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<td>2-3304 Athletics - Events (Matt)</td>
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<td>2-8140 Connie Todd</td>
<td>112G RB</td>
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<tr>
<td>2-3993 Computer Support</td>
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<tr>
<td>2-1918 Corey Niepraschck</td>
<td>4442 WSC</td>
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<tr>
<td>2-5086 Dance Office</td>
<td>294 RB</td>
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<tr>
<td>2-4623 Dance Forms (Katie, ktdavidson@gmail)</td>
<td>Dance Theatre 169 RB</td>
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<td>2-3817 EFY</td>
<td>206 HRCB</td>
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<td>2-7288 Equipment Maintenance</td>
<td>SFH</td>
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<td>2-6507 Exercise Science</td>
<td>106 SFH</td>
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<td>2-3450 Extramural Sports</td>
<td>273 RB</td>
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<td></td>
<td>Email: <a href="mailto:deniece@oateshome.org">deniece@oateshome.org</a> or call</td>
</tr>
<tr>
<td>2-5510 Grounds Crew</td>
<td></td>
</tr>
<tr>
<td>2-1601 Jessica Burns</td>
<td>112 RB</td>
</tr>
<tr>
<td>2-2771 Health Center</td>
<td>SHC</td>
</tr>
<tr>
<td>2-0543 112 RB Fax</td>
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<td>2-5092 ID Center</td>
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<td>2-7597 Intramural Office</td>
<td>145 RB</td>
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<tr>
<td>2-3130 Phil Kelly</td>
<td>145 RB</td>
</tr>
<tr>
<td>2-7869 Emily Andrews</td>
<td>112 RB</td>
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<tr>
<td>2-3992 Intramural Rainout Line</td>
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<td>2-3993 Tech support</td>
<td>112F RB</td>
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<tr>
<td>2-3024 Lost and Found</td>
<td>1055 WSC</td>
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<tr>
<td>2-2697 (Austin) Men’s Issue Mgr</td>
<td>129 RB</td>
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<tr>
<td>2-2697 Men’s RB Issue</td>
<td>139 RB</td>
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<tr>
<td>2-3496 Men’s SFH Issue</td>
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<tr>
<td>2-5657 Micros Problems</td>
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<td>2-2563 Music Dept.</td>
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<tr>
<td>2-1958 Morris</td>
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<tr>
<td>2-3123 Nathan Ormsby</td>
<td>112C RB</td>
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<tr>
<td>2-2836 Outdoor Checkout</td>
<td>171 RB</td>
</tr>
<tr>
<td>2-2708 Outdoors Unlimited 2121 N Canyon Rd.</td>
<td></td>
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<tr>
<td>2-1601 Personal Trainers (Jessica Burns)</td>
<td>Email: <a href="mailto:jessica_burns@byu.edu">jessica_burns@byu.edu</a></td>
</tr>
<tr>
<td>2-5555 Physical Facilities</td>
<td>201 BRWB</td>
</tr>
<tr>
<td>2-2222 Police/Security</td>
<td>2120 JKB</td>
</tr>
<tr>
<td>2-8255 RB Printer</td>
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<tr>
<td>2-3931 RB Custodial</td>
<td>155 RB</td>
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<tr>
<td>(Kimmi, Jonathan, Kenneth)</td>
<td></td>
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<tr>
<td>2-2899 RB Custodial Supervisor (Juan Espinoza)</td>
<td></td>
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<tr>
<td>2-5522 Custodial Radio</td>
<td></td>
</tr>
<tr>
<td>2-3326 RB Pool</td>
<td>147 RB</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:katelynj0323@gmail.com">katelynj0323@gmail.com</a></td>
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<tr>
<td>2-2877 SFH Custodial</td>
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<tr>
<td>2-3866 Cougar Cash Office</td>
<td>2310 WSC</td>
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<tr>
<td>2-5724 Sports Camps</td>
<td>310 SAB</td>
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<tr>
<td>2-7869 SWELL Class Info (Emily)</td>
<td>112 RB</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:emily_andrews@byu.edu">emily_andrews@byu.edu</a></td>
</tr>
<tr>
<td>2-5638 YFitness Info (Holly)</td>
<td>112 RB</td>
</tr>
<tr>
<td></td>
<td>Cell: 801-836-1936</td>
</tr>
<tr>
<td>2-3679 Tennis Courts - Indoor</td>
<td>ITCB</td>
</tr>
<tr>
<td>2-3539 Vending Services</td>
<td>180 SASB</td>
</tr>
<tr>
<td>2-3046 Weight Room</td>
<td>293 SFH</td>
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<tr>
<td>2-5884 Wellness Program Fac/Stf</td>
<td>201 JKB</td>
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<tr>
<td>2-5638 Wellness Program Students</td>
<td>112 RB</td>
</tr>
<tr>
<td>2-5858 West Stadium/IM Fields</td>
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</tr>
<tr>
<td>2-2877 Lights (Fields, TC)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Juan Espinoza c:801-374-9112</td>
</tr>
<tr>
<td>2-3828 Chuck Anderson c:801-367-2115</td>
<td></td>
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<tr>
<td>2-7872 Women’s Athletic Issue</td>
<td>1112 SFH</td>
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<tr>
<td>2-1107 Women’s Issue Manager</td>
<td>163 RB</td>
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<td>2-4030 Women’s Issue Room</td>
<td>161 RB</td>
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<td>Service</td>
<td>Location</td>
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<tr>
<td>2-4313 WSC Info Desk.</td>
<td>2300 WSC</td>
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<tr>
<td>2-4494 Y-Be-Fit</td>
<td>127 RB</td>
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<tr>
<td>2-4494 Bod Pod Testing</td>
<td>118 RB</td>
</tr>
<tr>
<td>2-3993 Student Life Technology</td>
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</tr>
<tr>
<td>2-3644 Service Desk</td>
<td>112</td>
</tr>
</tbody>
</table>
Campus Map
Smith Fieldhouse Map

SFH Track

Long Track

Annex

IPF

1 Mile =

5 Laps
Long Track

7 1/7 Laps
Short Track

Stairs to SFH 201

Tennis Courts

RB
EXPLANATION OF FACILITY USE PRIVILEGES
(ID Card reads: Classification/Status/Standing)

**Full-Time Faculty/Staff**

If: Classification = ADJ, ADM, CHA, CHS, EMP, FAC, FND, PDC, PTC, PUR, RAS, RTC, STF, TRV, VSC, ATH

| Status = FT | Standing = ACT, DEC, DIS, LEV, RET |
| Or         | Standing = ACT only               |

Then: Full Facility Use Privileges which includes:

- Use of facilities – no cost, but must obtain a daily wristband, or:
- May purchase locker for $20 per calendar year, which includes:
  1. A locker in one of the locker rooms. (Must furnish own lock.)
  2. A silicone wristband* that is used in place of daily wristbands.

Includes use of facilities for dependents. Dependents 12 and older must have an ID card. Those under 12 must be accompanied at all times by their parent or guardian. Dependents will need to go to 112 RB and receive a daily wristband.

**Part-Time Faculty/Staff**

May purchase privileges for a semester or term:
1. Fee is $45 for fall or winter semesters, $22.50 for spring or summer terms.
2. Can go to 112 RB to receive a daily wristband.
3. May use a locker in either the student locker rooms or hallway.
4. Dependents may use the facilities if the person they are a dependent of has purchased semester or term privileges. Dependents 12 and older must have an ID card, those under 12 must be accompanied at all times by their parent or guardian. Dependents will need to go to 112 RB and receive a daily wristband.

*If the faculty silicon wristband is lost, it may be replaced for $10 the first time, $25 the second times, and third replacements are not permitted.

