may be grounds for removal of driving authorization. Any violations not reported may be treated as falsification of information, and may serve as immediate grounds for termination. Drivers’ information forms and background check, along with a copy of a valid driver’s license, must be on file with the facilities scheduler prior to the trip; the driver must possess the license at all times while operating a RWC van.
   d. The RWC reserves the right to refuse any driver for any reason, stated or unstated.

Guidelines for Driving:
1. Facilities Scheduler is responsible for issuing and collecting all vehicle keys.
2. The designated driver(s) is responsible for the safe operation of the vehicle.
3. The driver’s main responsibility is the safety and welfare of the travelers.
4. Vehicle logs must be maintained by the registered driver for the duration of the trip.
5. Each 12 passenger van is maxed out to 10 individuals. These individuals, along with additional luggage shall be evenly distributed throughout the van.
6. All states laws must be followed while operating the vans.
7. Do not drive over curbsides or rough road unless absolutely necessary. Travel or tasks which are beyond the vehicles’ rated capability should be avoided.
8. Pets or other animals may not be transported in state-owned vehicles. Permission may be granted for special needs service animals.
Safety:

1. Within each vehicle there must be as follows:
   a. First aid kit
   b. Roadside assistance kit
   c. Jacks/tire iron
   d. Fire extinguisher
   e. Proof of Insurance (State of Florida/UCF)
   f. Accident reports
2. Do not exceed posted speed limit and all other driving safety regulations/laws absolutely must be followed carefully.
3. Do not pass on two lane roads.
4. All passengers must wear seatbelts at all times while the vehicle is being operated.
5. Driver should not be under the influence of alcohol or drugs. Adequate time should be given for prescription and/or over the counter medications that cause drowsiness. Drugs and alcohol are strictly prohibited for consumption by drivers and passengers, nor will it be transported in the vehicle. Additionally, the use of tobacco products, or spitting sunflower seeds are not allowed in the vehicle.
6. Vans are taller, longer, and heavier than you may be accustomed to. It is necessary to take wider and slower turns than if operating a car and to slow down and allow ample time to stop. Use a ground guide (person outside the van) to assist the driver when maneuvering or backing in tight situations.
7. All staff should be especially aware of warning signs for steep pitches, sharp curves, or dips common on local roadways. Avoid taking sudden swerves or defense maneuvers as this could cause the van to tip. Special care should be exercised in inclement weather.
8. Drivers should be aware of their surroundings at all times.
9. or trips outside the 90 miles radius of UCF, each vehicle will have at least two authorized drivers. No driver will drive for more than a 4 hours stretch without a break or switching drivers.
   - No driving is allowed between 2:00am-5:00am unless previously approved in writing by the RWC Director. In the event permission is granted the maximum driving time during these hours must be reduced to 2 hours per driver. At all times, one passenger must remain awake with the driver regardless of the time.
10. Drivers should at no times use a cellular phone or other electronic devices while operating the vehicle, unless it is for emergency purposes. This includes the radio and/or any other music devices. Drivers should use the passenger to do anything that isn't directly related to operating the vehicle safely.
11. Drivers should reduce speed in the case of inclement weather, heavy traffic, night driving, or other conditions that could increase the likelihood of accident.
12. Drivers should stop or pull over, in case of Severe/Bad weather.
13. Drivers should use turn signals for every turn or lane change.

Accidents / Emergency Protocol:
If you should have an accident or another type of incident on the road, please review the following:
1. RELAX and remain calm.
2. Reference the Know before you go Brochure, found in vehicle’s glove compartment.
3. If you have had an accident, call the police. Be sure to get a copy of the police report.
4. Report of Accident. In the event of an accident, the Automobile Accident Report form shall be completed, regardless of fault. Collect necessary information listed on the form, and submit report with the police accident report to the appropriate supervisor. After completion of calling the police and completing the accident report you should call your supervisor. If you cannot reach him/her, call the following people, in order, until you contact someone, Associate Director, Maintenance Superintendent, Facilities Scheduler, and Director. If you are unable to contact any of these people, use discretion to make a decision.

5. Accident reports must be submitted to Environmental Health & Safety within one business day.

6. In the result of an accident with injuries, follow guidelines from the American Red Cross. Employee must also report the injury to the State Workers’ Compensation medical case management contractor, AmeriSys at 1-800-455-2079. If the employee is unable to complete the required report, the supervisor must complete it.

7. If necessary, get out of the van and help participants out of the van. Be sure to keep everyone far away from the road at all times.

Vehicle Breakdown:
1. If a vehicle should become immobilized through mechanical breakdown or running out of gas, the first responsibility of the driver is for the safety and welfare of the participants.
2. Find a safe place to pull off the road. If the vehicle is in a hazardous position, passengers should be removed from the vehicle to a safe location.
3. The vehicle should be moved, if possible, away from traffic and other drivers.
4. If you are having mechanical problems, call your supervisor first. If you cannot reach him/her, call the following people, in order, until you contact someone, Associate Director, Maintenance Superintendent, Facilities Scheduler, and Director. If you are unable to contact any of these people, use discretion to make a decision.

Traffic Tickets:
1. Persons operating these vehicles are personally responsible to see that these vehicles are operated in accordance with all state, national, and university parking rules and regulations.
2. The driver assumes full responsibility for any fines resulting from traffic or parking violations arising from the use of a University vehicle.

Vehicle Loading:
1. Equipment loaded in the vehicle will not be stacked higher than seat level.
2. Secure equipment to prevent any potential harm to passengers during sudden stops or emergencies.
3. Equipment shall not block passenger exit from vehicle.

Before Each Trip:
1. Confirm with travel coordinator that vans are ready to go on the trip.
2. Confirm that all items on the travel checklist are in the vehicle.
3. Complete visual inspection of vehicles prior to use for safety. This Safety inspection should be documented on the vehicle use log. Any damages to safety systems or equipment should be considered when determining the usability of a vehicle prior to the trips departure. Consideration should be given to seat belts, lights, mirrors, turn signals, tires, etc. Each item on the pre-departure check-list should be visually inspected and initialed by the registered driver.
After Each Trip:
1. Report any damages or problems to supervisor, and document on vehicle use log. Damages should also be reported to travel coordinator at the time travel documents and keys are returned.
2. Clear vehicle interior of trash and personal gear.
3. Heavy encrustation of mud and/or grime will be hosed off.
4. Return keys to travel staff immediately.
5. Vans should be returned with the same amount of gas as they had when the trip departed.

Missing Person Procedure

In the event that a person has been reported missing it is imperative to contact the Building Manager, the Athletic Training Coordinator or upper Administration immediately. This is most likely to occur during sports camps. The Aquatics areas are at the highest risk and must be searched as soon as possible. The staff should first clear the pools in order to eliminate any danger to other patrons if a full search needs to occur. Have the patron who is reporting the missing person give you, a physical description of the missing person as well as their age, phone number, address, etc. If the person is not located in the pool, all on duty guards should conduct a search, checking each locker room, similar to that of the fire evacuation procedure.

