

# **POLICIES & PROCEDURES**

## **Mission Statement**

The mission of the Recreation Center is to encourage a lifetime of health and wellness for residents of Wasatch County by promoting the physical, social, and emotional benefits of physical activity and enrichment classes. To that end, a wide array of recreational programs and services have been created and offered in an effort to increase knowledge about and provide opportunities for the development of healthy behavior patterns.

## **General Policies:**

The Wasatch County Parks and Recreation policies are as follows:

All Guests must be registered/signed-in with the front desk.

Shirts and Shoes must be worn at all times.

All youth under the age of 18 must provide a school ID or Driver's license to be entered into our system for identification purposes.

Youth under the age of 15 must be accompanied by an adult 18 years or older at all times in the facility. Children may not be left in one area while the accompanying adult is in another area or on the track.

Note that at all times, Recreation Center programs take precedence in all areas.

Animals are not allowed in the building except those assisting individuals with a disability.

Bicycles, roller blades, and skateboards are not allowed in the building, except during toddler time at which time only children 4 and under may use them on a basketball court.

Bicycles are not to be locked, chained, or attached in any way to the building structure or handrails. In such circumstances the bicycles will be removed.

The Recreation Center has zero tolerance for violence or intimidation of any sort. Any physical abuse of any person or conduct that threatens or endangers the health and safety of any other user will result in immediate removal, disciplinary actions, and/or revocation of privileges at the discretion of the Center Director, to include permanent loss of privileges.

Loitering is not permitted in or around the Recreation Center. Those who are loitering, or not using the facility for its intended purposes will be asked to leave. If you have been asked to leave on multiple occasions for loitering or other reasons, your Recreation Center privileges may be revoked indefinitely at the discretion of the Center Director.

At the discretion of the front desk staff, excessive exiting and re-entering is not permitted and will be limited depending upon compliance with other rules (i.e. loitering, bringing in food, etc.)

The Recreation Center interprets vandalism as the willful or malicious destruction or defacement of property. The Recreation Center has zero tolerance for any damage caused by vandalism. Individuals who commit vandalism will permanently relinquish all Recreation Center privileges. Beyond loss of privileges, Parks and Recreation reserves the right to pursue reimbursement for damages.

Food and drink will only be allowed in the multi-use classrooms. All other areas are for exercise and recreational activity. Sports Drinks in plastic bottles with re-sealable tops and water bottles are permitted.

Open flames are not permissible inside the facility.

Patrons are accommodated and kept safe to the best of the ability of the Wasatch Recreation Center within the parameters of existing policies. Any patron who vocalizes the intent of taking legal action against the Wasatch Recreation Center, Wasatch Co Parks and Recreation and/or Wasatch County or any of the staff, instructors and/or coaches will be asked to leave the premises (as recommended by the Utah Counties Indemnity Pool) in order to avoid aggravating the circumstances.

For Membership purposes, a family is defined as one or two parents and up to four of their

children who are living at the same address. Couples must also be married and living at the same address to purchase a couple membership.

For Membership, Reservations, and Daily Fees purposes, a Resident is defined as someone who lives or owns property within the boundaries of Wasatch County and can verify the address (including zip code) of the home or property. All others are considered non-residents.

The Center Director must clear all posters, flyers, signs, etc. Displays may only be posted on approved cork boards. They may not be attached to the building walls (interior and exterior), doors, windows, rails or any other painted surface. The Recreation Center retains the right to limit the number, location, and duration of posting.

The Recreation Center assumes no responsibility for personal items. All patrons are encouraged to secure their own possessions. Theft should be reported immediately to the staff at the Front Desk who will file an incident report with HCPD.

Patrons are responsible for any Recreation Center equipment they may have rented from the Front Desk. In the event of theft or loss of equipment, the responsible party will be billed for the cost of the item plus an additional \$25.00 replacement fee.

The Recreation Center offers free locks to Rec Center patrons for use in Recreation Center locker rooms. Personal locks may be used on the lockers for day use only. The patron must be present in the Recreation Center in order to use the lockers and all items must be removed from the locker when the patron leaves the Recreation Center.

Members and Guests are responsible for any damage incurred to equipment and building in the Rec. Center, and will be charged replacement and/or repair costs.

