

SACRAMENTO STATE
AQUATIC CENTER

A PROGRAM OF ASSOCIATED STUDENTS, INC.

EMPLOYEE

HANDBOOK

Practices and Procedures

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1 WELCOME TO ASSOCIATED STUDENTS, INC. AT THE SAC STATE AQUATIC CENTER

Welcome to the Associated Students, Inc. at Sacramento State Aquatic Center's team. We hope you find your time with us both enjoyable and productive. The staff orientation manual has been designed to provide you with the basic knowledge needed while working in the Aquatics Department at our facility.

Prior to the start of your first shift, you will have an orientation of the facility, complete with access to the ASI Human Resources Policy Manual. By this time, you should have completely read through this manual. Please ask any questions pertaining to this manual and your facility's practices and procedures during this orientation. Prior to your first shift, you will be responsible for the information presented.

As a member of our team, you are expected to portray the mission, policies and procedures of ASI and subsequently of the Aquatic Center as explained on the following pages. These statements outline the philosophy you will be working under while employed here at the Aquatic Center.

The Sac State Aquatic Center is an exciting family and community organization that provides its members, program participants and staff the opportunity to grow, learn and thrive.

We look forward to working with you.

Ref. – ASI Policy Manual Introduction

2 ABOUT THE AQUATIC CENTER

The Sacramento State Aquatic Center is a cooperative operation of the Associated Students Inc. of California State University, Sacramento, the University Union of Sac State, California Division of Boating and Waterways, California Department of Parks and Recreation and sits on Federal Bureau of Reclamation land. The center was established in 1981 and has provided instruction to thousands of students. The center offers university kinesiology classes, leisure classes for the general public, competitive teams, and a series of progressive summer camps and youth programs. The center was established to augment the academic curriculum at Sacramento State. The Aquatic Center is open to students, faculty, staff, and alumni of Sac State as well as the general public. All students, faculty, staff, and members of the alumni of Sac State receive a discount with their Sac State identification card. Our facility occupies eight acres of land and is one of the finest in the state. Features include: beach area, picnic tables, barbeques, four docks, classrooms, and convenient parking.

The Aquatic Center is a regional boating instruction safety center as part of a program funded by the California Division of Boating and Waterways. The Division of Boating and Waterways funds boating facilities, boating safety education, and supports boating law enforcement in California. A portion of

the equipment at the center is provided by the department to enhance boating safety education in California.

A CAPSULE HISTROY OF THE HOME OF THE AQUATIC CENTER

Briefly Summarized By: Bob Whitford

When Congress appropriated the funds to build the Folsom Dam in the early 1950's, the Sacramento area finally had flood protection, waters storage and hydro-electric power it sought for decades. As part of that project a dam and catch basin was built that would help regulate the downstream area of water released into what would forever be called the "Lower American River". Thus, Nimbus Dam and Lake Natoma were built.

Mitigation was required to protect the thriving salmon and steelhead runs which returned annually to their spawning grounds, now blocked by Nimbus Dam. The Bureau of Reclamation built and maintains a hatchery which is operated by the California Department of Fish and Game.

In the mid 1970's, a collaborative group of water users and consumers partnered with the Bureau of Reclamation to build a canal (the Folsom South Canal) leading from Lake Natoma and terminating at SMUD's nuclear power plant, Rancho Seco. This diversion of water from the Lower American was ruled illegal and the dewatering ordered to stop.

It is at the head of the Folsom South Canal that an eight acre peninsula was formed. The peninsula was first home to the project headquarters for the construction crew building the canal, then the peninsula was turned over to California State Parks where the California Conservation Corps used the facility to build park signs and picnic tables. In the 1980's the use of this facility waned and became surplus. In 1981, the Associated Students of California State University, Sacramento (ASI) in collaboration with the University Union and State Parks reached a land use agreement and the Sac State Aquatic Center relocated from their temporary home up lake to the little eight acre peninsula and established a permanent home.

Just before the turn of the millennium, the Sac State Aquatic Center received a capital improvement grant from the California Department of Boating Waterways (DBAW) to build a flagship Boating Instruction and Safety Center (or BISC). For five years the Aquatic Center maintained operations while transforming from the out grown small metal building to a state of the art multi-use campus. In 2003 the realization of many hopes and dreams was opened to the public serving the mission of the Associated Students, Sacramento State University, DBAW, and the community of the greater Sacramento area.

3 CUSTOMER SERVICE

Every person who visits the Aquatic Center should be treated as a valued guest. As a member of the AC, you are responsible to ensure that each individual feels welcomed and important. To support this vision, the following operating principals will be exhibited:

- Customers are vital to our business.
- Customers are not dependent on us; we are dependent on them.

- Customers do not interrupt our work; they are the purpose for our work.
- Customers do us a favor when they call; we are not doing them a favor by serving them.
- Customers are not people to argue or to match wits with.
- Customers are people who bring us their wants, desires and leisure needs. It is our purpose to fulfill these needs.
- Customers are deserving of the most courteous and attentive treatment we can give them.
- Customers are the reason we have a job.
- Support the staff, T.E.A.M (Together Everyone Accomplishes More)

Things to remember:

- Smile - it goes a long way!
- Treat all customers and staff the way you expect to be treated.
- Use words that highlight the positive.
- Speak clearly.
- Educate the customers; explain the reasons “why.”
- Handle questions and/ or concerns both quickly and courteously.
- Recognize and solve problems before they become critical.
- If you do not know the answer to a question or concern, explain, “Let me find the answer you need,” and contact the appropriate person to find the answer and respond appropriately.
- Project a professional image that builds customer’s and staff’s trust.
- Take time to LISTEN.
- Greet customers by name whenever possible.
- Customers come here to relax and have fun.
- Customers needing further help should be directed to a supervisor.

Things to avoid:

- Making promises that cannot be kept or met.
- Pointing the blame or giving inappropriate information.
- Embarrassing yourself, the facility, or other staff.
- Arguing.
- Negativity.