Searches should last no longer than five minutes, after which time the search should be reassessed and all areas should then be re-checked. Building Managers and Athletic Trainers will be responsible for directing the search. If, after ten minutes, the missing person is still not found, notify the UCF Police Department from a university phone and have the staff member who reported the incident wait until the police have arrived to take over. Document all details of the incident in an incident report making sure you are thorough as possible. The following information should be reported to the police:

- Your present location and phone number
- Name, address, and age of person involved if known
- Description of missing person
- Name of parent or individual reporting missing person and their phone number
- Details of situation

Bomb Threats

If the RWC receives a bomb threat or notice of an explosive device, follow the steps listed below.

1. If the threat is received by telephone, keep the caller on the phone as long as possible.
2. Ask the caller to repeat the message. Write down every word spoken by the person making the call.
3. If the caller does not divulge the location of the bomb or explosive, ask the caller for the exact location of the device and possible time of detonation.
4. Listen carefully to the caller’s voice and try to take note of any accents or speech impediments, as well as any background noises such as running motors, background music, or crowd noise.

After caller hangs-up the phone:

5. Immediately after the caller hangs up, telephone the UCF Police Department from a campus phone at (9-1-1). Report all information noted.

6. Make sure ALL patrons evacuate the building (DO NOT PULL THE FIRE ALARM)

7. Appoint someone to wait for the University Police.

8. Once the University Police arrives on scene, they will be in complete charge of the situation. Staff members should make themselves available for assistance, if needed.

9. No patron or staff is allowed to re-enter the building until permission is given by the UCF Police Department.

10. The RWC Director should be contacted immediately.

11. An Incident Report must be completed by the Building Manager on duty and immediately forwarded to the RWC Director.

If a bomb threat is received by mail:
If a bomb threat is received via E-Mail, FAX, or regular mail, immediately notify UCF Police (911) and save the message for their investigation.

Do NOT handle any package or letter you suspect may be a bomb.
Bomb Threat Question Sheet:

Where is the bomb? ________________________________________________

When will it explode? _____________________________________________

What does the bomb look like? _____________________________________

What is it made of? What type of explosive? ___________________________

Who placed the bomb? _____________________________________________

Reason for placing the bomb _________________________________________

Name of caller: ____________________________________________________

Exact wording of the bomb threat: ________________________________

Number at which call was received: _________________________________

Number call was placed from (if identified through caller ID): _________

Date of call: _____________________________________________________

Time of call: _____________________________________________________

Length of call: ___________________________________________________

Characteristics of caller (gender, accent, etc.) ________________________
Documentation Procedure
For the protection of both the student and University, all accidents/injuries must be documented and promptly reported to the proper personnel.

When to fill out an Incident Report:
- Physical altercations
- Removing someone from the facility
- Damage to property
- Report of stolen property, etc.

When to fill out an Injury Report:
- Someone is injured or ill

Writing an Effective Incident Report or Injury Report
When it becomes necessary to write a report, gather all possible facts concerning the incident or injury. Avoid accusations and search out facts systematically and objectively. If there are any doubts about real facts of a situation, the benefit of the doubt belongs to the patron. Clearly indicate what fact is and what suspicion is.

1. The report form should be filled in as completely and accurately as possible. The report must be turned in to the designated staff member immediately or before the end of your shift.
2. Neatness does count! Please make sure your handwriting is legible and the report is written in blue or black ink only!
3. Try to accurately determine the time, date, and location where the incident/injury occurred.
4. Fill out the entire report and be sure to include the phone numbers of all the parties involved and/or any witnesses to the incident/injury. Use an additional page if necessary.
5. Remember that you are responsible for protecting the confidentiality of students.
6. Obtain a case number from the police if there is one.

Writing description of events on an Incident/Injury Report
1. The key to a good incident/injury report is to be concise, clear, and logical.
2. Describe the events in chronological order. Trace the steps and describe the events of an incident/injury: what was seen, heard, or smelled, and by whom.
3. Information from another person should be noted as such and that person’s name should be listed on the report as a witness.
4. Whenever you have made a judgment about a person’s behavior, support your judgment by an observation. For example, “It seemed that John was slurring his words as he stumbled down the hallway to the basketball courts.”

***Keep in mind that the incident/injury report is an official document! Stick to the facts of the situation. If you feel the need to make personal or editorial comment about the incident, please write these comments on a separate sheet, and give it to your supervisor. It is not appropriate to make such comments on the report***
Appendix A - Emergency Action Protocols

The following are staff roles per location and specific information that may be used during the F.A.S.T. response system.

- **Basketball Courts (IM event/SC event)**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Supervising IM/SC staff then radios for the Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called.
  - IM court/SC supervisor is used for crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Supervising IM/SC staff calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

- **Basketball Courts (Non-IM event)**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for the Athletic Trainer
  - Building Manager will radio Member Services to call EMS
  - Building Manager will designate staff for crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

- **Fitness Floors**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called
  - Fitness Attendant(s) will act as crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
• **Locker Rooms/Restrooms**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called
  - Fitness Attendant(s) or Full-time staff member will act as crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Cardio Areas/Circuit Area/Track**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for the Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called.
  - Building Manager will designate staff for crowd control, keeping people away from the victim.
  - Building Manager will designate staff to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Group Exercise Rooms**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Group exercise instructor radios the Building Manager.
  - Building Manager radios for the Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called.
  - Group exercise instructor will act as crowd control, keeping people away from the victim and evacuating the room if necessary.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
• **Member Services Desk**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for the Athletic Trainer.
  - Building Manager will notify Member Service to call EMS
  - Member Services staff will act as crowd control, keeping people away from the victim
  - Building Manager will designate staff to put on safety vest and direct EMS to the victim
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Leisure Pool**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - RWC Lifeguard then radios Building Manager
  - Building Manager radios Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called
  - Additional lifeguards/building manager/athletic trainer will act as crowd control, keeping people away from the victim.
  - Building Manager will designate staff member to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **RWC Park (Open Recreation or event)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Supervising staff member then radios for the Athletic Trainer
  - Supervising staff member then radios for the Building Manager
  - Park Attendant or IM Supervisor or Sport Club Supervisor make EMS call.
  - Additional supervising staff members are used for crowd control, keeping people away from the victim.
  - Park Attendant immediately unlocks gray bollards at entrance to park once EMS call is made.
  - Park Attendant then will put on safety vest and direct EMS to the victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
• **Sport Club field**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Sport Club Supervisor then radios for the Athletic Trainer
  - Supervising staff member then radios for the Building Manager
  - Sport Club Supervisor makes EMS call.
  - Additional supervising staff members are used for crowd control, keeping people away from the victim.
  - Sport Club Supervisor then radios Park Attendant to put on safety vest and direct EMS to the victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **IM Grass field (Open Recreation or event)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Supervising staff member then radios for the Athletic Trainer
  - Supervising staff member then radios for the Building Manager
  - IM Supervisor or Park Attendant or Sport Club Supervisor makes EMS call.
  - Additional supervising staff members are used for crowd control, keeping people away from the victim.
  - Park Attendant then will put on safety vest and direct EMS to the victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Softball field**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Supervising staff member then radios for the Athletic Trainer
  - Supervising staff member then radios for the Building Manager
  - IM Supervisor or Park Attendant or Sport Club Supervisor makes EMS call.
  - Additional supervising staff members are used for crowd control, keeping people away from the victim.
  - Supervising staff member radios Park Attendant to put on safety vest and direct EMS to the victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
- **Challenge Course (Building not open)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Challenge course facilitator calls EMS
  - Challenge Course facilitator puts on emergency vest
  - Challenge course facilitator unlocks gate on Central Florida Blvd. and directs EMS to victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

- **Challenge Course (Building Open)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Challenge course facilitator calls EMS
  - Challenge course facilitator radios Building manager and park attendants
  - Building Manager radios athletic trainer
  - Challenge course facilitator unlocks gate on Central Florida Blvd. and directs EMS to victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.