Reservations cannot be made for any of the Recreation Center facilities with the intention of conducting instructional or enrichment classes at a cost to the participants without the consent of the Recreation Center Director through a Disclosure of Compensation Contract.

Residents may not reserve the facility on behalf of non-residents.

Facility reservations (other than classroom) may be made up to 7 days in advance by Wasatch County Residents, 5 days in advance for non-residents, and a minimum of 2 hours prior to desired usage. **NEW: 7 day advance reservations will only be taken after 8am.** The guest or member who makes the reservation must be present during the reservation period and is responsible for the conduct and for damage incurred to equipment or building in the reserved area during the period of reservation. Charges will be levied for necessary repairs.

Patrons who are using the facility without a reservation may be asked to conclude their activity after 90 minutes if there are others waiting to use that area. (60 min for turf areas) Patrons who have made a reservation will be asked to conclude their activity at the end of the reservation period if there are people waiting to use the court or turf.

The Recreation Center has zero tolerance for any infraction of its policies. Failure to comply with any of the rules of the Recreation Center may result in a revocation of facility privileges at the discretion of the Center Director—no warning is necessary prior to being asked to leave the premises. Any individual attempting to re-enter the facility during a period of privilege revocation, will permanently lose all Recreation Center privileges. Additionally, any second infraction will result in permanent loss of Rec Center privileges.

The Recreation Center staff will take the following steps when there is an infraction of the rules:

1. Address the infraction with the individuals concerned.
2. Issue a warning of ejection if the infraction is minor.
3. If the infraction is determined by staff to be other than minor, eject the individual(s) by escorting them to the front desk, taking and verifying their name and phone number.
4. Before they are escorted off the premises, inform the individual(s) that each of them along with a parent must meet with the Center Director to discuss the infraction. At this time the individual will be given the length of privilege revocation and will sign a memorandum of understanding.

5. If at any point during this process the individual(s) become uncompliant, physical and/or violent, Recreation Center staff and security will only use the amount of physical force necessary to gain the individual's compliance or restrain the individual for the safety and well-being of other patrons and staff.
6. If the individual(s) continue to be non-compliant, Rec Center staff and/or security will call Heber City Police to intervene in the situation, and the individual(s) will be subject to the Recreation Center punitive action listed above as well as any action determined necessary under the law.

## **CONTRACTED SERVICES PROFESSIONALS/PARAPROFESSIONALS**

All professionals, paraprofessionals, individuals, organizations or businesses, using the Wasatch County Recreation Center for an organized activity are required to be under contract with WCPR even if the individual or entity is not receiving compensation for their instruction. A required fee of 25% of gross revenues will be paid to the Wasatch Recreation Center to cover the costs of the facility i.e. court/turf fees, registration fees, advertising costs, staffing, utilities and general maintenance. The contracted professional must coordinate with assigned Program Coordinator or the Recreation Center Director to determine the dates, times and fee schedule of the proposed program. Any individual, organization, or business conducting programming in the Recreation Center without the consent of WCPR will be asked to cease operations without compensation from WCPR, and may be asked to relinquish all future Recreation Center user privileges.

Any individual, organization or business interested in a contracted services agreement for conducting programming at the Recreation Center must first submit a proposal for conducting the activity, recognizing that due to the nature of a multi-use facility, allotted time and space for each activity will be limited. In accordance with applicable non-discrimination and equal opportunity regulations, any qualified, legitimate entity submitting a proposal will be considered for WCPR programming pending background checks on instructors (at the expense of the proposing entity), and reference checks to determine qualification. The Wasatch Recreation Center reserves the right to restrict any programming in order to minimize conflicts with similar activities, conflicts with over-scheduling specified area of the facility, and/or conflicts with open play/membership usage. Additionally, any program must be available to all Wasatch County residents that fall within the target age group of the proposed program and who register within the registration time period and/or capacity limits. Programs cannot restrict registration based on individual ability or membership in another organization.

## **INDEPENDENT INSTRUCTORS/COACHES**

All professionals, paraprofessionals, individuals, organizations or businesses, using the Wasatch County Recreation Center for an organized, instructional activity are required to be under contract with WCPR even if the individual or entity is not receiving compensation for their instruction. Furthermore The Wasatch Recreation Center may not be used by a private individual, business or organization to conduct lessons, clinics or instruction of any sort for which the individual, business or organization is receiving compensation, unless one of the following applies:

1. There is a contractual agreement with Wasatch County Parks and Recreation and the Wasatch Recreation Center as a contracted services provider.
2. There is a signed Disclosure of Compensation for Services contract

3. The organization is a not for profit entity, and the articles of incorporation indicating it as such are on file with the Recreation Center Director.