**Full-Time Students**

Full facility use privileges:
1. Use of facilities – no cost, but must obtain a daily wristband, or:
2. May purchase a student wellness silicone wristband for $10.
3. May use a locker in either the student locker rooms or hallway.
4. Use of facilities for dependents. Dependents 12 and older must have an ID card, those under 12 must be accompanied at all times by their parent or guardian. Dependents will need to go to 112 RB and receive a daily wristband.
Part-Time Students
Use of facilities with fee only.
May purchase privileges for a semester or term:
1. Fee is $45 for fall or winter semesters, $22.50 for spring or summer terms.
2. Must obtain a daily wristband from 112 RB
3. May use a locker in either the student locker rooms or hallway.
4. Dependents may use facilities if the person of whom they are a dependent of has purchased semester or term privileges. Dependents 12 and older must have an ID card, those under 12 must be accompanied at all times by their parent or guardian. Dependents will need to go to 112 RB and receive a daily wristband.

Students enrolled in the English Language Center (ELC) may purchase Facility Use Privileges; privileges are not granted at no cost regardless of the number of credit hours.

Credits in Continuing Education, BYU Idaho, and Independent Study are not considered in determining eligibility for privileges. Students enrolled exclusively in these programs as well as Evening Classes and the Salt Lake Center may not purchase privileges and are considered guests.

Duties

Employees:
Clock-in. There are two different ways you can clock in:
   a. On the wall phone (Wall Clock in RB)
      i. Click the services button (looks like the World)
      ii. Press 3
      iii. Enter your BYU ID Number and follow the prompts
   b. Through YTime
      i. Online at mybyu.edu
      ii. OR through the BYU App

How to Open:
1. Open the office door by using the code 14554.
2. Clock-in.
3. Roll open the front desk window.
4. Turn on the computers and pull up the front desk checkouts and equipment schedule.
5. If you open on Monday morning, call custodial to pick up lost and found items. If they ask you to take the items to them yourself, you can leave the desk to do that.
6. Anyone with an opening shift in Facilities shares the responsibility of opening the weight room as well. The weight room must be open by 6:00 AM. When you arrive for your opening facilities shift, check to see whether or not the weight room key is in the drawer. If it is, then take it up to the weight room and open the weight room. If the weight room
key is not in the drawer, then call the weight room to make sure it has been opened already (dial 23046 on the office phone). If nobody answers, then take the spare weight room key up and open the weight room.

7. The office trash can will be out in the hall for custodial to empty. Please take this back in the office, and place it in the back, where it goes.

How to Close:

1. At 9:35 PM, go on a final round for the day. Nets may be left up in the RB, except for in Gym 134. There are often exercise classes beginning at 6:00 AM in that gym, so the nets need to be taken down every night. Once the nets have been taken down, go up to the weight room at 9:45 pm and assist in closing the weight room. Make sure that the key to the weight room is returned to the top-right drawer of the front desk in the facilities office.
2. Pull in all of the things sitting on the outside counter and put them on available counter space behind the desk.
3. Close and lock the rolling window at front desk.
4. Completely shut down the computer.
5. Turn out the lights and close the office door.
6. On your way out, put the trash can outside of the office. The custodians will empty it.

Starting Your Shift:

1. Clock in.
2. Check that misc. equipment that isn’t being used is put away.
3. Check with your supervisor to see if anything needs to be completed.
4. Pull up EMS and familiarize yourself with the schedule for the day.

During Your Shift:

1. Make rounds every hour, 5 minutes after the hour. Check for wristbands in each of the following areas:
   a. Racquet ball courts
   b. Basketball courts
   c. Smith Fieldhouse track and courts

Setups:
Setups are our first priority. As soon as you come into facilities, check the daily schedule on EMS (under "Schedules") and whiteboard so that you are aware of all upcoming setups. Missing a setup is inexcusable. Do setups early whenever possible. If you do not know how to perform a specific setup, review the tutorial and go through the setup with someone else. Every employee should be able to complete every setup without assistance.
Front Desk:
There should always be someone at the Front Desk position with the gate up. All Facilities employees should be trained for and ready to man the Front Desk. Read the Front Desk description (on Central Supply website) for details on these duties and responsibilities.

Dress Code:
BYU Student Wellness Facilities employee shirt. Any bottoms, as long as they are compliant with the weight room dress code (i.e., leggings and shorts okay). More detailed dress code policy can be found under “Miscellaneous”.

Perks of Working Here:
As employees of the RB, we get a couple of perks:
1. We automatically get facility use (if we’re part-time students.)
2. We get a free tall locker in the locker rooms. Talk to Holly to get yours assigned.
3. We are allowed one free guest pass each day.
4. We get a free YFitness wristband each semester.

Team Leads:
Start of Your Shift:
Check the daily schedule and be sure to have a good understanding of what needs to be done during your shift. Ensure all other employees are present or that all shifts are covered. If a shift is left unattended, it is your responsibility to make sure someone can cover it. Also, please figure out who is supposed to be there and find out why they aren't. If necessary, please fill out a 3-Strike form and let your managers know. Check to make sure all employees are wearing their shirts.

Rounds:
On the :35 of every hour (9:35am, 1:35pm, 5:35pm, etc.), go on a team lead round. This consists of going to each other’s employee station (Weight room, Outdoor Tennis Courts) and making sure they are there, attentive, wearing their shirts, and things are running correctly. Ask them if they have any questions or if they need anything from you. On your way to/from these stations, please check the facilities to make sure the facilities round have been done correctly (briefly check for wristbands, honor code violations, etc.). Correct the problem and ask the facilities employees to look out for the problem on their next round.

High-Five Nominations:
During your shift, please let your managers know how other employees are doing. If an employee has been particularly outstanding, let your managers know what they did by filling out the High-Five Nomination form.
3-Strike Reports:
As a Team Lead, you have the mantle of leadership to help other employees excel at the job. If another employee is consistently late, doesn't go on rounds, doesn't show up for a shift, doesn't wear their shirt, etc. YOU SHOULD ADDRESS THEM DIRECTLY. This accounts for the "verbal warning" that Team Leads are required to give. Notify the managers if it continues to happen for the "second strike" in which they will provide a written warning to the employee of concern. You are the boss. You have been promoted because the managers trust you to not only be an example, but to ensure others fulfill their responsibilities as well.

Set Up the Schedule:
We use EMS exclusively, and Team Leads are responsible for refreshing EMS after every round to make sure no new set-ups have been added to the schedule. Training for EMS can be found on box.byu.edu. If you work the closing Team Lead shift on any given day, you are responsible for putting the following day's schedule on the computer. If you close on Friday, you must set up Saturday's schedule AS WELL AS Monday's schedule. This is done by the following steps:

- Open EMS Web Client and login.
- Select Reports, Queries, Gym Setup.
- Dates should be set to Custom. Set the Start Date AND the End Date to the correct day.
- Ensure the box titled Use Specific Times is UNCHECKED. Hovering the mouse over a given time slot will provide details regarding the set up (what sport will be played/what nets need to be set up, any specific instructions from the scheduler, etc.). Then press "GET DATA" in the bottom right corner. Highlight all the text that appears and paste it into an Excel Spreadsheet.
- Look through the schedule for anything that needs to be set up OR taken down. (i.e., if volleyball class is in the morning in gym 144 and basketball class in the afternoon in gym 144, that is a takedown). Please be thorough to ensure nothing is missed. Highlight the entire row and select the Highlight bucket tool in the toolbar near the top left of the screen.
- After everything is highlighted, logout of EMS by selecting File, Logout at the top left of EMS. Lastly, leave the schedule up and close any unnecessary applications.

Facilities

Rounds:
Rounds should be performed once every hour. The standard procedure is to do a round 5 minutes after the hour (7:05, 8:05, etc.). This round will cover the Richard's Building basketball gyms, racquetball courts, SFH courts, Annex, Faculty Weight Room and Indoor Tennis Courts.

Enforcement:
We enforce the Honor Code and check for wristbands. However, we are not the Gestapo. Be kind, sympathetic, and reasonable with people. We are especially interested in sleeveless shirts
and people who do not have wristbands. People must have sleeves (unless they have a medical exemption) and they must have wristbands.