- **Lake Claire (Building Open)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Lake Claire Attendant calls EMS
  - Lake Claire Attendant radios Building manager
  - Building Manager radios athletic trainer
  - Lake Claire attendant unlocks chain link fence to allow EMS easy access to scene
  - Lake Claire attendant puts on emergency vest and directs EMS to victim

- **Lake Claire (Building Closed)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Lake Claire Attendant calls EMS
  - Lake Claire Attendant puts on emergency vest
  - Lake Claire Attendant unlocks gate on Central Florida Blvd. and directs EMS to victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
• **MAC Courts (IM event/SC event)**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Supervising IM staff/SC Supervisor then radios for the Athletic Trainer
  - Supervising IM staff/SC Supervisor radios for the Building Manager
  - Building Manager will radio Member Services for EMS to be called.
  - IM court/SC supervisor is used for crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Supervising IM/SC staff calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **MAC Courts (Non-IM event)**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for the Athletic Trainer
  - Building Manager will radio member services to call EMS
  - Building Manager will designate staff for crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Lap Pool**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - RWC Lifeguard then radios Building Manager
  - Building Manager radios Athletic Trainer
  - Building Manager will radio Member Services for EMS to be called
  - Additional lifeguards/building manager/athletic trainer will act as crowd control, keeping people away from the victim.
  - Building Manager will designate staff member to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
• **Racquetball Courts**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager then radios for the Athletic Trainer.
  - Building Manager will radio Member Services for EMS to be called.
  - Additional staff members are used for crowd control, keeping people away from the victim.
  - Building Manager will radio Fitness Attendant to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Outdoor Adventure Center**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for the Athletic Trainer.
  - Building Manager will notify Member Service to call EMS.
  - OAC staff will act as crowd control, keeping people away from the victim.
  - Building Manager will designate staff to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Observation Deck/Area**
  - First staff member arriving upon scene should survey the scene, notify the Building Manager via radio, and immediately begin providing CPR/First Aid as necessary.
  - Building Manager radios for the Athletic Trainer.
  - Building Manager will notify Member Service to call EMS.
  - Additional staff will act as crowd control, keeping people away from the victim.
  - Building Manager will designate staff to put on safety vest and direct EMS to the victim.
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
• **Knights Plaza (Building #88 Open)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Knights Plaza Member Service staff calls EMS
  - Knight Plaza Member Service staff radios Building manager
  - Building Manager radios athletic trainer
  - Member Services staff will act as crowd control, keeping people away from the victim
  - Building Manager will designate staff to put on safety vest and direct EMS to the victim
  - Building Manager calls Athletic Training Coordinator to be made aware of the situation. If unreachable the BM will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.

• **Knights Plaza (Building #88 Closed)**
  - First staff member arriving upon scene should survey the scene and immediately begin providing CPR/First Aid as necessary.
  - Knights Plaza Member Service staff calls EMS
  - Knights Plaza Member Service staff puts on emergency vest and directs EMS to the victim.
  - Supervising staff member calls Athletic Training Coordinator to be made aware of the situation. If unreachable the lead will then call the RWC Director. If unreachable the lead will then call the professional staff member over their specific area.
  - The Athletic Training Coordinator will notify the RWC Director and other facility or program staff as they deem necessary depending on severity of emergency.
Appendix B – Severe Weather Evacuation (Outdoors)

Evacuation of the leisure pool, tennis courts and sand volleyball courts for severe weather
• In the event that Thorguard issues a severe weather warning, the leisure pool staff shall be responsible for the evacuation of the above stated areas. The Leisure Pool may close before Thorguard in the event that an Aquatic Staff member sees lightning or hears thunder.
• Lifeguards will be responsible for evacuating the pool area. All individuals in the area should be informed that they are required to leave the pool area and are strongly encouraged to seek shelter in a lightning safe structure (as defined above).
• The leisure pool member services staff member should walk over to the sand volleyball courts and inform participants and spectators that they are required to leave the courts and are strongly encouraged to seek shelter in a lightning safe structure (as defined above).
• The leisure pool membership services staff member will additionally walk to the tennis courts and inform the participants and spectators on each court that they are required to leave the courts and are strongly encouraged to seek shelter in a lightning safe structure (as defined above).
• Participants and spectators should be informed that the breezeway that leads to the tennis courts (where the vending machines are located) is NOT considered a lightning safe structure.
• All participants and spectators should be informed that they will not be permitted to re-enter the facilities until Thorguard sounds 3 short horns for the “all clear”.
• If there is a member services staff member and building manager on duty at the leisure pool, one person should go to one area while the other evacuates the other area.
• All staff members should seek shelter in a lightning safe structure until the all clear has been issued.

Evacuation of the lap pool for severe weather
• In the event that Thorguard issues a severe weather warning, the lap pool staff shall be responsible for the evacuation of the lap pool and deck. The Lap Pool may close before Thorguard in the event that an Aquatic Staff member sees lightning or hears thunder.
• Lifeguards will be responsible for evacuating the pool area. All individuals in the area should be informed that they are required to leave the pool area and are strongly encouraged to seek shelter in a lightning safe structure (as defined above).
• All participants and spectators should be informed that they will not be permitted to re-enter the pool until Thorguard sounds 3 short horns for the “all clear”.
• All staff members should seek shelter in the guard office until the all clear has been issued.