The Disclosure of Compensation for Services is a contract that attests that the individual, business or organization either:

1. Has not received, is not receiving and/or will not receive compensation for their instructional services. (For purposes of this disclosure, participation fee waivers are not considered compensation, however payment or any other compensation from the individuals under instruction or from another organization, business, and/or individual(s) constitute compensation.

2. Has 5 or fewer people under their instruction for which they are receiving compensation for their instructional services, in which case, 25% of the gross amount of that compensation must be paid to the Wasatch Recreation Center. Under this option, instruction is limited to the individuals listed on the disclosure, with no substitutions or additions. Additions also cannot be made by adding an additional “instructor” for the same time and same facility space. Furthermore, the Wasatch Recreation Center is a public facility and any monopolization of usage can result in refusal of reservations at the discretion of the Parks and Recreation Director and/or the Wasatch Recreation Center Director. This provision is made in an effort to prevent an entity from abusing the policy to the extent that it continually inhibits others from using the same amenities.

The Disclosure for Compensation of Services does not provide for any special usage privileges or reservations of the Wasatch Recreation Center facilities, and the standard Wasatch Recreation Center public usage policies apply in which each individual and instructor must pay entry fees and reservation fees when/if reservations are made.

Signature on the Disclosure for Compensation of Services, signifies that the individual, business, or organization is not in violation of the public use policy of the Wasatch Recreation Center and that if at any time it is determined there is a violation, the Wasatch Recreation Center user privileges of the instructor and those associated with the violation may be revoked indefinitely at the discretion of the Wasatch Co Parks and Recreation Director and/or the Wasatch Recreation Center Director.

## **MINOR POLICY**

Youth under 15 years of age must be accompanied by an adult 18 years or older at all times in the facility. An accompanying adult may not leave the child unattended at any time and may not leave the child in one area while they are in another area or walking the track.

Individual restrooms are available in the main hallway for children who cannot be accompanied by a legal guardian of the same gender.

If a child under the age of 15 is left unaccompanied in the Recreation Center facilities, the guardian will be contacted and the family’s privileges may be suspended or revoked.

Parents or Legal Guardians are responsible for any damages caused by their child and will be charged accordingly.

Patrons may be required to show an ID for proof of age prior to entering the Recreation Center. SIS is not an acceptable form of age verification because of a student’s ability to alter the information. Youth who attempt to enter the facility under false information will be banned indefinitely.

Youth who enter the facility to practice with a coach/team cannot enter until the coach arrives and must leave the Rec Center as soon as practice is finished unless an adult stays with them.

## **CONDUCT**

Standards of Conduct: Recreation Center users assume an obligation to act in a morally responsible manner, cooperate with staff and display sportsmanship-like behavior while utilizing the Recreation Center. All users are encouraged to exercise good judgment in caring for the safety of others as well as themselves. In addition to the General Policies listed previously, guidelines of conduct include, but are not limited to, the examples outlined below:

Offensive Words and Actions:

- Spitting on floors, on others or in drinking fountains is prohibited.
- Use of obscenity, insulting language, swearing, or profanity is prohibited.
- Harassment and hazing of other patrons or staff are prohibited.

Such actions could include, but are not limited to any activity that might reasonably bring embarrassment or emotional, psychological or physical harm to an individual or might degrade or otherwise compromise the dignity of an individual. Any of the aforementioned conduct and any conduct not mentioned but deemed inappropriate by staff will result in action such as listed under General Policies for infractions of the Recreation Center rules.

Recreation Center employees have the authority to demand that unruly Recreation Center users and/or guests leave the Recreation Center if their conduct necessitates such action. Examples include, but are not limited to: vandalism, spitting on the floors or at others, hanging from basketball rims, yelling, fighting, climbing divider nets, accessing restricted areas, and/or violating the Recreation Center rules and regulations. Any of the aforementioned conduct and any conduct not mentioned but deemed inappropriate by staff will result in action such as listed under General Policies for infractions of the Recreation Center rules.