If you need to stop a game to check for wristbands, try to wait for a natural pause in the game (such as a dead ball) and then act quickly. Avoid interrupting for longer than necessary but be sure that people who need wristbands leave to get one, and that people who need sleeves put on a sleeved shirt. For full-time students, wristbands are available at the Information Desk (RB 112). Current COVID guidelines restrict wristbands to Full or Part-time students only. Pre- and Post-COVID guidelines will be the following: non-full-time students or guests will need to purchase a wristband. Day passes are $5, semester passes are $45, and term passes are $22.50.

People will often request that you let them play for just a few minutes longer. They will claim that it is the "game point." Ignore their pleas. Do not let people continue to play. They must abide by BYU policies and should not have been playing in the first place.

We only check free play/open play groups, and Y-Fit classes. Do not interrupt intramurals, BYU classes, or team practices.

**Route:**
The typical route from facilities is through courts 146 & 156; through the racquetball courts; through the west, center, and east courts of the Smith Fieldhouse; through the annex; up to the faculty weight room; out to the indoor tennis courts; back to court 134 in the Richards Building; and then through courts 138 and 144 to our office. The following are the current policies we are enforcing:

**RB Courts**
Checks and enforcement on the RB Courts are standard. No free play is currently authorized in this area except for Badminton and Pickleball during the approved days and times (Tuesday, Thursday, Friday, 12-5 *subject to change).

**Racquetball/Wallyball Courts.** Racquetball has been approved, but Wallyball has not been approved.
Checks and enforcement on the Racquetball and Wallyball Courts are standard. Do NOT check the spin classes at the end of the hallway.

**Track**
Only faculty with wristbands are currently authorized to use the track. If there is something occurring on the track which is obviously obstructive to other people's use of the track (e.g., a boxing ring/fight club (seriously)), then dismiss the obstructive activity as you would any other unauthorized usage of the facilities. Athletes are only allowed to use the track for team practices.

**SFH Courts**
Checks and enforcement on the SFH Courts are standard. No free play is currently authorized in this area.
SFH Annex
The Smith Fieldhouse annex is not an open-play area, so we are not checking for wristbands or honor code in the annex. All that we are checking for is organized activity that are not official BYU organizations. If people are walking, talking, stretching, sitting, etc. in the annex, then that is okay. If they are gathering as a purposeful group, throwing around a football, Frisbee, baseball, etc. kicking a soccer ball, etc. etc. then we must ask them to leave.

Faculty Weight Room
The faculty weight room is for faculty members only. Anyone using it should have an appropriate faculty wristband (faculty members may wear either the daily wristband, or their rubber faculty wristbands). Students with the daily wristband are not allowed to use the faculty weight room. When checking the faculty weight room, use your judgement. We do not want to harass faculty members who simply have forgotten to wear their wristband. They should have it on (either on their wrist or intertwined in their shoelace) but sometimes do not. If they look like they are faculty, ask them if they are; if they are, then remind them that they should have their wristband, and then leave them be. Do not kick out faculty members who have simply forgotten their wristbands.

Dealing with Belligerent Guests
If you are kind and courteous to people, then you will rarely if ever have issues. If you do encounter someone who is being mouthy, belligerent, and unwilling to abide by BYU’s standards and policies, then you can call campus police and let them deal with the person. If someone is threatening you with violence, call campus police immediately.

Because of the confrontational nature of our job, always go on rounds with another person, unless nobody else is available (as might happen during a break schedule). If you are alone, continue to go on rounds, but be extra courteous in reminding people that they should have a wristband to use BYU’s facilities.

Racquet Repair
1. Anyone can have their racquet restrung or the handle rewrapped.
2. Get a yellow or white slip from the green folder in the bottom right drawer.
3. Have the customer fill out both top and bottom parts (prices are taped to the counter).
4. Cut off the bottom part of the slip on the dotted line.
5. Wrap the longer piece of slip around the tennis racquet handle.
6. Give the shorter slip to the customer and have them pay at RB 112 (front desk of the RB). Tell them to keep the receipt and bring it back when picking up the racquet.
**Racquets should be done within the week (usually only takes a few days unless otherwise posted)**
7. Put the racquet in “to be strung” cubby.
8. When racquets come in, call the customer to let them know it is ready for pickup. Make sure to document that you called them or left a message on the google sheet at the front desk.

Children
- Parents or guardians must accompany anyone who is 12 or under at all times.
- Children under the age of 16 will not be permitted to use the weight room.
- Children must be 5 or older to swim in the RB pools. Please note that the pools are for exercise purposes only.

Rentals
Facilities (145 RB) rents out tennis rackets and golf clubs for SWELL classes only. There are no equipment rentals for those outside of SWELL classes. If they are renting equipment to go to a golf or tennis tournament FOR class, then that is okay. If they are using them with their friends for fun, FHE, or any other reason that is not a SWELL class, they cannot check them out.

1. The student must provide their BYU ID card, and give it to you as collateral. If they do not have it, take a HHP Services Voucher card and have them write their name and BYU ID # and sign the card verifying that they understand they will be charged if they return the equipment late ($5/day). Meanwhile, grab the equipment that they need and find the number on it. When they give you back the card, instead of filling out Net ID or guest, just write what equipment they are checking out AND the NUMBER.
2. Then, write down the information they have provided on the excel doc on the computer. Put the Voucher card or the ID card the in the correct spot in the card holder to the left of the computer. THEN, give the student their equipment and send them on their merry way. By filling out the Excel sheet before giving them the equipment, it ensures it gets logged and you don't forget. The student can be patient and wait 15 seconds for you.
3. To fill out excel sheet on the computer—CHECKING IN EQUIPMENT:
   a. Take the ID card and/or Voucher card and find their ID number. Type that into the ID number part. You do NOT have to put the hyphens. We made it so excel will do that automatically if you just put the number. (I.e., if you put 123456789 and hit enter, tab, or click out of the cell, it will turn it into 12-345-6789). Next, put the name of the person. Then, for the date, just click the button above that says “TODAY”. It will put today’s date. Fill it whether they are in golf class or tennis class. Then put what equipment they checked out WITH THE NUMBER! For BYU ID/Voucher card, if they gave you their ID card, just put “ID Card”. If they didn’t have their ID and they just filled out a Voucher card, out “Voucher Card”. This helps whoever is checking the stuff back in to know what they need to return. Lastly, put down your name.
4. To fill out excel sheet on the computer—CHECKING IN EQUIPMENT:
a. Take the item they are returning, ask for their name, and look at the excel sheet. Verify their name and what it is that they are returning. Check the equipment to make sure nothing is broken or damaged. We have a comprehensive inventory list of club bags and how many clubs each of those bags has. It will be hung up on the wall above the computer for you to reference as you check in the equipment. If everything looks okay, use the excel doc, click on the return date spot that corresponds to that person, and click the “TODAY” button. Then to the right of that, write “no”. If something IS broken, write “broken” and what is broken. If they are returning it a day or more late, put “late”. Now, let's say you are opening front desk and something was returned a day prior. You can’t just click the TODAY button. However, we have made it simple for you. All you have to do is put the date in this format: 10/8. As soon as you click out of the cell, it will format like all the other ones. So, for example, if today is October 9, 2018 and someone returned the equipment on October 8th, all you have to do is type 10/8 and hit enter or click out of the cell. THEN, after you have filled out the excel doc, hand them back their Voucher card and/or ID card. If they checked out golf clubs, check the pockets for golf balls and tees. Keep them stocked with 10 of each. Do this as you check them in so you don’t have to worry about it when you check them out.

5. Most of the students checking out equipment will be repeat “customers”. If they want to hang on to their blue card, instead of having you throw it away, that’s fine. HOWEVER, if the golf bag/tennis racket they are checking out has a different number than the one they checked out the time before, you need to cross out/erase the equipment number and put the new number. Do NOT forget to do this.