Ref – ASI Policy Manual Standards of Conduct Policy 078, Violence in the Workplace Policy 113, Sexual Harassment Policy 003

4 AQUATIC CENTER MISSION AND CORE VALUES

4.1 ASSOCIATED STUDENTS, INC. AT SAC STATE MISSION STATEMENT

Associated Students, Incorporated provides: experiential education, leadership opportunities, student representation, various business and recreational services, campus life programs and activities that support the campus and greater Sacramento community.

Ref – ASI Policy Handbook about Mission Statement and Core Values

4.2 SACRAMENTO STATE AQUATIC CENTER MISSION STATEMENT

To provide a high quality boating and safety programs through education, recreation and competition.

Ref. – ASI Policy Manual Mission Statement and Core Values

4.3 SACRAMENTO STATE VISION FOR THE AQUATIC CENTER

To create a nationally recognized aquatic program and facility that will increase the status of the University and its degree's.

4.4 AQUATIC CENTER CORE VALUES

A - Assure the Public a Safe Environment

Q - Quality Instruction

U - Understand our Partners

A - Accountability

T - Team Work

I - Integrity

C - Customer Service

Ref. – ASI Policy Manual Mission Statement and Core Values

5 OPERATING PROGRAMS

5.1 RECREATIONAL PROGRAMS

Sailing, Windsurfing, Canoeing, Kayaking, Outrigger, Rowing, Wakeboarding, Water Skiing, Jet Skiing, Stand-Up Paddling, Power Boating, and Trailing.

5.2 YOUTH PROGRAMS

Summer camp, Spring Break Camp, After School Programs, Youth Groups, Team Building (Water Enrichment Training), Birthday parties, and Reservations.

5.3 SAC STATE KINESIOLOGY CLASSES

Olympic Rowing (KINS 14), Sailing (KINS 9,10), Water Skiing/Wakeboarding(KINS 12), and Windsurfing (KINS 11).

5.4 COMPETITIVE TEAMS/ CLUBS

Sac State Women's Rowing
Sac State Men's Rowing Club
Sac State Water Ski Team
Sac State Wakeboard Team
Capital Crew Junior Rowing
Capital Crew Apprentice Program
Sac State Master's rowing

5.5 MEMBERSHIPS AVAILABLE

Green & Gold (includes paddling, sailing & rowing), general affiliation, paddling membership, outrigger membership, sailing membership, rowing membership.

5.6 RENTALS AVAILABLE

Beach cruisers (bikes), kayaks, canoes, Hydro Bikes, pedal boats, *sailboats, *windsurfing, *rowing wherries, *stand-up paddle boards.

*Must be checked out on equipment prior to use. Check out can be done thru class or private lesson.

5.7 RESERVATIONS AVAILABLE

Classrooms/meeting rooms, beach area, upper deck, and Founder's Grove picnic area

6 IMPORTANT CONTACTS

6.1 AC CORE STAFF

	<u>Position</u>	<u>Cell Phone/ Nextel</u>	<u>Aquatic Center Extension</u>
Brian Dular	Director	(916) 496-0082	(916) 278-1111
Cindi Dular	Associate Director	(916) 496-0089	(916) 278-1112
Heather Wilhelmi	Operations Manager	(916) 496-2070	(916) 278-1110
DeDe Birch	Rowing Manager	(916) 496-2168	(916) 278-1122
Russell Moran	Facilities	(916) 496-2138	(916) 278-1108
Vacant	Waterfront Manager	(916) 479-0599	(916) 278-1117
John Tran	Operations Assistant	(916) 838-9945	(916) 278-1119
Kailei Foltmer	Youth Program Supervisor	(707) 696-4427	(916) 278-1106
Vacant	Supervisor Seasonal	(916) 496-XXXX	(916) 278-1104
Vacant	Weekend Supervisor	(916) XXX-XXX	

AC Extensions

Front Office	(916) 278-2842
Fax	(916) 278-1105

6.2 ASI/CAMPUS

Campus Operator	(916) 278- 6011
Business Office	(916) 278-6277
ASI Executive Director	(916) 278-7290

6.3 STATE PARKS

Gold Field District Office	(916) 988-0205
Dispatch	(916) 358-1300
Emergency Dispatch	(916) 988-7322
Nimbus Flat Kiosk	(916) 608-9496

6.4 MEDICAL CARE

Folsom Mercy Hospital	(916) 983-7400
Folsom Mercy Emergency	(916) 983-7470
Urgent Care Center, Folsom	(916) 984-8244
Folsom Rapid Care	(916) 673-1200

6.5 HAZARDOUS MATERIALS

Sacramento County	(916) 875-8550
Sac County after Hours	(916) 875-6990

6.6 FISH AND GAME

Depart. Of Fish and Game	(916) 358-2877
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6.7 PHOTOGRAPHY

Cindy Sullivan	(916) 797-6313
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6.8 FOLSOM LAKE

Folsom Park & Rec	(916) 355-7304
Folsom Point Kiosk	(916) 985-7758
Folsom Lake Marina	(916) 933-1300

7 EMERGENCY RESPONSE CALL LIST

1. Call 911

2. Notify on-call Supervisor

Brian Dulgar c: (916)496-0082 h: (916)939-0082

Cindi Dulgar c: (916)496-0089 h: (916)939-0082

Heather Wilhelmi c: (916)496-2070

DeDe Birch c: (916)496-2168

To be notified by Directors:

ASI Business Office (916)278-6277

ASI Executive Director (916)278-7290

3. Notify Appropriate Agency

CA State Parks Emergency (916)988-7322

CA State Parks Dispatch (916)358-1300

Sac State Campus Police (916)278-6851

Bureau of Reclamation (916)988-1707

Hazardous Material

 Sac County (916)875-8550

 After Hours (916)875-6990

Animal Control

 Sac County (916)452-3808 #39

8 AQUATIC CENTER SEASONAL HOURS

8.1 DECEMBER—JANUARY

Monday – Friday

Gate Hours: 7am – 6pm

Office Hours: 8am-5pm

Saturday & Sunday

CLOSED

Affiliated Hours

7am – 11am

8.2 FEBRUARY

Monday – Friday

Gate Hours: 7am – 7pm

Office Hours: 9am-6pm

Saturday & Sunday

CLOSED

Affiliated Hours

7am – 11am

8.3 MARCH

Monday – Friday

Gate Hours: 7am – 7pm

Office Hours: 8am-6pm

Saturday & Sunday

Gate Hours: 7am-7pm

Office Hours: 8am-6pm

8.4 APRIL

Monday – Friday

Gate Hours: 7am – 8pm

Office Hours: 8am-7pm

Saturday & Sunday

Gate Hours: 7am-8pm

Office Hours: 8am-7pm

8.5 MAY-JUNE-JULY-AUGUST

Monday – Friday

Gate Hours: 7am – 9pm

Office Hours: 8am-8pm

Saturday & Sunday

Gate Hours: 7am-8pm

Office Hours: 8am-8pm

8.6 SEPTEMBER

Monday – Friday

Gate Hours: 7am – 8pm

Office Hours: 8am-8pm

Saturday & Sunday

Gate Hours: 7am-8pm

Office Hours: 8am-8pm

8.7 OCTOBER

Monday – Friday

Gate Hours: 7am – 8pm

Office Hours: 8am-7pm

Saturday & Sunday

Gate Hours: 7am-8pm

Office Hours: 8am-7pm

8.8 NOVEMBER

Monday – Friday

Gate Hours: 7am – 7pm

Office Hours: 9am-6pm

Saturday & Sunday

Gate Hours: 7am-5pm

Office Hours: 9am-5pm

CLOSED CHRISTMAS BREAK THRU NEW YEARS.

HOURS ARE SUBJECT TO CHANGE. PLEASE CHECK WEBSITE FOR CHANGES.

GATE HOURS FOR MEMBERS ONLY.

9 STANDARDS OF CONDUCT

As an employee you agree to the following terms and conditions specific to the aquatic center:

9.1 BEING PREPARED

- Aquatic Center Certifications vary depending on the position held. They may include any of the following: CPR, First-Aid, California Boating Safety Certificate; Life Guard Training, and class B Driver's License. Proof of certifications must be provided to the program supervisor.
- Read and understand the Sacramento State Mission Statement, Core Values, and Policies.
- All necessary aquatic classes will be completed. This may include: sailing, windsurfing, canoeing, kayaking, rowing, jet skiing, water skiing, power boating and trailering.
- All staff should be prepared for the conditions for which they will be working. This includes bringing: proper footwear, **sun block**, sunglasses, a hat, foul weather gear, plenty of water, food, a towel, and watch.

9.2 ATTITUDES AND BEHAVIOR

- A positive and professional attitude is expected at all times. Negativity is not productive and not tolerated. A professional attitude includes that other staff and participants should not see or know when things go wrong.
- You will be setting an example as a role model for all of the children and guests who come to Aquatic Center and participate in any aquatic and boating safety activities.
- Always remove sunglasses when talking to adults and children. Let them see your eyes.
- All staff members should never swear or curse in front of any child or client.
- We do not expect you to know everything about our programs but customers will. If the answer to something is not known, ask someone who does know the correct answer or take a message. **Never give out incorrect information.**
- Take pride in your work and be responsible for your own workstation. Clean and put away any equipment, materials or trash that you or your group has used during the day.
- Be a team player and help each other out. Others will be more likely to help you out when you need it.
- Rumors, misunderstandings and any gossip can destroy the health of any group.
- It is the responsibility of the staff to maintain open communication in emergency and stressful situations and to do so with the highest degree of confidentiality to protect all concerned.
- Salaries, discipline, tardiness, various forms of abuse, racial/ ethnic slurs and actions that might jeopardize safety are sensitive issues to be dealt with on an individual basis and in the company of a supervisor.
 - *Ref – ASI Policy Manual Standards of Conduct Policy 078, Attendance Policy 070, Violence in the Workplace Policy 113, Sexual Harassment Policy 003,*

DRESS CODE/ PERSONAL GROOMING STANDARDS

- An Aquatic Center staff shirt must be worn at all times while on the clock. Since Sacramento State ASI is your employer, no other college, university or logo clothing are to be worn while on the clock. Staff shirts are not to be worn to after-hours social events. If working in multiple program areas make sure you have on the appropriate shirt for the program area in which you are working.
- Heel strap shoes must be worn at all times when on the clock. No bare feet or flip flops!
- All employees must come to work clean-shaven and well groomed, unless preapproved. You must appear clean and professional before instructing any class or group. Any tattoos must be covered and any body piercings should be of appropriate nature. Inappropriate body piercings include: facial, belly, tongue, etc.
- Baseball caps and visors must be worn facing forward. Baggy pants, gangster apparel, clothing with inappropriate language, and clothing with rips or tears are not permitted. Clothing must also appropriately cover body parts. For example, women's tops must cover cleavage and men's and women's bottoms but not show any buttocks.
- As a Man:
 - Hair while on duty, or in uniform, hair shall be neat, clean, trimmed, and present a groomed professional appearance. Hair shall not interfere with the proper wearing of the uniform. The finished effect of all hair color processes shall be natural looking.
 - Male employees may wear neatly trimmed sideburns, mustaches, and beards within the following guidelines:
 - Sideburns shall not extend below the bottom of the ear not to exceed 1 ½".
 - Mustaches shall not extend more than ½" beyond the corners of the mouth nor below the border of the upper lip.
 - Beards shall be neat, clean, and shall not extend no more than 1" below the jaw line.
 - No jewelry shall be worn which presents an unprofessional image, other than wristwatches, rings, and stud earrings. Specific jewelry can be approved by a Program Director.
 - Speedos are not permitted.
- As a Female:
 - While on duty, or in uniform, hair shall be clean, trimmed, and present a neat professional look. Style shall have a controlled appearance.
 - Hair shall be cut or securely fastened away from the face in such a way that it cannot fall in the eyes, over the face, or into the work area.
 - The finish effect of all hair color processes shall be natural looking.
 - No jewelry shall be worn which presents an unprofessional image, other than wristwatches, rings, and stud earrings. Specific jewelry can be approved by a Program Director.
 - Swimwear must consist of a sport top bikini or one piece. Chest cleavage must be appropriately covered and supported. String bikinis are not allowed.