Criteria for Evacuation of the RWC Park, Challenge Course or Lake Claire Event for severe weather
• In the event that Thorguard issues a severe weather warning, the athletic trainer / intramural supervisor / sport club / outdoor adventure representative shall be responsible for the evacuation of the area.
• The RWC Staff representative should inform participants and spectators that they are required to leave the area immediately and are strongly encouraged to seek shelter in a lightning safe structure (as defined above).
• All participants and spectators should be informed that they will not be permitted to re-enter the facilities until Thorguard sounds 3 short horns for the “all clear” and the facility has been inspected for dangerous conditions.
• The athletic trainer / intramural supervisor / sport club representative should lock the field gate if possible and if this does not place the staff member in danger.
• All staff members should seek shelter in a lightning safe structure until the all clear has been issued. Lightning safe structures include:
  o RWC Park
    ▪ Building 321
    ▪ Building 320 Restrooms
  o Challenge Course
    ▪ Building 321
    ▪ Building 320 Restroom
  o Lake Claire
    ▪ Lake Claire Restroom Facility

Criteria for Closing RWC Outdoor Facilities and Safe Return when Thorguard is non-operational

“Flash / Bang” Method
The RWC will utilize the flash to bang method in the event that thorguard in non-operational
• Begin timing (in seconds) as soon as a lightning flash is seen; Stop timing as soon as a thunder sound is heard after the lightning flash.
• This number is the “flash/bang” count.
• Divide the “flash/bang” count by five (5). The resulting number is the distance, in miles, from the practice/game area to the lightning flash.

Lake Claire and RWC Park Criteria for Closing and Safe Return when Thorguard is non-operational

• When Thorguard is not working, and the “flash/bang” count reaches **40 seconds**, and/or a severe weather watch has been issued, a UCF RWC certified athletic trainer or area supervisor will notify the UCF RWC area supervisor / IM supervisor / challenge course facilities and/or the game official that there is a possibility of event cancellation.
• When the “flash/bang” count reaches **30 seconds or less** and/or a severe weather warning has been issued, a UCF RWC certified athletic trainer or area supervisor will notify the UCF RWC area supervisor / IM supervisor / challenge course facilities and/or the game official that all outdoor events should be cancelled immediately.
• If no athletic trainers are working, area supervisors should be prepared to assume these duties.
• Athletic Training staff and/or area supervisors will be responsible for issuing the “all clear” and monitoring the “flash/bang” count in these situations.
• Personnel should not return to the practice/game/outside area until thirty (30) minutes have passed since the “flash/bang” the last lightning flash or the last sound of thunder and the Athletic Trainer or area supervisor has issued an “all clear” call over the radio.
• Each time the “flash/bang” count goes below 30, lightning is observed and/or thunder is heard, the “30-minute clock” is to be reset.
• Blue skies in the local area and/or a lack of rainfall are not adequate reasons to breach the 30-minute return-to-play rule. Lightning can strike up to ten (10) miles away from the rain shaft of a storm.
Leisure Pool/Sand Volleyball/Tennis Court Criteria for Closing and Safe Return when Thorguard is non-operational

- When Thorguard is not working, and the “flash/bang” count reaches 40 seconds, and/or a severe weather watch has been issued, a UCF RWC lifeguard will notify staff and the building manager that there is a possibility of event cancellation.
- When the “flash/bang” count reaches 30 seconds or less and/or a severe weather warning has been issued, a UCF RWC lifeguard should pull patrons from the pool and participation should be cancelled immediately.
- Member Services attendant should notify participants on outdoor courts to exit the area and seek shelter.
- UCF RWC Lifeguards and/or building manager will be responsible for issuing the “all clear” and monitoring the “flash/bang” count in these situations.
- Personnel should not return to the pool and outside areas until thirty (30) minutes have passed since the “flash/bang” the last lightning flash or the last sound of thunder and the UCF RWC lifeguard and/or building manager has issued an “all clear” call over the radio.
- Each time the “flash/bang” count goes below 30, lightning is observed and/or thunder is heard, the “30-minute clock” is to be reset.
- Blue skies in the local area and/or a lack of rainfall are not adequate reasons to breach the 30-minute return-to-play rule. Lightning can strike up to ten (10) miles away from the rain shaft of a storm.

Lap Pool Criteria for Closing and Safe Return when Thorguard is non-operational

- When Thorguard is not working, and the “flash/bang” count reaches 40 seconds, and/or a severe weather watch has been issued, a UCF RWC lifeguard will notify staff and the building manager that there is a possibility of event cancellation.
- When the “flash/bang” count reaches 30 seconds or less and/or a severe weather warning has been issued, a UCF RWC lifeguard should pull patrons from the pool and participation should be cancelled immediately.
- UCF RWC Lifeguards and/or building manager will be responsible for issuing the “all clear” and monitoring the “flash/bang” count in these situations.
- Personnel should not return to the pool until thirty (30) minutes have passed since the “flash/bang” the last lightning flash or the last sound of thunder and the UCF RWC lifeguard and/or building manager has issued an “all clear” call over the radio.
- Each time the “flash/bang” count goes below 30, lightning is observed and/or thunder is heard, the “30-minute clock” is to be reset.
- Blue skies in the local area and/or a lack of rainfall are not adequate reasons to breach the 30-minute return-to-play rule. Lightning can strike up to ten (10) miles away from the rain shaft of a storm.
Internal occurrence

- **Basketball Courts, Climbing Tower, 1st Level Fitness Floor (phase 1), Indoor Track, Cardio Fitness Floor (phase 1), Food Vendor and Lobby Seating Area** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection.
- **Group Fitness Room (115/116)** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.
- **Wellness Center (Suite 111)** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to identified safe room inside the Wellness Center. Additionally, once the area has been cleared, lock exterior door and interior door leading to the Main RWC.
- **Spinning Room (106)** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.
- **Men’s and Women’s Locker Rooms (107/108)** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection.
- **Athletic Training Room (105)** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.
- **Fitness Floor Office** - Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.
- **Leisure Pool** - If threat is identified inside the building, or the location of the threat is unknown, individuals in the Leisure pool area should be instructed to flee the facility. If the threat is inside the leisure pool area, all individuals should be instructed to flee.
- **Communication Center/Administrative Offices (204)** – Once 911 has been called, flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible. If the threat is inside the office suite, individuals should lock the door to their offices and close any blinds or windows and immediately move away from any windows and conceal themselves as well as possible under desk, behind solid walls, etc.
- **Conference Room (206)** – Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.
- **Multi-Activity Courts (MAC Gym), Multi-Activity Courts (MAC) Spectator Area, 1st Level Fitness Area (phase 2), Racquetball Court** - Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.
• **2nd Level Cardio Areas, Student Workroom, 2nd Floor Conference Room, Gender Neutral Restrooms, Outside Patio** - Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection.

• **Multipurpose Room** - Flee the facility thru the nearest emergency exit, and proceed to the closest area of protection. If it is not safe to flee the facility, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.

• **Maintenance/Custodial Workshop** - Clear the area and move all individuals from the hallway into the room and outside the building through the back roll up door to the exterior of the facility. If it is not safe to flee the facility from the roll up door, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.

• **Outdoor Adventure Center** - Clear the area and move all individuals from the hallway into the room and outside the building through the back roll up door to the exterior of the facility. If it is not safe to flee the facility from the roll up door, move to the nearest identified safe room, lock the exterior doors and congregate in the center of the room, as much out of sight as possible.

• **Lap Pool** - If threat is identified inside the building individuals should be instructed to flee the area through the emergency exits and proceed to the closest area of protection.