**Faculty Equipment Checkout**

Faculty are allowed to check out the following:

- Basketballs and Volleyballs= 6 per faculty member
- Badminton and Pickleball= 2 paddles or racquets and 2 balls per faculty member

**Department Reservations**

BYU Department usage of equipment is allowed, but only when a reservation has been made and is seen on EMS. The equipment can only be used within the RB, TCB, TCF, and SFH. Again, equipment is available to be rented out only to BYU departments (not just students or faculty) for whatever area/activity they have reserved.

**Weight Room**

**Policies and Enforcement**
The weight room monitor will do most of their enforcement right at the entryway--as people come in, you check them and make sure that they are meeting all of the honor code standards and are eligible to use the weight room. However, the weight room monitor is responsible for enforcing the policies throughout the entire weight room, so you may need to leave the booth and go speak to patrons who have already entered the weight room.

In order to be eligible to use the weight room:

- Students have to be taking 12 credits OR have FULL TIME status (6+ spring and summer combined)
- Dependents of FULL-TIME students can be admitted for free
- If students do not meet the eligibility requirements, please refer them to RB 112 to purchase:
  - Daily wristband for $5.00
  - Semester facilities pass for $45.00; Term facilities pass for $22.50
- If students have a HOLD on their account (i.e., locker fee, towel fee, etc.), they are not permitted in the weight room until RB 112 clears the fees. If any holds show up on student accounts, it will show in BRIGHT RED LETTERING.

While there are classes being held in the academic side of the weight room, it is the class instructor who is primarily responsible for enforcing most of these policies. However, if there seem to be violations occurring that could damage the equipment (such as people wearing jeans to workout in), inform the instructor of the policy in violation and the importance of protecting the equipment.

**Weight Room Dress Code**

**Shorts**
The Honor Code policy is that shorts must be mid-thigh. However, many girls (and some boys) come to use the weight room in shorts that are shorter than this. If they are quite obviously too short, then inform them of the policy, and request that they return with longer shorts. Use your judgement with jogging shorts. Volleyball spanks are simply not allowed. Tennis skirts are also not allowed in the weight room.

If you decide to let somebody in whose attire is at all questionable, and you then receive a complaint from another patron of the weight room, you must inform the person whose attire is questionable that you have received a complaint, and that they need to leave and are welcome to return when their clothing is more in line with the honor code. If, however, the complaint is from a misinformed positions (such as, "Shorts are supposed to be knee-length."), then correct the person who is complaining, and inform them of the honor code standard.

**Shoes**
No open-toed shoes are permitted in the weight room. Patrons should not remove their shoes once inside the weight room.
Shaved
Patrons should have shaved recently. However, we do not have a "last-24-hours" policy. If someone has a five o'clock shadow, then they are still permitted to use the weight room. If their facial hair has obviously been growing for several days, or it looks as if they are trying to grow a beard, then they do not have access to the weight room. Invite them to return once they have shaved. If they request a razor, inform them that they can get a razor from the Richards Building Information Desk (RB 112) for $1.00. Mustaches are permitted by the honor code, but they should not drop below the corners of the mouth.

Sleeves
Unless they have a medical exemption (which will appear on their idaccess account), all patrons are required to wear sleeves. If they do not have sleeves, then they may not use the weight room. Sometimes, especially in the colder months, people will check in while wearing a jacket or hoodie. Once inside, they will remove their outer layer and be wearing a sleeveless shirt underneath. If this occurs, leave the booth, and inform them that they either need to keep their hoodie on, or leave and return with a sleeved shirt. Be sure that you are turning in your chair to check the weight room for such issues periodically.

Pants
People need to wear appropriate workout attire. People who are dressed in jeans, slacks, cargo pants, etc. can damage the weight room equipment, since such clothing tends to catch and tear the vinyl. Inform people of the policy and reasoning, and request that they leave and return when they are more suitably attired (e.g., running shorts/pants, basketball shorts, etc.).

Children
All weight room patrons must be at least 16 years old. For safety reasons, nobody under the age of 16 is allowed in the BYU weight room, including infants in strollers. There are no exceptions.

Wristbands
Check all patrons for a wristband before allowing entry into the weight room.

Checking People In
In order to be eligible to use the weight room, patrons must have a silicon reusable wristband issued for the given semester or a daily paper wristband. Both of these are issued by the Information Desk at RB 112. If someone enters the weight room without a wristband, it is the employee's responsibility to stop the patron and redirect them to the Information Desk. It is also their responsibility to make sure all weight room patrons are adhering to BYU standards.
**Opening Procedure**
The weight room needs to be open every day by 6:00 AM. The weight room shift, as well as the facilities shifts, are responsible for making sure that this happens.
If you have the weight room shift, go to the facilities office, take the weight room key from the upper-right drawer at the front desk, and go and open the weight room by unlocking the door, turning on the lights, turning on the music, and checking in the people who have come to exercise.
If you have one of the facilities shifts, go into the facilities office, and check for the weight room key. If it is there, then go up and open the weight room, and wait for the person with the weight room shift to come and replace you. If it is NOT there, then do the following:
1. Call the weight room. If somebody answers, then the weight room is open, and you can return to your facilities shift.
2. If nobody answers, then assume that the weight room is not open, and that somebody accidentally took the weight room key home with them the night before.
3. Call SFH Building Care/Custodial. They have a key and can open it for you. Their phone number can be found on the contact list under "Miscellaneous" (It is 422-2877).
4. Once the weight room is open, start figuring out where the weight room key is (text people who had closed the night before, to see if any of them accidentally brought it home with them).

**Closing Procedure**
The student weight room closes every day at 9:45 PM. At 9:30 PM, all employees stationed in facilities and the outdoor tennis courts should come up to help close the weight room. The weight room attendant should announce over the speaker system that the academic side of the weight room will close in 5 minutes and that the weight room will close in 10 minutes. The Academic Weight Room closes at 9:30 PM. All employees, including the weight room attendant, will close the academic side of the weight room. Make an announcement that it is closed, and that the student weight room will close in 15 minutes. To encourage people to leave, you may need to turn off the music and turn off a few of the lights.
Be sure to neatly re-stack all of the weights according to protocol:
- Two of each weight on each side of the machines
- Three 45 lb. weights on the ground on either side of the machines
- Benches slid back into the machines and laid back
- Machines' bars hung closer to the wall
- Dumbbells and weight bars placed on their appropriate racks
- Extra weights on the weight tree or leg press
- Medicine balls and exercise balls on their respective racks
• Make sure that all of the weights are off the ground and out of the way.
• Put the exercise and medicine balls on the cushioned mat in the back corner.
• Turn off the treadmills (switches located on the bottom front of some, and on the bottom left (when standing in front) of others; you may need to feel around for them, as they are not readily visible).

When the weight rooms are closed, all weights need to be cleaned off the floor and racked. Assigned equipment needs to be wiped down with spray bottles (located in the weight room office desk) and dried with towels. This needs to be done **EVERY** night. Turn off all lights and lock the main entry door. Place the weight room key in the top right drawer of the facilities front desk.

**Making Announcements**
If you ever need to make an announcement to the weight room, simply press either button on the intercom system, and speak into it. Even though the buttons are labeled "A" and "B," either button will project into both sides of the weight room.

**Dropping Weights**
It is important that students do not drop free weights on the ground while performing their various exercise and lifting routines. There are two main reasons for not allowing individuals to drop weights on the floor:

1. The floors of the two weight rooms are not engineered to sustain the pounding of heavy weights on the floors.
2. All around the perimeter of the weight rooms are classes and offices. The loud sounds and vibrations of dropped weights can disrupt surrounding classrooms and make it difficult for professors and students to concentrate. Make sure that you stress that the weights can be gently put down, but not dropped. Dropping weights will disrupt classes and offices attached to the weight room.