If you fail to meet this dress code, you may be asked to correct the issue or be sent home.

Ref – ASI Policy Handbook Dress Code Policy 074

10 PAYROLL PRACTICES

10.1 GENERAL PAYROLL INFORMATION

- For information regarding hours of work, meal breaks, pay periods, paychecks, clocking in, time sheets, attendance, and over time, please *refer to the ASI HR policy manual Attendance Policy, Payroll Practice and Employment Classifications Policy 007.*

10.2 TIMEKEEPING

- The Aquatic Center uses a fingerprint scan method to clock in and out from a shift and for meal breaks.
- New employees will have to wait for their employee number before they can use the fingerprint scanner to clock in.
- Please see the Associate Director or Operations Manager with any questions.
- Employees must authorize time sheets by the end of each work week.

Ref. – ASI Policy Manual, Payroll Practices policies 100, 101, 102, 103, 104

10.3 CHANGING/ SWITCHING SCHEDULE REQUESTS

- If an employee has circumstances that arise that conflict with their schedule, they must immediately notify their direct supervisor.
- Once notified, the supervisor will then give staff a list of appropriate staff to fill the shift. It is the employee's responsibility to then check with the approved staff to see if they are willing to cover or switch shifts. The employee **cannot** find a replacement without speaking to their supervisor **first. You are still responsible for your shift until the replacement has been approved by your supervisor.**
- If an approved replacement is not available to cover, must go back to the supervisor to discuss alternative options. The employee is responsible to cover their shift if the supervisor deems it necessary that the shift must be covered.

10.4 PROGRAM CODES/ ACTIVITY CODES

- Each employee will have a default program code, please see the Operations Manager if you are unsure what your default activity code is.
- If working a program code that is different from your default code you must manually change the codes in the time clock.
- If you are not sure which code you are working under please check with your supervisor.

10.5 DAYFORCE EXPECTATIONS – AQUATIC CENTER STAFF

- Aquatic Center employees are expected to authorize their shifts at the end of each week (Fridays.)
 - If there is an error that needs to be corrected the employee is responsible for making a comment in Dayforce noting the change (miss punch, lunch incorrect, tardy, overtime, change docket/location, etc.). Supervisors will go into Dayforce and see the note and make the change. Do not authorize a shift unless NO changes need to be made.
 - If you are waiting for a change to be made check with your supervisor. Do not authorize a shift unless NO changes need to be made.
- If you forget to punch in for a shift entirely, Aquatic Center employees are expected to punch in when they are supposed to punch out. Ex: Forgot to clock in for a 9:00 am to 5:00 pm shift. When you are leaving, clock in.
 - If you have already left, then Aquatic Center employees are expected to send their supervisors a message in Dayforce.
- Aquatic Center employees are expected to submit all time off requests through Dayforce for their supervising manager to review.

Ref. – ASI Policy Manual, Timekeeping Policy 103, Overtime for non-exempt employees Policy 102, Standards of Conduct Policy 078

11 FACILITY USE GUIDELINES

11.1 GENERAL USE

- Open water swimmers are required to swim from Nimbus Flat State Park.
- Beach facilities are available to rent by reservation ONLY.
- Lifejackets are provided free of charge for use at Lake Natoma. (must sign contract and leave a valid ID)
- Do not lounge, swim or fish from the docks.
- Fishing is not permitted at the facility.
- Dogs are not allowed on the property or in the watercraft*.
- Park in designated parking areas. No parking in front of gates or roadways.
- Vehicles improperly parked will be cited and towed.
- Glass containers are not permitted on the grounds.
- Alcohol is not permitted on the premises (special use permits are available.)
- **The Aquatic Center is a Tobacco Free Zone. No smoking or chewing of tobacco products are permitted.**
- **No one under the influence or intoxicated by alcohol or other drugs are allowed to recreate at the Aquatic Center.**

- Please observe hours of operation which are posted in the front office and online. Operating hours depend on the season and change frequently.
- Do not feed the wildlife – ducks, geese, squirrels, etc.

* We do allow service animals. When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: *(1) Is the service animal required because of a disability? (2) What work or task has the service animal been trained to perform?*

You cannot ask for documentation or for the animal to perform the task.

A person with a disability cannot be asked to remove his/her service animal from the premises unless: (1) the service animal is out of control and the handler does not take effective action to control it or (2) the service animal is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

11.2 PRIVATE BOAT LAUNCHING

- The Aquatic Center does not allow private boat launching. If the general public wants to launch their own craft, they may do so at the Nimbus Flat State Park.
- This includes if they have a beach reservation or if a friend is renting with us. The person with their own equipment must still launch at the state park.
- We do allow current Aquatic Center members, Sac State Students, staff and faculty to launch from our facility; must show ID and follow rental procedures.
- If you see someone trying to launch their own boat please ask if they are a member and if not please redirect them to the State Park.

11.3 TRANSPORTATION / PARKING

- Staff receive a parking pass for the AC lot upon hire.
- Please park in the inner lot. Never park in a fire zone or handicap space.
- Do not Double Park in back lot.
- The back parking lot is, reserved Am/Pm CSR staff, Facility Staff members, and Management Staff. All other staff should park in the inner AC Lot.
- Obey the speed limit and use caution. Children and participants are often walking in the parking lot. Always stop at the bike trail stop sign in the outer lot.
- If staff needs to leave a car overnight please speak with a manager first, then inform the front office so the dock masters know they can lock the gates and leave a note on the dash of vehicle.
- The circle turnaround is for loading and unloading or drop off and pick up only.
- The Federal Bureau Road (DAM ROAD) should not be blocked at any time.
- Do not park your vehicle in front of the Water Ski bay at any time.