---

**For an External Occurrence the following areas will:**

• **Basketball Courts** – One fitness attendant and any athletic trainers or IM Supervisors on duty should move everyone to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

• **Group Fitness Room (115/116)** – Once the basketball courts have been cleared, group exercise instructors or other staff on duty should move everyone to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

• **Wellness Center (Suite 111)** – Move to identified safe room inside the Wellness Center. Additionally, once the area has been cleared, lock exterior door and interior door leading to the Main RWC.

• **Spinning Room (106)** – Once the Climbing Tower, fitness floor, and stretching areas have been cleared, staff should move everyone to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

• **Climbing Tower** – Employees on Duty should move all individuals from tower and stretching area into the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

• **1st Level Fitness Floor (102)** – Fitness Attendants and any full time staff in Office 104 should move all individuals into the nearest identified safe room. One fitness attendant should be assigned to clear the bathrooms, a second to ensure all exterior doors in the area are locked and barricaded as possible. If a third is on duty they should be sent directly into the identified safe room to move individuals quickly and quietly into the room.
- **Men’s Locker Room (107)** – One fitness attendant should clear both the men’s and women’s locker rooms. Fitness Attendant should instruct patrons to move the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Women’s Locker Room (108)** - One fitness attendant should clear both the men’s and women’s locker rooms. Fitness Attendant should instruct patrons to move to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Athletic Training Room (105)** – Any Athletic Trainers or Staff should assist in clearing the basketball courts, and proceed to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Fitness Floor Office (104)** – Assist in clearing the fitness floor and then make sure the locker rooms have been cleared. Once these two areas are clear, move to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Leisure Pool** - Individuals in the Leisure pool area should be moved into the Wet-classroom and instructed to move away from the doors. Once inside, all exterior doors should be secured.

- **Communication Center/Administrative Offices (204)** – Once 911 (if necessary) has been called, all individual offices should be cleared and people remaining in the suite should be moved to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Indoor Track** – Member Services staff should direct individuals on the indoor to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Cardio Fitness Floor (203)** – Member Services staff should move individuals on the cardio fitness floor to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Conference Room (206)** – Clear the room and move all individuals to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Food Vendor and Lobby Seating Area** – Member Services staff should direct individuals in the lobby and Food Vendor area to the Communication Center or nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

- **Member Services Desk** – employees at the Member Services Desk will be responsible for clearing the indoor track, the cardio fitness floor, and the lobby/Food Vendor area to nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.
• **Multi-Activity Courts (MAC Gym), Multi-Activity Courts (MAC) Spectator Area** – Full-time staff or intramural sports or other staff in the area should direct all individuals in these areas into the nearest identified safe rooms. One staff member should be assigned to clear the bathrooms in the hallways and offices, a second to ensure all exterior doors in the area are locked and barricaded as possible.

• **1st Level Fitness Area (phase 2), Racquetball Court, Wet-class Room, and Lap Pool Locker Rooms** - Fitness Attendants and any full time staff in office areas should move all individuals into the nearest identified safe room. One fitness attendant should be assigned to clear the bathrooms, a second to ensure all exterior doors in the area are locked and barricaded as possible.

• **2nd Level Cardio Areas, Student Workroom, 2nd Floor Conference Room, Gender Neutral Restrooms, Outside Patio** - Clear the area and move all individuals to the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

• **Maintenance/Custodial Workshop** - Clear the hallway areas just outside the room and move all individuals into the room. Individuals should be instructed to move away from doors and to huddle in the most protected area in the room (bathroom/locker room or break area). All exterior doors should be locked or barricaded as necessary.

• **Outdoor Adventure Center** - Clear the area and move all individuals from the center and hallway into the identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

• **Lap Pool** - If threat is identified outside the building, or the location of the threat is unknown, individuals in the Lap pool area should be moved into the nearest identified safe room. Once in the safe room lock exterior doors, turn off lights and instruct individuals to move away from doors and exterior windows and conceal themselves out of sight from anyone outside the room.

**Contents of Lockdown Package:**

<table>
<thead>
<tr>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sealed envelope with code word and matrix card</td>
</tr>
<tr>
<td>Attendance Form</td>
</tr>
<tr>
<td>Pencil</td>
</tr>
<tr>
<td>Emergency Phone List</td>
</tr>
<tr>
<td>Flashlight</td>
</tr>
<tr>
<td>Lockdown Check List</td>
</tr>
<tr>
<td>First Aid Kit</td>
</tr>
<tr>
<td>Basic Food Supply</td>
</tr>
<tr>
<td>Water Supply</td>
</tr>
</tbody>
</table>
Appendix D – Evacuation Staff Assignments and Maps

Evacuation Assignments for Main Facility
Assembly Areas: 1. Creative School Parking Lot, 2. Wayne Densch Breezeway
Areas of Refuge: 1. 2nd Floor, Stairwell by indoor track 2. Stairwell by 249, 3. MAC Observation deck stairwell 4. Outside Patio near Leisure Pool

<table>
<thead>
<tr>
<th>Area</th>
<th>Assignment</th>
<th>Subsequent Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athletic Trainers</td>
<td>Assignment 1- Evacuate all participants and employees from the athletic training room. Assist with evacuation of weight floor, locker rooms, and courts 1-4. Report to assembly area #1. Notify BM via radio when all areas are clear. Assignment 2- Evacuate all participants and employees from MAC gym, hallways, and restrooms. Report to assembly area #2. Notify BM via radio when all areas are clear. Assignment 3- Outside- Evacuate all participants immediately from the fields and advise them to seek shelter. Check fields and restroom facilities for remaining participants.</td>
<td></td>
</tr>
<tr>
<td>Aquatics (lap pool)</td>
<td>Evacuate all participants and employees from lap pool and restrooms. Assist with wet classroom and racquetball court evacuations and report to assembly area #2. Notify BM via radio when all areas are clear.</td>
<td></td>
</tr>
<tr>
<td>Aquatics (leisure pool)</td>
<td>Evacuate all participants and employees from pool, locker rooms, tennis courts, and volleyball courts. Report to assembly area #1. Notify BM via radio when all areas are clear.</td>
<td></td>
</tr>
<tr>
<td>Building Managers</td>
<td>Contact police, make announcement to evacuate, radio lifeguard on duty at lap pool to notify them of the evacuation, evacuate all participants and employees in Room 206, Administrative Offices, and restrooms.</td>
<td></td>
</tr>
<tr>
<td>Custodial/Maintenance</td>
<td>Evacuate all employees and report to assembly area #2.</td>
<td></td>
</tr>
</tbody>
</table>