If individuals are consistently dropping weights on the floor, please explain to them the two main reasons of why they cannot drop their weights. If problems continue and the students engage in an aggressive argument, then the weight room monitor has the ability and authority to kick them out of the weight room. If they can’t respect the environment, we need them to leave. If further problems persist with the same students, then problems need to be reported to Holly Madsen. From that point, the unruly students have two decisions: (1) stop dropping the weights, or (2) receive a 90-day ban from the campus weight rooms. If further problems persist, then a **one-year** weight room ban will be implemented.

**Music**
All music is controlled by the RockBot, which is paid for by Brigham Young University. This music has been approved by the BYU administration; no personal music is allowed under any circumstances. The music should turn on and off by itself. **DO NOT TOUCH THE ROCKBOT.**
If the music is not on when you arrive make sure that the correct button is lighting up on the control panel. Occasionally, instructors will ask you to change the volume or turn off the music in the academic weight room, do so by altering the controls on the "B" portion of the control panel. To turn the music off you press the iPod button.

**Door Sirens**
The door located by the cushioned mat has an alarm system. Occasionally, someone will bump the door handle and set off the alarm. To turn the alarm back off, take the weight room key over to the door, insert it into the lock, and turn it. That should disable the alarm and allow people to continue working out without a siren blaring.

**Damaged Equipment**
Weight room equipment occasionally breaks. Typically, people will come and report that a piece of machinery is no longer working. When this occurs, walk with the person to the machine, and verify that it is not working. If the machine has a number, make a note of the number, and what is wrong with it. Use the "WR Broken Equipment" under the "FORMS" on the facilities website to report the problem. Then take the roll of caution tape, and wrap the machine in caution tape, so that other patrons will not attempt to use it. Once you have done this, the maintenance crews will take care of repairing the equipment.

**Devotional Closings**
The weight room closes every Tuesday from 10:50-11:50 AM for devotional. If your shift goes over this hour, then be sure to announce beforehand that the weight room will be closing for devotional. At 10:50, usher people out of the weight room. Turn off lights and music if necessary. If you wish to go to the devotional, you are free to do so--just remember to clock out before you go. If you wish to continue working, then come down to the facilities office and help with any setups that may be occurring before noon. Make sure that you are back to the weight room by 11:50 to reopen it for classes and student use.

**Outdoor Tennis Court (TCF)**
The Outdoor Tennis Court shift is similar to the Weight Room shift. As people come to use the tennis courts, you check to make sure that they have a BYU wristband issued by the RB Information Desk. You also need to check people for honor-code compliance and tennis-court compatible shoes.

**Honor Code**
All Honor Code violations make a person ineligible to play on the Tennis Courts: shirtless, sleeveless shirt, beard without a beard card, hair for guys that comes past the ears, anyone wearing only volleyball spansks, etc. If anyone comes to use the court and they already have a wristband, you still need to check them for Honor Code compliance and tennis-court compatible shoes. However, you do not need to check for a beard card—that should have already been done when they got their wristband. The reasoning behind still checking for Honor Code compliance is because people will sometimes be in appropriate clothing to get their wristband, but then change their clothing afterwards.

**Tennis Shoes**

Tennis courts have to be periodically re-surfaced, a process which costs thousands of dollars. When people wear inappropriate shoes, the delicate court surface becomes damaged more quickly, and needs to be resurfaced more often, costing the university more money. Because of this, it is imperative that we check patron's shoes and enforce the tennis court shoe policy. All persons must be checked for a proper tennis shoe in order to play on the Tennis Courts. The ideal footwear is authentic tennis shoes. Unfortunately, not all players will have actual tennis shoes. However, other court shoes are permitted, such as basketball shoes. Shoes that have a smooth, soft, and lighter-colored sole are typically okay for use on the tennis courts. Shoes with the following features are potentially damaging to the courts, and are not permitted:

- Shoes with hard soles (such as running shoes).
- Shoes with black soles that are *not* court shoes (such as men's dress shoes).
- Shoes with deep ridges or grooves in the sole (such as running shoes).
- Shoes that are obviously *not* court shoes (track spikes, hiking boots, combat boots, tap shoes, high heels, etc.).

If patrons come, and they are not equipped with proper footwear, they are welcome to play in their socks, or barefoot. However, warn them that the rough tennis-court surface will likely destroy their socks, and possibly act like sandpaper on their feet.

**Opening Tennis Courts**

The custodial or grounds crews will open the Tennis Courts. This is usually done before 6:30 AM, so it should be unlocked by the time the opening shift begins. If you arrive and it is still locked, contact custodial and see if they will unlock it for you. If you are not able to get it unlocked, then go into facilities and help with those shifts. Check the Outdoor Tennis Courts every 45 minutes to see if it has been unlocked yet. Once it is unlocked, resume working in the Outdoor Tennis Courts.

**Closing the Tennis Courts**

The custodial or grounds crew will close the Tennis Courts. This is usually done by 10:00 PM. The last person to work the Tennis Courts shift should leave the Tennis Courts and be at the Weight Room by 9:45 PM to help close. You are also responsible for helping facilities take
down any nets that are still up after you clean the Weight Room. Remember to securely close the windows of the Tennis Monitor Booth, and make sure that the door has shut and locked. You do not need to close the gate or turn off the lights.

**Turning on the Tennis Court Lights**
If you work in the evening, you may need to turn on the lights over the Tennis Courts. On the southeast wall of the monitor box is the switchboard, as well as the keys. Simply turn the keys to turn on the lights. Since they are large and powerful lights, they won't flip on quite as quickly as your bedroom light, so don't be surprised if it takes thirty seconds for them to become really bright. The lights are on a timer and will turn off automatically, so you don't need to worry about shutting them off if you are working the closing shift and they are still on when you leave.

**Tennis Equipment**
There will often be Tennis Rackets and large bins of Tennis Balls left inside the monitor box. This equipment is NOT for free-play use. People may not borrow or rent any of the equipment left in the monitor box.

**Golfing Green**
There is a golfing green located on the far west end of the Tennis Courts, this is normally locked and only teachers of golf classes have keys to get in. This is completely off limits to anyone and everyone except for the golf team during their practices and golf classes during class time. If you see someone hopping the fence or going back towards the green when they are not supposed to, you must stop them. There are no free play hours on the golfing green, and there are no exceptions to this rule.
Additionally, there are no animals allowed on the golfing green.

**Camps**
During the summer months there are camps for youth, hosted by the tennis team. They usually take up all of the courts when they are playing. If the camps are in progress, then no one is allowed to use the courts. When the camps break for lunch or dinner you may again let people come into the tennis courts to play. You are not responsible to check camp-related guests' compliance with tennis court rules and policies. The teacher and coaches of the camps are responsible for checking for appropriate footwear, etc.

**Tennis Classes & Intramurals**
There are several tennis classes that will meet each week. You are NOT responsible for checking the class-members' compliance with tennis court policies, including checking for appropriate footwear. The teachers have the responsibility to enforce tennis court policies in their class.
Follow the same approach for Intramurals and Club activities.
**Tennis Team**
The tennis team has an exception to the rules we have mentioned, except for rules regarding the golf green. Whether or not they are having official team practice, they may play with their shirts off and they do not need wristbands. We have had too many confrontations with them in the past, where we had zero support from the coaches in enforcing Tennis Court and Honor Code policy among the players. Therefore, we have made it our official policy to not bother the tennis team.

**Computer/Internet Issues**
The computer and internet in the Tennis Court Monitor's booth sometimes have issues--often, this is a result of people messing with the internet cables. If the internet is not working for you, call our computer support people (John: 422-4443; or Corey: 422-3993). They should be able to help.

**Weather Conditions**
If it is heavily raining or there is some other form of precipitation that stops people from playing tennis outside you may close the tennis court booth and work in Facilities as an extra Facilities worker until the weather changes. If you do this, be sure and be an active and productive worker in Facilities and be mindful of the weather--once the weather improves, go back to the tennis courts.