## **HEALTH & SAFETY ISSUES**

It is strongly recommended that users have a medical examination as well as adequate health and accident insurance prior to utilizing the Rec Center. Patrons participate in recreational activities at their own risk.

If the fire alarm sounds, all users must exit immediately. Fire drills may be held to ensure members and guests are aware of emergency procedures. During an evacuation, everyone is asked to remain calm and cooperate fully with staff. Pulling a fire alarm falsely is strictly prohibited and is punishable under law and by revocation of Recreation Center privileges.

All Recreation Center users are responsible for maintaining a safe environment.

Cooperation of everyone is necessary to ensure the Recreation Center operates properly.

Recreation Center staff reserves the right to refuse service and eject any user and/or guests who engage in verbal and/or physical abuse of other members, guests or staff.

Activity that is destructive or appears to be unsafe is prohibited and will result in the responsible individual paying retribution of repair costs and expenses relating to the destructive act.

Tackle Football or any other high contact sport is not allowed in the Rec Center unless it is an organized Parks and Rec program under the supervision of a certified coach, or is approved by the Rec Center Director.

For safety purposes, patrons are only allowed to hit baseballs and softballs in the batting cages, lacrosse is only allowed in the turf areas, racquetball and handball are only allowed on the racquetball courts, and soccer/futsal is only allowed on the turf areas and courts 1&2. In addition, to keep patrons safe and avoid injuries, all patrons should exercise the strictest safety precautions in their activities.

All injuries (minor and major) sustained with the Recreation Center and any unsafe conditions must be reported to the nearest staff member immediately. All notable incidents will be recorded on an incident report.

Open flames are not permissible inside the facility.

# **FACILITY RESERVATIONS**

## **Class Rooms and Party Room**

Classroom and Party Room reservations can be made at any time in advance with a minimum of 2 hours prior to the desired reservation. This facility is deemed to be a public building; therefore gambling, smoking, using illegal drugs and consuming alcoholic beverages is prohibited. Gambling, illegal drugs and alcoholic beverages will not be permitted in the building or upon the grounds. Violation of these provisions of the rental agreement will terminate the agreement and no refunds will be given.

Excessive noise and disorderly conduct will also be grounds to terminate the rental agreement. Lessee is responsible for the conduct of those in attendance and for any damages that occur as a result of Lessee's usage.

The Lessee will be responsible for all damages done to the facility and grounds and will pay for the repairs or professional actions needed to repair the facility to its pre-rental condition. Any decorations or equipment belonging to the Lessee must be removed immediately following the activity. WCPR and the Wasatch Recreation Center are not responsible for any property that is left after the activity.

All applicants must post a refundable \$100.00 deposit. Failure to clean the rented area adequately upon completion of the applicant's event shall result in forfeiture of the deposit.

If the deposit is not sufficient to cover the necessary cleaning, damage repair, or any other unforeseen circumstances that arise as a result of Lessee's function, the Lessee will be required to cover the costs, and will be invoiced as such. Maximum classroom occupancy is 50 people per classroom. Lessee's violation of the maximum occupancy will terminate this lease without refund.

Rental of any Parks and Recreation facilities is not allowed for business use in which a fee is charged to participants. In the event that money will be collected for any purpose, i.e. a fundraiser, such activity must first be approved by Parks & Recreation.

Rental of the Class Room for party purposes includes entry for 10 people into the Recreation Center. Rental of the Party Room include entry for 20 people. If there are more individuals using the Recreation Center area outside of the classroom or part room, then the Lessee will be charged the standard entry fee for those individuals.

## **Tennis Courts**

For court reservation and information, please call 435-657-3240.

Reservation Times are divided into ½ hour blocks.

Reservations for residents will be taken from 7 days in advance (beginning at 8am) down to 2 hours prior to desired playing time, and 5 days in advance for non-residents.

Only one court may be reserved per player for a maximum of 1 ½ hours.

All court reservations are forfeited if ten minutes late.

If you make a reservation and cannot play, please call to release the court at least 24 hours prior to reservation time. Cancellations made less than 24 hours prior to reservation time will not be refunded.

All reservations must be pre-paid.

Since the Wasatch Recreation Center is a multi-use facility, no refunds will be given due to the “noise” of other patrons using the facility.