63
| Fitness (Shift supervisor, Attendants, personal trainers) | **Assignment 1**: first floor - Evacuate all participants and employees from weight floor, basketball courts 1-4, locker rooms, tower. Report to assembly area #1. Notify BM via radio when all areas are clear.  
**Assignment 2**: first floor - Evacuate all participants and employees from MAC gym, and restrooms in MAC hallway. Report to assembly area #2. Notify BM via radio when all areas are clear.  
**Assignment 3**: second floor cardio, circuit area, multipurpose room, terrace over lap pool, family restrooms, 249. Assist participants with disabilities to area of refuge (249 stairwell). Notify BM via radio of any patrons in area of refuge and when all areas are clear. Proceed to assembly area #2. | **Climbing Tower**: If there is an employee inside of the tower, there will be a large orange traffic cone in front of the tower. If the cone is there, please proceed to the tower and notify employee inside to evacuate the building.  
**Area of Refuge**: Remain at area of refuge with mobility impaired evacuees until additional assistance arrives. |
| Zone 1: responsible for Assignment 1  
Zone 2: responsible for Assignment 2  
Zone 3: assist with Assignment 3  
Zone 4: responsible for Assignment 3 | Fitness (Group exercise) | Assignment 1: Spin room and group ex, evacuate all participants and employees from rooms and assist with evacuation of basketball courts, locker rooms, and tower. Report to assembly area #1. Notify BM via radio when all areas are clear.  
Assignment 2: Multipurpose room - evacuate all participants and employees from room and assist with evacuation of cardio/circuit area, lap pool terrace, family restrooms and 249. Assist participants with disabilities to area of refuge (249 stairwell). Notify BM via radio of any patrons in area of refuge and when all areas are clear. Proceed to assembly area #2. | Climbing Tower: If there is an employee inside of the tower, there will be a large orange traffic cone in front of the tower. If the cone is there, please proceed to the tower and notify employee inside to evacuate the building.  
**Area of Refuge**: Remain at area of refuge with mobility impaired evacuees until additional assistance arrives. |
<p>| Full time staff/ Administration office | Assist with evacuation of all participants and employees in your area, including areas of refuge. | <strong>Area of Refuge</strong>: Remain at area of refuge with mobility impaired evacuees until additional assistance arrives. |
| Intramural Supervisors | Assignment 1: Evacuate all participants and employees from courts 1-4, locker rooms, weight floor. Report to assembly area #1. Notify BM via radio when all areas are clear. | <strong>Area of Refuge</strong>: Remain at area of refuge with mobility impaired evacuees until additional assistance arrives. |</p>
<table>
<thead>
<tr>
<th>Assignment 1 -</th>
<th>Assignment 2 - Evacuate all participants and employees from MAC gym, hallways, and restrooms. Report to assembly area #2. Notify BM via radio when all areas are clear.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Services</td>
<td><strong>Assignment 1</strong> - Evacuate all participants and employees from cardio floor, track, conference room, restrooms. Assist participants to area of refuge (outside balcony). Notify BM via radio of any patrons in area of refuge and when all areas are clear. Proceed to assembly area #1. <strong>Assignment 2</strong> - Evacuate all participants and employees from MAC gym viewing area, hallways, and restrooms. Assist participants to area of refuge (MAC gym stairwell). Notify BM via radio of any patrons in area of refuge and when all areas are clear. Proceed to assembly area #2.</td>
</tr>
<tr>
<td><strong>Area of Refuge</strong>:</td>
<td>Remain at area of refuge with mobility impaired evacuees until additional assistance arrives.</td>
</tr>
<tr>
<td>Outdoor Adventure Center</td>
<td>Evacuate all patrons and employees from OAC. Assist with clearing locker rooms, racquetball courts, and wet classroom. Proceed to assembly area #2. Notify BM via radio when area is clear.</td>
</tr>
<tr>
<td>Outdoor Adventure (Climbing Tower)</td>
<td>Evacuate non-climbers. Assist climbers down and exit. Proceed to assembly area #1. Notify BM via radio when climbing tower is clear. <strong>Climbing Tower</strong>: If an employee is inside the tower, they need to place the orange cone so that it is visible from the front of the tower. When the employee(s) is out of the tower the cone needs to be removed to indicate that the inside of the tower has been cleared.</td>
</tr>
<tr>
<td>Outdoor Adventure (Lake Claire, Challenge course)</td>
<td>Evacuate all participants and employees to leave the area and advise them to see shelter. Check trails, gaming area, elements, and restroom facilities for remaining participants.</td>
</tr>
<tr>
<td>Location</td>
<td>Instructions</td>
</tr>
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</tr>
<tr>
<td>RWC Park</td>
<td>Evacuate all participants immediately from the field and advise them to seek shelter. Check fields and restroom facilities for remaining participants.</td>
</tr>
</tbody>
</table>
| Sport Club Supervisors | **Assignment 1** - Student offices- Evacuate all participants and employees from room and assist with evacuation of multipurpose room, cardio/circuit area, lap pool terrace, family restrooms and 249. Assist participants with disabilities to area of refuge (249 stairwell). Notify BM via radio of any patrons in area of refuge and when all areas are clear. Proceed to assembly area #2.  
**Assignment 2** - With an event- Assist with evacuation of all participants and employees in the area. Notify BM via radio of any patrons in area of refuge and when all areas are clear. Proceed to nearest assembly area.  
**Assignment 3** - Outside event- Assist with clearing fields, and restrooms. Advise participants to seek shelter. | Remain at area of refuge with mobility impaired evacuees until additional assistance arrives. |                                                                                         |
| Wellness Center     | Evacuate all participants and employees from Wellness Center. Use the main exit in lobby of Wellness Center. Proceed to assembly area #1, and notify BM via radio when room is clear.                                         |                 | ***Full-Time staff located in administration offices should assist student staff members in clearing areas, guide patrons to assembly areas and communicate clear areas to building manager on duty*** |
### Evacuation Assignments for Knights Plaza

**Assembly Areas:** 1. Courtyard near the Towers, 2. In front of the CFE Arena

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>STAFF MEMBER</th>
<th>PRIMARY RESPONSIBILITY</th>
<th>SUBSEQUENT RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Cardio/Machines/Free weight areas</td>
<td>Member Services</td>
<td>Evacuate everyone from cardio/free weights area to the assembly area. Notify the SS via radio when area is clear.</td>
<td>Evacuate locker rooms and family restrooms. Direct patrons and employees to assembly area, and remain at assembly area until notification that RWC is safe for re-entry.</td>
</tr>
<tr>
<td>Men's and Women's Locker rooms/ Family Restrooms</td>
<td>Member Services</td>
<td>Evacuate all participants from locker rooms and direct them to the assembly area and notify SS via radio when locker rooms/restrooms are clear.</td>
<td>Evacuate the front cardio and free weight area. Go outside and direct participants and employees to assembly area. Remain at assembly area until notification that RWC is safe for re-entry.</td>
</tr>
<tr>
<td>Super Circuit/ Cardio Area</td>
<td>Shift Supervisor</td>
<td>Evacuate all participants from the super circuit and cardio area, and direct them to the assembly area. Notify SS via radio when area is clear.</td>
<td>Assist with the evacuation of the mind body studio. Direct patrons and employees to assembly area, and remain at assembly area until notification that RWC is safe for re-entry.</td>
</tr>
<tr>
<td>Mind Body Studio</td>
<td>Shift Supervisor and GE Instructor (if present)</td>
<td>Evacuate all participants and employees from the mind body studio and notify SS via radio when room is clear.</td>
<td>Assist in the clearing any remaining participants from the cardio area and super circuit. Report to assembly area, check for missing employees and participants, and remain at assembly area until notification that RWC is safe for re-entry.</td>
</tr>
<tr>
<td>Custodial and Maintenance Rooms</td>
<td>Custodial and Maintenance staff</td>
<td>Evacuate fellow staff members from area and notify SS that the area is clear.</td>
<td>Check mechanical panels and elevators.</td>
</tr>
</tbody>
</table>