**Staying Warm in the Cold Weather**
There is a large heater above the door of the monitor box. When it is cold, switch the heater on (you may need to use a stick or something, as the switch is quite high on the unit). The heater works very well. MAKE SURE TO SWITCH IT OFF AT THE END OF YOUR SHIFT. Do not leave it running because you assume someone else will be coming. It is a potential fire hazard and should be turned off at the end of EVERY shift for safety measures.

**Enjoying Nice Weather**
You do not have to stay in the monitor box if you do not want to. You are welcome to set up a table outside of the booth, but you need to remain in the front entry area, so that you can stop and check people as they come in.

**Miscellaneous**

**Medical Emergencies**
In the event that any injury occurs, dial 2222. This number will put you in direct contact with the campus EMT, campus police, and any other campus emergency departments. Calling 2222 is like calling "911" for BYU.
We are not trained to treat injuries or other medical emergencies. We do not have first aid kits. There is a supply of bandages in facilities. Any patrons looking for bags of ice need to get them from the locker rooms in the Richards Building or from the lifeguards. Try to be of assistance whenever there is an injury, but remember that our official response is to call for the campus EMTs at 2222.

**Emergency Procedures**

1. Part of our job is to enforce policy and sometimes tell patrons “No.” Be respectful and share information when you can.
   a. If a patron is rude to you, won’t let something go, or is otherwise treating you disrespectfully, please make sure to write the incident down in the “Patron Complaints and Disturbances” in the back of this binder.
   b. Also in the back of the binder are sheets labeled “Communications to the Facility Director.” These sheets are intended for patrons to fill out on their own to be able to directly communicate with Holly and the manager and so that they will stop bothering you because there’s nothing you can do to change policy.
   c. In the back of the binder are sheets labelled “Patron Complaint Form.” These forms are intended for us at the desk to fill out if something happens (like a patron being extremely disrespectful to you or patrons not acting appropriately when using the facilities or talking to you.) Try to get the patron’s name and NetID so that we can keep a log to potentially ban them from coming back and using the facilities if they are a recurring problem.

2. If a customer becomes angry and acts inappropriately in a way that makes you feel unsafe, call University Police immediately to have them removed. (2-2222)

3. If a customer becomes angry and acts inappropriately but not in a serious manner that requires BYU police, you have the right to ask patrons to leave the building. If they refuse, call facilities to assist you in getting the person to leave.

4. If a patron becomes injured, but not seriously, and is in need of ice, send them to the pool deck and the lifeguards will be able to help them.

5. If a patron becomes seriously injured and needs medical assistance, have someone who is with the individual call Campus Police, 801-422-2222. Do not call them ourselves because they ask a lot of questions regarding the situation and since we didn’t witness it and are stuck behind a desk, we will not be very helpful.

6. In case of an emergency, all employees should be familiar with the “Emergency Procedures” document that consists of the yellow pages in the front of the BYU directory. The directory is located in the file drawer under “manuals.” It includes information regarding a general responsibilities checklist, threat assessment, evacuations, medical assistance, fires, earthquakes, shelter-in-place, lock-down, etc. Before moving on to reading the next section of this training manual, make sure to read the entire “Emergency Procedures” document.
**Passwords; Door Codes/Access**

1. Facilities Main Office Door Code (RB 145E): 14554
2. Facilities Wristband/Supply Closet (84 SFH): Use key
3. Blue-Door Volleyball Supply Closet (72C SFH): 30-0-26
4. Tennis Monitor Box (Outdoor Tennis Courts): 147896
5. EMS Scheduling:
   a. Username: clfas
   b. Password: scheduling
6. Idaccess.byu.edu
   a. Tennis Monitor Computer
      i. Username: tennis_courts
      ii. Password: tennisCourts[231]
   b. Weight Room Computer
      i. Username: SFH_Weight_Room
      ii. Password: sfwweights[228]
   c. Facilities Front Desk Computer
      i. Username: Central_Supply
      ii. Password: centralSupply[220]
7. Facilities Front Desk Email
   a. Centralsupplyfrontdesk@gmail.com
   b. Password: frontdesk145
8. Weight Room (293 SFH)
   a. No code to access weight room; one key to attached to large wooden stub with red tape wrapped around it
9. TCF Pickleball Net Lockbox: 7665
10. In-Body Machine Password: 3331
11. Management Office (145C RB across from our main office)
   a. Accessible by key only, only accessible through another doorway. If manager(s) are in the office, and you need to talk with them, call their office at 801-422-4187
12. Facilities Golf Cart Lock: 30-08-30
   a. Golf cart is usually parked near the staircase along the west side of the RB

**Lost and Found**

1. Each area (facilities, weight room, and outdoor tennis) have their own lost and found drawer. However, the main lost and found is in room 155 RB (the custodial office.)
2. If someone brings a lost item to us, we can keep it in our lost and found. Each semester, someone will be assigned to clear our lost and found weekly and bring it to the custodial office.
3. The custodians take all of the items in their lost and found to the WILK lost and found each morning.
4. Items lost on any fields, including the RB fields, are taken to the SFH or SAB.
5. Dance related items are taken to the dance department.
6. For health safety, the lost and found throws away all water bottles (even expensive hydro flasks.)

**Wristbands**
1. In order to use the facilities, all patrons must be wearing a wristband. If a patron does not have a wristband on, they will be asked to leave. We have multiple different types of wristbands.
2. **Daily**
   a. The daily wristband is a disposable paper wristband that will allow patrons to use the facilities for the day it is issued. Each paper wristband has a different color and design so patrons must get a new one each time they want to use the facilities.
   b. We need to put the daily wristbands on the patrons ourselves.
3. **Guest**
   a. If a patron is not a full-time student, faculty member, or eligible dependent (or they are part time and they have not purchased a facility use pass) then they are considered a guest. Alumni are also considered guests. Each guest needs a wristband and they cost $5/wristband.
      i. If the guest is **not a current** student taking classes during the semester, they need to be signed in by a current student or faculty member that has facility privileges (check this through the ID card system.)
      ii. To check the guest in, have students fill out the “Guest Registry” form on the clipboard hanging on the wall of the empty counter opposite of the register counter.
      iii. Guests will need to sign a digital waiver once a year. They can find it by scanning the QR code that we have on our counter. They will get a confirmation email and must show us the email each time they want to use the facilities.
   b. If the guest is a current part time student, they just need to pay the $5 fee. There is no need to have someone check them in.
   c. Full-time students and faculty/staff can sponsor as many guests as they want as long as they pay the $5 fee for each guest.
4. **Full Time Faculty Bands**
   a. Full time faculty and staff are allowed a silicone wristband that is good for the calendar year (January to January.) If they’d like to purchase a locker, it costs $20. We do not prorate the cost if they buy the locker later in the year (in August, for example.) It will still expire at the year end.
b. The benefit of the silicon band is so they don’t have to stop by the desk every time they come to get a wristband. The wristbands are kept in the cupboard above the safe. When they get a wristband make sure to mark it on their account in ID access in the top drop-down menu with “Employee Wristband 1”.

c. If they lose their wristband, it costs $10 to replace it; make sure to mark it on their account with “Employee Wristband 2”. The second time they lose it, it costs $25 to replace and should be marked with “Employee Wristband 3”. Third replacement bands will not be issued, and they must get daily wristbands for the rest of the year instead.

d. If they bring the wristband back to us because it has snapped as a result of poor quality of the silicone, we replace it for free.

5. Guests using any facilities will need a wristband from us to prove they have paid and filled out the appropriate waiver.

ID Access (Privileges, Facility Use, etc.)

1. Send anyone without a wristband to RB 112 (the front desk).

2. Anyone who uses the facilities must fill out a waiver (Yes, students, faculty, retired faculty, dependents, guests, everyone!) The waiver is good for one school year. An individual is not eligible to use the facilities until they fill out the waiver.