Non-reservation or “walk-on” use of the tennis courts is for a maximum of 90 minutes, starting from the time the earliest patron arrived. Additional time may be permitted if demand allows.

Note that at all times, Recreation Center programs take precedence on all facilities.

If a tennis court is not under reservation, tennis will have priority over another sport. The Rec Center staff may ask individuals to vacate the court if a reservation has not been made and someone else wants to use the court for tennis. This is not applicable when a reservation has been made for a tennis or a non-tennis sport.

Rackets are available for rent; charges will be assessed for equipment that is returned in damaged condition.

A ball machine is available for those 18 years and older or accompanied by an adult. The machine is an additional \$10/hour charge, rented only on an hourly basis.

To keep patrons safe and avoid injury, all patrons should exercise the strictest safety precautions on the tennis courts, i.e. discontinue playing when others cross within the court area.

## **Racquetball Courts**

For court reservation and information, please call 435-657-3240.

Reservation Times are divided into ½ hour blocks.

Reservations for residents will be taken from 7 days in advance (beginning at 8am) down to 2 hours prior to the desired playing time, and 5 days in advance for non-residents.

Only one court may be reserved per player for a maximum of 1 ½ hours.

All court reservations are forfeited if ten minutes late.

If you make a reservation and cannot play, please call to release the court at least 24 hours prior to reservation time. Cancellations made less than 24 hours prior to reservation time will not be refunded.

All reservations must be pre-paid.

Non-reservation or “walk-on” use of the racquetball courts is for a maximum of 90 minutes, starting from the time the earliest patron arrived. Additional time may be permitted if demand allows.

Note that at all times, Recreation Center programs take precedence on all facilities.

If a racquetball ball court is not under reservation, racquetball, wallyball or handball will have priority over another sport. The Rec Center staff may ask individuals to vacate the court if a reservation has not been made and someone else wants to use the court for racquetball, wallyball or handball. This is not applicable when a court reservation has been made for any sport.

Rackets are available for rent; charges will be assessed for equipment that is returned in damaged condition.

To keep patrons safe and avoid injury, all patrons should exercise the strictest safety precautions on the racquetball courts, i.e. wear eye protection, don't intentionally hit or throw balls at other individuals, etc.

## **Multipurpose Courts**

For court reservation and information, please call 435-657-3240.

Reservation Times are divided into ½ hour blocks.

Court reservations may consist of half court or full court usage.

Reservations for residents will be taken from 7 days in advance (beginning at 8am) down to 2 hours prior to the desired playing time, and 5 days in advance for non-residents.

Only one court may be reserved per individual for a maximum of 1 ½ hours.

All court reservations are forfeited if ten minutes late.

If you make a reservation and cannot play, please call to release the court at least 24 hours prior to reservation time. Cancellations made less than 24 hours prior to reservation time will not be refunded.

All reservations must be pre-paid.

Note that at all times, Recreation Center programs take precedence on all facilities.

Equipment is available for rent; charges will be assessed for equipment that is returned in damaged condition. To keep patrons safe and avoid injury, all patrons should exercise the strictest safety precautions on the courts. All courts are usable for basketball, volleyball pickleball and spikeball. Only courts 1 & 2 can be used for soccer/futsal. Patrons should not use the basketball courts for racquetball, lacrosse or baseball/softball.

## **Multipurpose Turf**

For court reservation and information, please call 435-657-3240.

Reservation Times are divided into one hour blocks.

Only one turf may be reserved per individual for a maximum of 1 hour.

Reservations for residents will be taken from 7 days in advance (beginning at 8am) down to 2 hours prior to the desired playing time, and 5 days in advance for non-residents.

All field reservations are forfeited if ten minutes late.

If you make a reservation and cannot play, please call to release the court at least 24 hours prior to reservation time. Cancellations made less than 24 hours prior to reservation time will not be refunded.

All reservations must be pre-paid.

Non-reservation or “walk-on” use of the turf field is for a maximum of 60 minutes, starting from the time the earliest patron arrived. Additional time may be permitted if demand allows.

Note that at all times, Recreation Center programs take precedence on all facilities.

Equipment is available for rent; charges will be assessed for equipment that is returned in damaged condition.