**Evacuation for Ferrell Commons**

**Assembly Area:** Department of Housing Parking Lot
RWC @ Knights Plaza

**Safe Rooms**
1. Mind and Body Studio

**Severe Weather Shelter**
2. Changing Room Hallway
3. Locker Hallway
Name: ____________________________________________________________

Position(s): _______________________________________________________

Date: _____________________________________________________________

**KEY**


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<th>2</th>
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<tbody>
<tr>
<td>1. Punctual</td>
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<td>2. Reliable / Dependable</td>
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<td>3. Appearance / Professionalism</td>
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<td>4. Completes Assigned Duties</td>
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<td>5. Knowledge of Program</td>
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<td>6. Enthusiasm</td>
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<td>7. Initiative</td>
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<td>8. Accepts Criticism</td>
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<td>9. Rapport with Staff</td>
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<tr>
<td>10. Rapport with Participants</td>
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</tbody>
</table>

Comments:

________________________________________________________________________

Rehire: _____ Yes _____ No

Is eligible & recommend for raise _____ Yes _____ No

Recommendations:

________________________________________________________________________

Supervisor: __________________________________ Title: ______________________

Reviewed by: _____________________________________________________________
## Student Employee Pay Scale

**UCF Recreation and Wellness Center**

**Student Employee Pay Scale**

Revised July 21, 2015

<table>
<thead>
<tr>
<th>Position</th>
<th>Employee</th>
<th>Shift Leader</th>
<th>Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Athletic Trainers</strong></td>
<td>$12.50 – 13.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Building Manager</strong></td>
<td>$9.50 – 10.25</td>
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<td></td>
</tr>
<tr>
<td><strong>Challenge Course</strong></td>
<td>$8.05 – 8.75</td>
<td>$8.75 – 9.50</td>
<td>$9.75 – 10.50</td>
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<tr>
<td><strong>Fitness Attendant</strong></td>
<td>$8.05 – 8.75</td>
<td>$8.50 – 9.25</td>
<td>$9.75 – 10.50</td>
</tr>
<tr>
<td><strong>Instructional Staff</strong></td>
<td>$11.75 – 14.00</td>
<td></td>
<td>$9.75 – 10.50</td>
</tr>
</tbody>
</table>

- Group Exercise
- Lifeguard Instructor (LGI)
- Personal Trainer

<table>
<thead>
<tr>
<th>Position</th>
<th>Employee</th>
<th>Shift Leader</th>
<th>Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IM Supervisors</strong></td>
<td>$8.75-9.50</td>
<td>$9.75 – 10.50</td>
<td></td>
</tr>
<tr>
<td><strong>Lake Claire</strong></td>
<td>$8.05 – 8.75</td>
<td></td>
<td>$9.75 – 10.50</td>
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<tr>
<td><strong>Lifeguards</strong></td>
<td>$8.25 – 9.00</td>
<td>8.75 – 9.50</td>
<td>$9.75 – 10.50</td>
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<tr>
<td><strong>Marketing</strong></td>
<td>$8.05 – 8.75</td>
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<td>$9.75 – 10.50</td>
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<tr>
<td><strong>Member Services</strong></td>
<td>$8.05 – 8.75</td>
<td>$8.50 – 9.25</td>
<td>$9.75 – 10.50</td>
</tr>
<tr>
<td><strong>OAC</strong></td>
<td>$8.05 – 8.75</td>
<td></td>
<td>$9.75 – 10.50</td>
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<tr>
<td><strong>RWC Park Attendant</strong></td>
<td>$8.05 – 8.75</td>
<td></td>
<td>$9.75 – 10.50</td>
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<tr>
<td><strong>Student Assisted Workout</strong></td>
<td>$10.25 – 11.00</td>
<td>$8.50 – 9.25</td>
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<tr>
<td><strong>SCC Sup / Regional</strong></td>
<td>$8.50 – 9.25</td>
<td></td>
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<tr>
<td><strong>Sports Official</strong></td>
<td>$8.05 – 10.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tower</strong></td>
<td>$8.05 – 8.75</td>
<td>$8.50 – 9.25</td>
<td>$9.75 – 10.50</td>
</tr>
<tr>
<td><strong>Water Safety Instructor</strong></td>
<td>$10.25 – 11.00</td>
<td></td>
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</tr>
</tbody>
</table>

**Notes:**

- Student Employees are eligible for a raise after 6 months of continuous employment and are based on the performance evaluations. Raises should be in increments of $.25 up to the maximum in each pay range.
- Employees that work a per hour activity (i.e. Group Exercise, Personal Trainer, Lifeguard Instructor and Sports official) should receive raises in increments of $.50 up to the maximum.
INCIDENT REPORT

---Facility Administration Only---

Name_________________________________________DOB____________________

Check box next to action required. Fill in the completion date on the line next to the checked box.

Red Light [ ] Student Conduct [ ] File Only [ ] Restricted List [ ]

Reinstatement Follow Up: ____________________________________________

_________________________________________________________________

Name_________________________________________DOB____________________

Check box next to action required. Fill in the completion date on the line next to the checked box.

Red Light [ ] Student Conduct [ ] File Only [ ] Restricted List [ ]

Reinstatement Follow Up: ____________________________________________

_________________________________________________________________

Incident Information:

Date: __________________________ Time of Occurrence: __________________________

Location of Incident: __________________________ Activity: __________________________

Time Reported: __________________________

Employees Involved: __________________________________________________________

Managers Involved: __________________________________________________________

If EMS/University Police were called, please list the Case Number: __________________________
PART I: DEMOGRAPHICS

NAME: ___________________________  NID: ___________________  Team/Club: ________________

PHONE: ___________________________  Date of Birth: ____/____/____  Gender: □ Male □ Female

Date injury/illness occurred: ____/____/____

Time Occurred ______ AM/PM  Time Reported ______ AM/PM  Time Treated ______ AM/PM

PART II: INJURY/IllNESS INFORMATION (all information completed by first responding employee)

Location injury/illness occurred:
- □ RWC Court # ________
- □ MAC Gym Court # ________
- □ RWC Cardio Area 1
- □ RWC Cardio Area 2
- □ Lap Pool
- □ RWC Free Weight Room Floor
- □ RWC Machine Weight Room Floor
- □ RWC Group Exercise Room
- □ RWC Spinning Studio
- □ Leisure Pool
- □ RWC Climbing Tower
- □ IM Turf Field # ________
- □ Softball Field # ________
- □ SC Field
- □ Challenge Course
- □ IM Grass Field
- □ Ferrell Auditorium
- □ Tennis Courts
- □ Lake Claire
- □ Racquetball Courts
- □ Multipurpose Room
- □ Outdoor Basketball Courts
- □ Sand Volleyball
- □ Knights Plaza
- □ Knights Plaza Studio
- □ Other (be specific): __________________________