11.4 DOCKS

- Dock fights and water wars are not permitted on the docks at any time.
- Lounging and fishing are not permitted on the docks.
- Always walk while on the dock. Please do not run.
- Please make use of the Dock Boxes. Do not leave personal items on the dock.

11.5 OFFICE

- Absolutely no staff is permitted in front of the green wall except on duty front office staff.
- Only on duty front office staff may use the front office computer. If staff needs to use a computer please see a core staff member who can direct you to an appropriate work space.
- Please keep noise levels down in the office area. The office staff is trying to answer phones and assist customers, therefore needs it to be quiet.
- All documents are saved on the Q: Drive. Please check with a core staff member before saving documents; please do not move documents on the Q: Drive without checking with a core staff member first.

11.6 LOCKER ROOMS

- Personal items should be kept in a locker in the locker room.
- Lockers are for day use only. Locks and items should not be left overnight.
- Active Employees are authorized to keep a locker in the locker room as long as it is labeled with the employees name and has a lock on it.
- At the end of the employee's active status their personal locker must be cleaned out.
- Lockers are opened and cleaned 2 times a year to maintain the lockers integrity.
- Refrain from putting soaking wet clothes in the lockers, dry the wet items as best as possible before storing it in a closed locker.
- Do not track sand into the bathrooms or locker rooms. Please remind participants to use the foot wash stations to remove sand before entering.
- Spray sunscreen outside.

11.7 WEIGHT ROOM

- All users must check in with the front office prior to usage.
- Staff may use weight room but friends are not permitted to use without proper membership.
- Always lift with a partner.
- Make sure to put away all equipment and re-rack all weights when you are done.
- Turn off lights and radio before leaving.
- Pick up any trash, water bottles or personal items.

11.8 STAFF ROOM

- The staff room is for staff only; no students, athletes or campers are allowed.
- Keep fridges, microwave, and table clean.
- Staff lunches should be labeled and kept in the staff lunch fridge.
- Be responsible for your own food and mess. If you brought something and are not going to finish eating it throw it away in a timely manner.
- Any food left over will be thrown away every Friday.
- If it is not yours don't eat it.
- Often times there will be summer camp BBQ food or special event food stored in the staff room. Please leave this food alone. The staff will be able to eat left over Spaghetti Factory and other catering or BBQ leftovers only after permission is given from a supervisor.

- Never take home Aquatic Center food.

11.9 SHOP/TOOLS

- The facilities manager must approve any equipment or tools being used.
- Always use caution when entering the shop.
- When facilities staff is not onsite the shop and back yard should be closed.
- The shop is a “STAFF ONLY” area, the public and clients should not enter this space.
- DO NOT use specialized heavy equipment without approval from the Facilities Manager. Heavy equipment applies but is not limited to: Welders, Propane Torch, Ban Saw, Table Saw, Plasma Cutter, etc.
- All Property owned or purchased by the Aquatic Center is to be used only for the benefit and economic operation of the Aquatic Center. Aquatic Center property is not to be removed from the premise without explicit prior permission from the Director or Associate Director.
- When assigned to a special project by the Director, Associate Director, or Facilities Manager; that requires the use of the shop or shop supplies, at the end of the day you must clean up the mess and put all tools away.
- If something is broken, please fill out a repair request and put information on closing report. DO NOT take broken equipment and leave in the shop without communication to the facilities staff.

11.10 Kiosk Building

No staff other than Front Office staff are permitted in the kiosk building. Any other staff must have pre-approval from a manager before entering the kiosk building.

Ref. – ASI Policy Manual, Use of ASI Property Policy 094

12 EQUIPMENT USE PROCEDURES

Staff members must sign equipment out in the Front Office. Staff must be “checked out” on each piece of equipment before use.

No Aquatic Center equipment is permitted to leave the facility without Core Staff permission and documentation. *(See Staff Usage Policy 13.1)*

12.1 ROWING

- The rowing coordinator must approve use of all equipment.
- On windy days please roll wherry racks back into the boat house.

12.2 WATER SKIING/WAKEBOARDING/PWC

- The boathouse garage doors should be shut at all times when staff is not present.
- Ski Lockers should remain locked at all times.
- Personal items and equipment do not belong in the boat house. The Sac State Aquatic Center is not responsible for lost, stolen or damaged equipment.
- All staff ski days must be approved by the AC Director or Associate Director. Staff must pay for their own gas on staff ski days except for the weekly Breakfast Club. Friday boat washing must be completed in order to participate in the Breakfast Club.

- Vehicles need to be logged before leaving the AC.
- Please wipe down all boats at the boat ramp, and Boat refueled before returning to the AC.
- Each instructor needs to check out a Nextel from the front office before leaving for the lake.

12.3 SAILING

- Each person taking out sailing equipment must be checked out thru either a class or private lesson.
- A Coast Guard Approved Type III PFD must be worn while sailing.

12.4 CANOEING

- No more than two adults and one small child are permitted in a canoe.
- White fiberglass canoes cannot be beached. They are extremely fragile boats.
- A Coast Guard Approved PFD must be worn at all times while canoeing.

12.5 KAYAKING

- Kayaks should not be dragged on the docks, beach or pavement. Staff should help any customers or campers that are not carrying the boats properly.
- All high performance paddles and life jackets should be promptly returned to the paddling locker after use. This equipment is not for use by the general public or camp.
- Power launching is not permitted. It is not acceptable to put kids or adults in the kayaks and then push them off the docks. This practice creases the boats and can create holes.
- A Coast Guard Approved PFD must be worn at all times while kayaking.

12.6 WINDSURFING

- Do not drop the boards or drag them when pulling them out or putting them away.
- Boards with skegs and dagger boards should not be used for playing.
- Make sure to leave a 10-foot diameter space when using the simulator and it only may be used over sand or turf.
- All boards should be put away neatly after use.

12.7 HYDRO BIKES

- A Coast Guard Approved PFD must be worn at all times while hydro biking.
- Bouncing and jumping is not permitted.
- Only one person at a time, unless the staff is performing a rescue or for team building.