Batting of baseballs or softballs is not allowed on the turf area. Groundballs, soft toss balls, etc. are all considered batting and not allowed. Hitting of wiffleballs and soft heavy-weight training balls is allowed but batter must be 20 ft away from any netting.

Tackling for football or Rugby is not allowed in the Rec Center unless it is an organized Parks and Rec program under the supervision of a certified coach.

Golfing on the turf is only allowed North to South on Monday-Friday 9am-1:30pm, except during Holidays (including school holidays). Golfing on the turf may also be interrupted or ended if patrons begin using the track, at which point the golfer is welcome to use the simulator for \$10/hour.

To keep patrons safe and avoid injury, all patrons should exercise the strictest safety precautions on the turf.

## **Batting Cages**

For court reservation and information, please call 435-657-3240.

Reservation Times are divided into ½ hour blocks. Cage reservations may consist of one cage usage.

Reservations for residents will be taken from 7 days in advance (beginning at 8am) down to 2 hours prior to the desired playing time, and 5 days in advance for non-residents.

Only one cage may be reserved per individual for a maximum of 1 ½ hours. All reservations must be pre-paid.

All cage reservations are forfeited if ten minutes late.

If you make a reservation and cannot play, please call to release the court at least 24 hours prior to reservation time. Cancellations made less than 24 hours prior to reservation time will not be refunded.

Non-reservation or “walk-on” use of the batting cages is for a maximum of 90 minutes, starting from the time the earliest patron arrived. Additional time may be permitted if demand allows.

Note that at all times, Recreation Center programs take precedence on all facilities.

Equipment is available for rent; charges will be assessed for equipment that is returned in damaged condition.

Even if batting cages are full, batting will not be allowed on the turf areas.



Pitchers must use the pitching screen and batters must wear a helmet when batting. Do not swing bats outside of netted area. To keep patrons safe and avoid injury, all patrons should exercise the strictest safety precautions in and around the batting cages.

## **Golf Simulators**

18 & older unless accompanied by an adult.

No rental equipment available

Reservation Times are divided into 1 hour blocks.

Simulator users must also pay the Rec Center entrance fee.

Reservations for residents will be taken from 7 days in advance (beginning at 8am) down to 2 hours prior to the desired playing time, and 5 days in advance for non-residents.

Only one simulator may be reserved per person.

If you make a reservation and cannot play, please call to release the court at least 24 hours prior to reservation time. Cancellations made less than 24 hours prior to reservation time will not be refunded.

To keep patrons safe and avoid injury, all patrons should exercise the strictest safety precautions in the golf simulators.

## **FACILITY SCHEDULING**

The Recreation Center's facilities are available for reservation for all County residents and guests.

Our primary goal is to provide leisure recreation within the facility during all hours of operation.

The Recreation Center will strive to have some areas open for "walk-in" recreation at all times, however there will be times when a court or turf will not be available.

Parks & Recreation programs take precedence throughout the Recreation facility. All other

Reservations are considered on a first come-first served basis and made up to 7 days in advance or unlimited advance for multi-use classrooms by calling 435-657-3240. (5 days in advance for non-residents.) 7 day advance reservations will not be taken until 8am. Any cancellations must be done one day prior to reservation; otherwise, all fees will be forfeited.

The Wasatch Recreation Center can be entirely or partially reserved for special events. These events are considered on a case by case basis, depending on desired hours of usage and areas needed in the facility. Events will be limited to one event per year per organization unless otherwise determined that the event does not excessively inhibit facility usage for others. Event scheduling must be handled with the Recreation Center Director or the WCPR Director.

Non-profit organization events and/or non-profit fundraising events fall under event scheduling. Facility usage and entry fees will be according to standard pricing.

## **EXCHANGE OF SERVICES**

The Wasatch Co Recreation Center will be made available to High School Athletic Programs during specific hours as determined by WCPR. During these times, use of the facility will be at no charge to the high school due to the exchange of services agreement.

Court/Fields: The WCRC will make available courts/fields as to be determined. Times will be set by the Recreation Department Director and/or the Recreation Center Director and the Wasatch High School Athletic Director(s).

Supervision: Wasatch School District must have Adult Coach supervision at all times that the school is using the Recreation Center Facility for a previously scheduled practice at no charge. All other circumstances will require an entrance fee and reservation fees.