Activity that injury/illness occurred during:
- □ Intramural Sports (sport) ______________________
- □ Outdoor Adventure (activity) __________________
- □ Group Exercise (class) _______________________
- □ Sport Club (practice/competition) ____________
- □ Cardio/Weight (type) ________________________
- □ Aquatics (activity) __________________________
- □ Other (be specific) __________________________

Attended by: __________________________________

Suspected nature of injury or illness (indicate specific body part, right/left, front/back, etc.): __________________

Description of how accident occurred (note any unusual circumstances): __________________

__________________________________________________________

Action taken or treatment given (by whom): ____________________________________________________________

__________________________________________________________

__________________________________________________________

I am refusing emergency services that have been offered to me by the University of Central Florida, Recreation and Wellness Center staff.

Signature: ________________________________________________

Employee Name ___________________________  Employee Signature ___________________________  Date ____________
PART III: FOLLOW-UP

CALL LOG – Please complete within seven days

<table>
<thead>
<tr>
<th>Attempt #1</th>
<th>Date <em><strong>/</strong></em>/____</th>
<th>Time ____________</th>
<th>☐ Left Message</th>
<th>☐ Spoke with injured party</th>
<th>☐ No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attempt #2</td>
<td>Date <em><strong>/</strong></em>/____</td>
<td>Time ____________</td>
<td>☐ Left Message</td>
<td>☐ Spoke with injured party</td>
<td>☐ No Answer</td>
</tr>
<tr>
<td>Attempt #3</td>
<td>Date <em><strong>/</strong></em>/____</td>
<td>Time ____________</td>
<td>☐ Left Message</td>
<td>☐ Spoke with injured party</td>
<td>☐ No Answer</td>
</tr>
<tr>
<td>Attempt #4</td>
<td>Date <em><strong>/</strong></em>/____</td>
<td>Time ____________</td>
<td>☐ Left Message</td>
<td>☐ Spoke with injured party</td>
<td>☐ No Answer</td>
</tr>
</tbody>
</table>

STATUS OF INJURED PERSON

Actual type of injury/illness: ________________________________________________________________
______________________________________________________________________________________

☐ The injured person is fine. No complications.

☐ Status of injured person is unknown. Staff was unable to contact the injured person after 4 attempts.

☐ The injury required additional medical attention. The injury was diagnosed and treated as __________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________

ADDITIONAL INFORMATION___________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Activity Coordinator Signature _____________________________ Date ___/___/____

PART IV: REVIEW

_______________________________________ Date ___/___/____
RWC Athletic Training Coordinator

_______________________________________ Date ___/___/____
Departmental Administrator Review
CONFERENCE STUDENT APPLICATION

Dates: __________________

NAME: ____________________________  EMAIL: ____________________________  PID: ____________________________
PHONE #: ____________________________  FUNCTIONAL AREA: ____________________________  MAJOR: ____________________________

1. Please confirm your interest, by indicating with a yes, in attending the (list conference). You will be riding with a group in an RWC van leaving around (insert date and time). You will return (date and time). Once you have committed to going all expenses for cancellation will be your responsibility.

2. Please confirm your agreement, by indicating below with a yes, to the RWC travel policies. Additionally, you will be expected to conduct yourself in a professional manner while representing UCF.

3. First preference will be for those who have completed the SDES SET program. Please list your completion date if applicable.

4. Second preference will be given to employees that are serving on any RWC or SDES Committees, or any current NIRSA involvement (presentations, scholarships, committees) that are outside your functional area. Please list your involvement if applicable.

5. Third preference will be given to employees that have attended any Knight’s Leadership Series sessions. Please list programs attended in the Fall and Spring.

6. Do you intend to explore a career within Campus Recreation? If yes how do you see yourself getting involved with it?

7. What benefit will you and the RWC receive by having you attend this NIRSA Conference?

A RWC Pro-staff member of your area must sponsor your application. Please include their signature below.

Professional Staff Signature ____________________________________________________________

Please return to the Executive Director by COB (date) for consideration. Decisions will be made by (date) and immediately processed.
The RWC has student members serving on each of its five committees. Below is the list of each committee with a brief summary of its function.

Please indicate by checking below which committee you would like to apply for. If you are interested in more than one committee, please submit a separate application for each committee. Please keep in mind that students will only be selected for one committee.

Serving on RWC Committees is a volunteer opportunity. Students are not paid for participating in committee meetings, however you may be asked to work on the clock during various events or programs as approved by your supervisor.

- **Philanthropy** – Works with campus and community groups to promote and assist philanthropic endeavors that the RWC is affiliated with
- **Risk Management** – Focus on continually improving risk management systems at the RWC through educational modules, training and awareness
- **Diversity** – Works on providing diversity education to RWC staff and fosters an inclusive environment for users through new programs and facility enhancements
- **Training & Development** – Leads the development of RWC student staff trainings, incentive programs and the Knight’s Leadership Series
- **Healthy Lifestyle** – Organizes health-based education and programs for RWC staff such as the Healthy Knights Leadership Series & RWC Summer Games

To submit your application, please complete this form and attach an updated resume. Committee appointments are for one year, with summer participation mandatory for most committees. You may attach another page if you need more room to answer the questions on the next page.
1. Have you previously served on any RWC committees or participated in any RWC / UCF leadership programs. Please describe your previous involvement

2. Why would you like to be part of this committee? How would it benefit your development?

3. What contributions do you feel that you could make to this committee in the next year? What ideas do you have that could continue to move this RWC goal forward?

Please have your immediate supervising professional staff member sign the line below approving your involvement in this committee:

_____________________________
RWC Professional Staff Member

Return this form to Gary Cahen’s mailbox in the RWC admin office. Contact Gary at gary@ucf.edu if you have any additional questions.
Recreation and Wellness Center
Employee Handbook Acknowledgement Form

This employee handbook has been prepared for your information and understanding of the policies, philosophies and practices and benefits of employment with the Recreation and Wellness Center (RWC). Please read it carefully. Upon completion of your review of this handbook, sign the statement below, and return it to the Administrative office prior to your first day of employment. A copy of this acknowledgment appears at the back of the handbook for your records.

I, ________________________, have read, reviewed and asked any questions I might have regarding the RWC Employee Handbook which outlines the goals, policies, benefits and expectations of employment with the RWC, as well as my responsibilities as an employee.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Employee Handbook provided to me by the RWC. I understand this handbook is not intended to cover every situation which may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits and expectations of the RWC.

I understand that the RWC Employee Handbook is not a contract of employment and should not be deemed as such.

__________________________
(Employee signature)

Please return prior to completing employment hiring paperwork!
“DREAM BIG, WORK HARD
GOOD THINGS WILL HAPPEN”