3. General Overview of Statuses: The information to the right of the person’s picture tells their status:
   a. Full Time Students and Faculty: May use the facilities for free.
      ii. Undergraduates must be enrolled in 12+ credits for fall and winter semesters or 6+ credits for spring and summer terms. Independent study classes and audited classes do not count towards these credits.
      iii. Graduate Students must be registered in 2+ credits for fall and winter semesters or 1+ credit for spring and summer terms.
      iv. Last Semester Students registered for less than full time credits may request full time status by submitting a completed “Last Semester Exception” form. This form is available in the file drawer under the register counter. When an individual brings a completed form to you, you may add “Facility Use [applicable semester]” to their ID account. Note that this form doesn’t cover the intramural fee for part-time students.

   b. Part Time Students and Faculty, ESL Students, and Continuing Education:
      i. If students or faculty/staff are part time, they must pay to use the facilities.
      ii. Part time students are those who are registered for at least 1 credit but have less than 12 credits.
      iii. ESL Students aren’t enrolled in any classes but are identified by “English Learning Center” on their ID Access page.
iv. **Continuing Education students** are those who are not enrolled in classes for the current semester but are registered for classes for the following semester.

c. **Part Time Students/Faculty Members have two options:**
   i. They may purchase a guest pass for $5 each time they want to use the facilities.
   ii. They may purchase a facility use pass which is $45/semester or $22.50/term.

d. **Spring and Summer Semester Classes:**
   i. The University offers some full-length Spring and Summer semester-long classes. However, all the credits for the classes appear on the “spring” credits. If someone says they have a spring and summer semester length class, have them get a letter from their advisement center or department secretary that verifies their name, netID, and that they are taking a spring and summer semester class and how many credits the class is. When they bring the letter to us, we can look at the number of credits that show for summer and add the credits for the semester class to tell if they are part-time or full-time. **If they are full-time, we need to manually add Summer Facility Use to their account because the system won’t count the semester long course.**

e. **Dependents**
   i. Spouses/dependents (dependents under 30 years of age and unmarried) of students and faculty are allowed to use the facilities as long as the student/faculty they are linked to have full access to the facilities.
   ii. Dependents must have their own NetID and they must be listed as a dependent on the student/faculty’s account.
   iii. People may become dependents by going to mybyu.edu and clicking the “account management” link.
   iv. Even if they are listed on ID Access as dependents, once the dependent gets married or turns 30, they no longer qualify for facility use as a dependent.

f. **Alumni, Missionaries, and Military:**
   i. BYU Alumni, those who were students but are not enrolled because they will be leaving on a mission or reporting for military duty are not allowed access to the facilities and cannot buy a facility use pass. They can come as a guest with a current student or faculty member for $5/day.

**Dress Code:**

Since we are working for and are representatives of BYU, we need to abide by the Honor Code at all times. Regarding the dress code, the honor code states: “The dress and grooming of both
Men and women should always be modest, neat, and clean, consistent with the dignity adherent to representing The Church of Jesus Christ of Latter-Day Saints and any of its institutions of higher education. Modesty and cleanliness are important values that reflect personal dignity and integrity, through which students, staff, and faculty represent the principles and standards of the Church. Members of the BYU community commit themselves to observe the following standards, which reflect the direction of the Board of Trustees and the Church publication For the Strength of Youth.

a. **Men:** A clean and well-cared-for appearance should be maintained. Clothing is inappropriate when it is sleeveless, revealing, or form fitting. Shorts must be knee-length or longer. Hairstyles should be clean and neat, avoiding extreme styles or colors, and trimmed above the collar, leaving the ear uncovered. Sideburns should not extend below the earlobe or onto the cheek. If worn, mustaches should be neatly trimmed and may not extend beyond or below the corners of the mouth. Men are expected to be clean-shaven. Beards are not acceptable. Guests and dependents may be either clean-shaven or have a well-groomed beard. Earrings and other body piercings are not acceptable. Shoes must be worn in all public campus areas.

b. **Women:** A clean and well-cared-for appearance should be maintained. Clothing is inappropriate when it is sleeveless, strapless, backless, or revealing, has slits above the knee or is form fitting. Dresses, skirts, and shorts must be knee-length or longer. Hairstyles should be clean and neat, avoiding extremes in styles and colors. Excessive ear piercing (more than one per ear) and all other body piercings are not acceptable. Shoes should be worn in all public campus areas.

c. Appropriate work dress is expected; however, since we are a fitness center, employees may wear fitness clothes such as leggings.

d. All exercise shorts in the RB must be mid-thigh or longer. Tank tops are not permitted.

**Open Play**

1. Individuals who have facility use privileges are allowed to walk onto many courts/fields to play during open play hours

   a. We offer open play for basketball, volleyball, the pool, racquetball, wallyball, indoor and outdoor tennis courts, indoor and outdoor track, weight rooms, RB fields and occasionally badminton and pickleball. We do not have open play hours for the IPF (Indoor Practice Facility.)

   b. Indoor tennis court open play is known as “BYU Student Drop In” time. It’s usually a couple of nights a week from 8-10pm. Any BYU student is welcomed to walk in and participate during this time, however it is organized and run by the tennis club. So, while it’s technically open play, it is not a “first come, first serve, free-for-all” time. The tennis club runs games/rotations on the courts to allow for
as many BYU students as possible to participate. If participants refuse to play by the rules set by the tennis club, they will be asked to leave.

c. Open play times change each semester. Current hours may be found on the felt board across from our desk, online at studentwellness.byu.edu, and outside of gyms on door cards.

d. Open play times are subject to change without notice to accommodate intramurals, sports camps, meets, etc.

e. All participants in open play must get a wristband from us before they are allowed to use the facilities.

2. Faculty Hour

a. We offer faculty only time for the pool and indoor tennis courts. Times can differ with each semester. During this time, only current faculty can swim or make reservations for the courts. Dependents may participate in faculty hour as long as they are with faculty members, but they are not allowed to make court reservations for this time.

Getting Shifts Covered

1. The facilities are open Monday-Saturday from 6am-10pm. It is closed on Tuesdays from 10:45am-12:00pm for devotionals and forums. Holiday hours are generally 8am-8pm but that can vary with holidays. If you are unable to work during one of your assigned shifts, you are responsible to find someone else to work it for you. We cannot leave facilities unattended during the day.

2. If you cannot work, write your name and shift needed off on the sheet hung up on the tall cabinets by the safe at least two weeks before you need your shift off. If no one signs up for it on the sheet, you can start individually texting people and ask if they can switch shifts with you or take your shift. If someone takes it, make sure their name is written on the sign-up sheet. If still no one can take it, you are responsible to work the shift.

3. Others working the desk are not automatically responsible for covering your assigned shift so, before you finalize plans, make sure you can definitely get your shift covered.

4. When asking others to take your shift, make sure you ask (not demand) in a kind, respectful way.

5. If a person has offered to take your shift and then later says they can’t work it, it is their responsibility, not yours, to get it covered.

6. If you are switching shifts/get someone to cover for you, make sure to write that on the sign-up sheet so the manager knows of any schedule changes (and this way, if no one shows, they know you got it covered and are not responsible.)

7. If you are covering another shift for someone, make sure you don’t go over the 20-hour limit for the week during fall and winter semesters or the 40-hour time limit for the week during spring/summer terms. The pay period starts on Saturday and goes until Friday.
8. There are a few extreme circumstances that constitute closing the desk if no one can take your shift. Examples of these include:
   a. Funerals
   b. Family Emergencies
   c. Car Accidents
   d. Emergency Doctor Visits
   e. If you believe your situation counts as an extreme circumstance, please reach out to the manager or Holly and we will let you know if it’s okay to miss your shift even though no one has offered to take it.