12.8 STAND- UP PADDLE BOARDS

- Stand up paddle board users must first take our SUP class to use our fiberglass boards (Hobie and Form Boards)
- General public may use the molded plastic BIC boards. When communication to clients please use the term "Recreational SUP boards."
- A coast Guard approved PFD must be worn at all times. Qualified staff may use belt packs.

- All stand up paddles and boards should be promptly returned to the paddling locker after use.
- These boards are very fragile; they need to be handled with care and should not be placed on the beach.
- Parents are allowed to have their children that are 7 or younger to go on the SUP board with them.

12.9 GUESTS

- If a staff member is bringing out a guest, the guest must fill out a contract and provide a photo ID.
- If staff member and guest are going in the same piece of equipment, there is no charge to the guest
- If guest is taking a piece of equipment, the guest of the staff member will be charged the affiliate rate.

Ref. – ASI Policy Manual, Use of ASI Property Policy 094

13 GUIDELINES AND PROCEDURES FOR STAFF USE OF FACILITIES, EQUIPMENT & PROGRAMS

13.1 OVERVIEW

The Aquatic Center supports Aquatic Center staffs' personal use of designated equipment, facilities, and programming to gain valuable knowledge, experience and skill which supports their work-related responsibilities at the Aquatic Center.

This benefit is effective at time of hire and is subject to meeting eligibility and prescribed procedures as detailed below. Termination of employment rescinds this staff benefit.

No staff member may authorize their own personal use of facilities, equipment, or programming benefits.

Staff personal use shall be at no cost, unless otherwise noted below.

Aquatic Center programming and existing reservations have priority; interested staff must check availability of facilities, equipment or programs with program managers and/or as prescribed in procedures below.

Aquatic Center management reserves the right to access all areas of the facility/property at any given time.

The Aquatic Center reserves the right to make changes to these policies and procedures at any time with prior notification and approval from the ASI Executive Director.

Ref. – ASI Policy Manual, Use of ASI Property Policy 094

13.2 EQUIPMENT USE

13.2.1 On Site Equipment Use:

What: Aquatic Center equipment includes all equipment available for “general public” use at the Aquatic Center and/or on Lake Natoma, unless otherwise noted in this section.

Who: Equipment use is available to the staff member, ONLY, and is based on equipment the staff member is qualified and/or certified to use.

Guest rentals for close friends or family must be done within the following parameters:

- If the staff guest goes out on the same piece of equipment as staff (i.e. Tandem Kayak, Canoe, Laser, Pico, Quest, and Holder 20) the guest will not be charged.
- Staff is allowed (1) one guest at no charge to use a separate piece of equipment. If there is more than one guest, the additional guests will be charged at the affiliate price.
- All rental rules apply for guests: must have a photo ID, signed waiver, check in at the front office and receive a wristband.
- Guests are not allowed to use Aquatic Center waist pack Personal Floatation Devices (PFD).

How: Follow standard rental procedures for the Aquatic Center.

13.2.2 Off Site Equipment Use:

What: Equipment that is not available to the “general public” may be checked-out to staff including, but not limited to:

- Ice Chests
- Tables
- Shades
- Kayaks
- Life Jackets
- Wet Suits
- Kayak Paddles
- SUP Paddles
- Laser sail craft (must be qualified to use)
- Water ski boat (must be qualified to use)
- Wakeboard or PWC boat (must be qualified to use)
- Towing rigs (must be qualified to use)

Who: Equipment use is available to the staff member, ONLY, and is based on equipment the staff member is qualified and/or certified to use.

How: Complete a rental contract to request use of the equipment; a supervisor’s prior review and approval is required. Operations Manager, Associate Director and/or Director are authorized to approve.

Staff that is certified to use water ski, wakeboard or PWC boats is allowed with prior approval from the Director or Associate Director. Towing Rigs and destinations must also be pre-approved, by the Aquatic Center Director or Associate Director.

All gas expenses for watercraft and towing vehicles shall be personally paid by the staff member.

Buses, trucks and other road vehicles may not be used for personal use other than towing for water ski, wakeboard or PWC boat use off site.

13.2.3 Other items:

Summer camp props, miscellaneous items and kitchen items may be used at the discretion of the Director and Associate Director.

Items must be returned by the date agreed upon with the supervisor.

13.3 CLASSES

What: All instructional classes offered to the “general public” by the Aquatic Center. This provision provides staff the ability to improve their skills and to speak with customers about the Aquatic Center classes from a personal experience.

Who: All staff are eligible to sign up for Aquatic Center classes at no fee.

How: Staff must register for classes at the front desk with any Aquatic Center supervisor’s approval. Staff must have a signed waiver card on file.

If a class has reached the maximum registration, staff member(s) will be transferred to another section of the class to accommodate paying customers.

13.4 SUMMER YOUTH CAMPS, TEAM BUILDS, YOUTH GROUPS

What: Aquatic Center summer youth groups, youth groups and team builds are available at a discounted rate for staff personal events. Personal events include: birthday parties, graduations, family gatherings and personal celebrations.

Who: All staff are eligible to receive a discounted rate for staff personal events provided by these program offerings.

How: Staff must complete a contract for the event booking; it must be created under the staff member’s name.

Bookings require prior approval from the Director or Associate Director.

Staff programs will be staffed by the Associate Director or Youth Programs Supervisor based on Aquatic Center standard staffing ratios.

The event must follow the same guidelines as regular bookings, i.e. all participants must fill out waivers.

13.5 FACILITIES

13.5.1 Weight Room, Erg Loft, and Locker Room:

What: Staff is provided access and use of the weight room, erg loft and locker room during business hours.

Who: All staff is provided use and access during business hours at no charge.

How: Staff may keep a locker in the locker room during their employment with the Aquatic Center. After employment has ended the employee must remove the lock and their belongings. Staff should keep their personal belonging in their locker during work hours. Exception for use beyond business hours requires Aquatic Center Director's approval.