9. Examples of extreme circumstances do NOT include:
   a. Football games (Yes, even if you bought a plane ticket for an away game.)
   b. Vacations
   c. Test Reviews
   d. Intramurals

10. If you miss your shift for a non-extreme circumstance and don’t get it covered, you will be written up.

**Vacation Time Off Protocol**

- All vacations/life events need to be announced 1 month in advance
  - First 2 weeks: You try to get it covered.
  - If no one has covered it by 2 weeks before your vacation, involve the team lead/manager to get it covered.
- If it’s a last-minute vacation (within the next week or two), you either get it covered or you cannot go. If it’s not covered, it counts as a strike (max=3 strikes).
- Anything over 48 hours needs to be approved by Holly

**Fixing Time Errors**

1. Having a time error means not clocking in and/or out at the correct times. You will be notified of extreme time errors (forgetting to clock out) when you clock in and out; however, all time errors (extreme or not) should be fixed as soon as possible.
2. Some errors you can fix yourself by logging into ‘myBYU’, clicking on the “My Timesheet” button in your Y-Time portal, and entering in the missed time in the corresponding box. This can only be done if there is a blue box in the missing time slot.
3. You can rarely fix time errors on your own so if you do have one and can’t fix it yourself, talk to Holly and she will make the corrections for you.

**Walk through of the SFH/RB**

1. Custodians:
a. **RB Custodians:** The RB custodians are located in 141/155 RB, on the left side of the hallway. The main lost and found for the RB is found in their office, RB 155. They bring all lost and found items to the WILK lost and found each morning.
b. **SFH Custodians:** The SFH custodians are located in 76 SFH, in the hallway under the bleachers and between the track with the slanted ceiling. The SFH custodians are in charge of the lights and gates for the outdoor fields and tennis courts.

2. **Dance Office:**
   a. The Dance Office is upstairs at the north end of the building, room 294 RB. It’s upstairs in the last hallway on the right and around the corner.

3. **Elevators:**
   a. There are two elevators in the RB, one around the corner to our left (just past the main south door entrance) and another down at the north end in the last hallway on the right by room 185.

4. **Exercise Science Office:**
   a. The Exercise Science Office is located in room 106 SFH, just on the east side of the track.

5. **Facilities:**
   a. Facilities is located in room 145. You can access their office by walking through the glass side doors in gyms 144 and/or 146.

6. **Golf Green:**
   a. We have a small golf green outside by the outdoor tennis courts and is only open to those who are currently enrolled in a golf class.

7. **Gyms:**
   a. There are five gyms in the RB (134, 138, 144, 146, and 156) and one divided into three areas in the SFH (east, center, and west courts).
   b. The SFH courts are combined, and unavailable, during volleyball games, gymnastics meets, and other events.

8. **Indoor Practice Facility:**
   a. The Indoor Practice Facility is west of the SFH and south of the big Y lot. There are no open play hours for the IPF.

9. **Indoor Tennis Courts:**
   a. The indoor tennis courts are located just south of the SFH, north of the outdoor courts, and east of the soccer field. Patrons are allowed to play on them whenever the teams and classes are not on the courts. They can make reservations to play on them but it’s not a requirement.

10. **Indoor Track:**
    a. The indoor track is located on the west end of the SFH.

11. **Intramural Fields:**
    a. Field maps can be found online at intramurals.byu.edu, along with other Intramural information.
12. Locker Rooms:
   a. **Richards Building**: The men’s locker room is located on the west/left side of the long hallway, room 139 RB about a third of the way down. The women’s locker room is located on the west/left side of the long hallway, room 161 RB almost to the end of the hall.
   b. **Smith Field House**: The men’s and women’s locker rooms are located at the east end of the indoor track.

13. Mail Drop:
   a. There is a mail drop upstairs across from the first gym’s upper window. There are drop boxes for campus, the RB, general US mail, and packages.

14. Music, Dance, and Theater Department:
   a. The music, dance, theater department is on the North end of the building and most of the rooms are in the 1000s/2000s (the last two hallways on the right both downstairs and upstairs). The dance performance stage is room 185 RB or 166 RB if entering from the side hallway.

15. Outdoors Checkout:
   a. It’s the checkout office for the Recreation Management department. Their office is just right outside the RB, room 171 RB. It’s straight down the hall and through the brown door at the end of the hall and on the east side of the building.

16. Outdoor Fields:
   a. There are various sports fields that BYU owns. We don’t have scheduled free play on any of them, but a couple of them can be scheduled out through Campus Scheduling.

17. Outdoor Tennis Courts:
   a. The 14 outdoor tennis courts are south of the SFH and indoor tennis courts, and kitty-corner to Brick Oven.
   b. Outdoor tennis courts are not available for reservations; they are on a first come, first serve basis.
   c. The tennis courts are open from sunrise to sunset, unless they are being used for classes, practices, and camps. The outdoor courts are open almost all year round except for their closure from the end of the first block of fall semester to the beginning of the second block in winter semester. If there is bad weather, the tennis courts will not open for any reason.
   d. The SFH custodians are responsible for turning on the lights and opening the gates. Do not call the custodians to turn on lights or open the courts for patrons wanting to participate in open play. The lights only come on for scheduled events. If the gates are closed and locked during the day, that means that there is ice on the courts, and it is not safe for open play.

18. Outdoor Track:
a. The outdoor track is open to the public when it is not scheduled. It’s south of LaVell Edwards Stadium and north of Helaman Halls. There are restrooms on site.

19. Pool:
   a. The pool is on the west/left side of the building and is accessed through respective locker rooms. There is also a door in the hallway that leads to the pool. That door can only be used with a lifeguard’s permission to allow guests of the opposite sex into the pool.
   b. No flotation devices are allowed in the pool, but children can use life jackets.
   c. Women must wear either a modest one-piece suit or modest tankini; they cannot be low cut, or a V cut. Men must have suits with at least a 3-inch inseam.

20. Pool Observation Deck:
   a. We have an observation deck for people who would like to watch events at the pool. It’s on the 2nd floor and through the double doors at the top of the first stairwell on the left, room 241 RB.

21. Printing/Computers:
   a. There is one computer kiosk and printer in the RB. It requires a BYU net ID to login; there are public access ones in the Harold B. Lee library.
   b. The computer and printer are located in the first stairwell on the left (walking towards dance end of hallway) by the vending machines. It gets jammed fairly often. It belongs to BYU’s OIT (2-8255) so call them if there are ever any problems with the printer.
   c. The next nearest printer is in room 353 of the Student Athlete Building. There isn’t one in the SFH.

22. Racquetball/Wallyball Courts:
   a. The Racquetball/Wallyball Courts are located at the east of the RB. The easiest way to get to them is by going down the first hallway on the right (walking towards dance end of hallway) and through the three sets of double doors.
   b. Courts 4-12 are for racquetball only. Courts 2, 3, 13, and 14 are for racquetball and wallyball. When taking reservations, don’t put racquetball reservations in any of the wallyball courts, keep these open for wallyball reservations.

23. Spin Room:
   a. The spin room is right next to the racquetball courts. It’s room 137A. The easiest way to get to it is by going down the first hallway on the right and through the three sets of double doors.
   b. The spin room is only unlocked for SWELL, Aerobics, and Faculty Wellness classes. There is no open play for the cycling room. We have a key to this room if needed.

24. Student Wellness Office:
   a. The Student Wellness office is our office. 112 RB.
25. **Tunnel:**
   a. There is a tunnel linking the RB and the SFH. The stairs down to the tunnel are just south of the RB 112 window and come up near the athletic team bulletin boards in the SFH. Anyone is allowed to use it.

26. **Vending Machines:**
   a. There are two vending locations in the RB. The first is in the first stairwell on the left by the computer kiosk/printer and the other is just past the Intramural office on the right (this one has microwaves people can use).

27. **Weight Room:**
   a. **Student Weight Room:** The student weight room is located on the second floor in the SFH, room 293.
   b. **Women’s Gym:** The women’s gym is located in the women’s locker room in the RB, room 161.
   c. **Faculty Weight Room:** The faculty weight room is in the SFH on the east end of the track, room 134.

28. **Y-Be-Fit:**
   a. The Y-Be-Fit office is located at the southern end of the main hallway, room 127 RB. They are in charge of Bod-Pod testing, among other things.