13.5.2 Meeting Rooms and Beach Reservations:

What: Aquatic Center meeting rooms or beach reservations may be available at no charge for staff personal events.

Personal events include things such as birthday parties, graduations, family gatherings and personal celebrations.

Bookings that require Aquatic Center staff coverage/support will be charged at the regular staff rate.

Who: All staff is provided the opportunity to use meeting rooms and reserve beach areas.

How: Staff must complete a contract for the event booking; it must be created under the staff member's name.

Bookings require prior approval from the Director or Associate Director.

Ref. – ASI Policy Manual, Use of ASI Property Policy 094

14 AQUATIC CENTER MEMBERSHIPS

The Aquatic Center offers four types of memberships. Our members are also called "Affiliates." An Affiliated membership is open to the public and includes reduced rates for classes and boat rentals, as well as access to the weight room and locker room facilities. Members are subject to Aquatic Center gate hours of operation. Affiliate members under 18 years of age must have written parental consent on file. There are no discounts to members on Summer Camp or facility bookings.

14.1 RULES OF MEMBERSHIP

Membership signups are only done in the office Monday – Friday during normal business hours.

1. Each person must fill out a membership application.
2. Each person must have a signed waiver card on file.

3. Members receive an Aquatic Center membership card that must be on them at all times while on the facility.
4. Members receive a parking pass (2 passes if family membership.)*
5. Must check in and out in the front office.
6. Family membership are for families up to four people, that are related and living in the same household. To add extra family members – see Operations Manager.
 - a. Family membership is two adults and two children ages 5-17.
 - b. If a family member 65 years or older living with the family may join at an additional fee.
 - c. An 18 year old that is still enrolled in high school may be added to family membership.
7. Sailing & Rowing memberships must be “checked out” on equipment before they may sign up for a Sailing or Rowing membership
8. Changes cannot be made to membership after signup. Memberships are final, nontransferable and nonrefundable. Memberships may not be refunded unless they have a medical note from a doctor.
9. Members are subject to gate hours.
10. There is no guest policy.

*Outrigger members do not receive a parking pass and must park at Nimbus Flat State Park.

14.2 TYPES OF MEMBERSHIPS

14.2.1 General Membership

Entitles members access to the weight room and locker room facilities. Members also enjoy “affiliate” discounted rates for rentals and classes. Membership can be purchased in 6 month or year increments.

14.2.2 Paddling Membership

Entitles members to use specified Aquatic Center paddle craft and facilities (weight room, locker room and erg loft.) The equipment that any paddling member can use is: Single Sit-On-Top kayaks, tandem kayaks, cabo kayaks, yak kayaks, canoes and recreational SUP boards. The following equipment is included in the paddling membership but each person must be “checked out” on the equipment before use: Stand up Paddle boards, surf ski kayak, touring kayak, Viking kayak and river kayak. Paddlers must always wear a life jacket including Stand up Paddlers. Membership can be purchased in 6 month or year increments.

14.2.3 Outrigger membership

The Aquatic Center Outrigger Membership is only open to members of Capital Outrigger. This membership includes access to the weight room and locker rooms. Outrigger Members are entitled to the use of single, tandem, cabo and yak sit on top kayaks, canoes and stand up paddle boards. You must complete one of the basic classes or take a private lesson to have access to the surf ski's and touring kayaks.

Pre-requisite: You must be participant in Capital Outrigger to purchase this membership.

Special Note: Outrigger Members do not receive a parking pass. In order to accommodate preferred practice times, all Capital Outrigger athletes must park at Nimbus Flat State Park during practice. You may [purchase a California Poppy Pass from State Parks](#).

14.2.4 Sailing Membership

Entitles members to use specified Aquatic center sailing equipment and facilities (weight room, locker room and erg loft.) Members must be checked out on at least one piece of sailing equipment before they can sign up for a membership. They must be checked out on one of the following equipment: Lasers, Quest, Pico's, Windsurfers, and Keelboats (Holder 20.) Members can take nonmembers out on sail equipment with them, nonmembers need to sign a contract and leave their photo ID (if over 18.) Members taking out the Keelboat must have a 2nd person with them unless given permission by a sailing instructor. Membership can be purchased in 6 month or year increments.

14.2.5 Rowing Membership

Entitles members to use specified Aquatic Center equipment and facilities (weight room, locker room and erg loft.) Members must be checked out on a rowing shell before signing up for a membership. The only exception to this rule is a person signing up for Masters, please check with the Rowing Manager first. The equipment available for members includes 1 one person shells (Hudson & Bays), Racing Singles, Two – doubles & pairs, fours (4+) and eights (8+.) Each person using the boats must have a current membership and be checked out on that specific piece of equipment. Memberships can be purchases in ¼, ½ or year increments.

Special Note: Anything larger than a single requires prior approval by the Rowing Manager. Members must fill out an Equipment Request form and be approved prior to use.

14.2.6 Green & Gold Membership

This membership encompasses the general, sailing, paddling and rowing all together into one. The same rules apply for "checked out" equipment. This membership can only be purchased in year increments.

Ref. – ASI Policy Manual, Use of ASI Property Policy 094

15 KEY/CARD/ NEXTEL POLICIES

15.1 KEY FOBs

- Issuance of a fob will be authorized by a Director, Associate Director or Operations Manager.
- Lost or stolen fobs must be reported to the Director, Associate Director or Operations Manager. An incident report will be completed by the staff member.
- The individual will be considered for disciplinary action on the third loss of a fob.
- Replacement fobs will be \$5.00 per replacement.

- ASI regulation requires fobs to be returned to the Aquatic Center upon separation, termination or retirement from the Aquatic Center.
- The staff member's separation will not be complete until the fob assigned has been returned and written verification is completed. Fobs are not allowed to be given to another staff member to use without prior permission from the Director, Associate Director or Operations Manager. I understand that I am not allowed to use my fob for the facility for anything that is not business related.

15.2 AQUATIC CENTER KEYS

- Keys for all operations of the Aquatic Center are kept in the Key Watcher located in the telephone room.
- When hired staff should receive a code and training on how to use the Key Watcher.
- If you check out keys you are responsible for them. Do not pass them along to another staff member. You must return them first and then the other staff member can sign them out.
- All keys should be returned to the key watcher at the end of your shift.
- If keys are lost or damaged while checked out in an employee's name, that employee is responsible for replacing them.
- Keys may not be duplicated except by the Director or Associate Director
- Lost keys must be reported to the Director, Associate Director or Operations Manager and an incident report must be completed by the staff member.
- The Master Front Office keys may not leave the front desk, unless a front office staff member uses them.
- If you need access the front office can let you borrow the front office #2 keys.
- If you have any issues or problems with keys or the key watcher please see the Office Manager.

15.3 NEXTELS

- Nextel's are to be checked out at the front desk, cell phone will be held during the entire time the Nextel is in use by the staff member.
- Any staff going out on a boat needs to check out a Nextel.
- Water Ski/Wakeboard/PWC classes and camps must check out a Nextel before leaving for Folsom Lake.
- If the Nextel is lost or damaged while in an employee's possession, that employee is responsible for the replacement of that Nextel.

16 STANDARD SAFETY GUIDELINES

16.1 EMERGENCY ACTION PLAN

In the event of an emergency here are the steps that should be taken to activate and complete the EAP.

1. Contact the Front Office (via Nextel or cell phone). Front Office staff will use the preprinted EMS forms to record your exact location, description of incident and status of the victim(s).

Let them know if you need additional assistance or equipment. Stay on the line so that you can give them accurate updates of your situation.

2. The Front Office is to call EMS. The office should keep an open line with the first responder while on the phone with EMS in case EMS needs further information. **DO NOT CALL EMS FROM A CELL PHONE.**
3. The standard meeting location is Nimbus Flat State Park. This is where we will meet EMS in all situations except those that happen on the AC grounds. This location is also the approved landing site for life flight.
4. A dock master or customer service staff member should go to the outer gate to direct EMS if they have turned into the wrong entrance. Another staff should go to Nimbus Flat to meet EMS.
5. All AC classes/ Groups need to be kept away from the area of the emergency. Instructors should take their classes and camps to another safe location so they will not interfere with the emergency. Any "Looky Lou's" also need to be kept away from the scene.
6. Notify the supervisor and directors immediately to inform them of the situation.
7. Write an Incident Report with details outlining the entire situation. All staff involved should write a report. This should be done right away while the incident is still fresh in your mind.

16.2 CHILD LOCK DOWN PROCEDURE

1. Once a child is believed to be missing all supervisors need to be notified.
2. Once a supervisor is notified they will announce, "**Mark Childs please come to the front office**" over the PA and this will start the child lock down procedure.
3. All AC staff not responsible for supervising children/ minors or running a class/ program should report to the office to get a photo and necessary info about the child.
4. The gates will be closed and a team of staff will search the premises for the missing child.
5. Counselors that are watching children need to take their children to a safe location and continue to watch and play games with them. If a group is on a trip down the lake they do not need to come back to the facility but they should be notified via Nextel to keep a watch on the water and help ensure the safety of their group.
6. If the child is not found on the premises the surrounding locations will be searched and the parents and local authorities will be notified. All staff should remain calm and work together to find the child.
7. Any communication with the parent/guardian will be done by a Program Director.

16.3 SAFETY INFORMATION

- For any emergency evacuation the outer AC lot is the meeting place.
- Any trauma or drowning rescues should go to Nimbus Flat State Park. This is the approved landing area for the life flight helicopter. The only time we will have an emergency pick up at the AC is if the incident happened and victim is still on Aquatic Center property.
- Contact the parent/guardian if a victim is under 18.
- Any suspicious persons should be reported to a program supervisor.
- **During any emergency situation everyone should remain calm.** This will help to ensure the best treatment and help keep all parties involved calm.

- **The closest Emergency facility is FOLSOM MERCY HOSPITAL.**
- **The closest urgent care facility is FOLSOM RAPID CARE.**

16.4 SAFETY EQUIPMENT

16.4.1 First Aid Kit Locations:

- Front Office
- Staff Room
- All Motor Boats and Ski Boats
- Rolling Rack Storage Yard – Shop
- Vans/Trucks
- **Front Office & Elevator Equipment Room(backboards, oxygen, AED and extra supplies)**

16.4.2 Fire Extinguisher Locations:

- Administration East
- First Floor Reception
- Locker room entrances
- Second Floor Classrooms
- Boat Storage North
- Boat Storage South
- Weight Room
- West Boat Storage

16.4.3 Eye Wash Station:

- Shop-tool room

16.4.4 Safety Manuals

Located in Administration

- I.I.P.P. – Illness and Injury Prevention Program
- MSDS – Material Safety Data Sheets
- Accident and Incident Reports
- Sac State AC Safety Guide
- Safety Communication Log
- Sac State Emergency Response Manual
- ASI Safety and Personnel Policies
- Sun Protection Curriculum
- Emergency Procedures Guide

16.5 LAKE CLOSURES

The first core value of the Aquatic Center is to assure the public a safe environment. For this reason the lake will be closed on occasion for safety reasons. If this happens a supervisor will make the call whether or not the lake will be closed. The Sac State Aquatic Center will close access to our docks and the water front in the following conditions:

16.5.1 Wind:

15 knots+ (17 mph)	Sailboats not permitted on the lake
20 knots+ (23 mph)	Rowing shells not permitted on the lake
25 knots+ (28 mph)	Paddle craft not permitted on the lake

16.5.2 Water Flow:

The following procedures will be in effect when water release from the Folsom and Nimbus Dams exceeds 20,000 CFS and is below 30,000 CFS. **When the water release is above 20,000 CFS all water operations will be closed.**

1. All AC launching must be approved and logged with the front office.
2. Launching will take place at the back docks and/or beach only.
3. For rowing only fours, quads, and eights will be allowed on the water and must have a safety launch.
4. All launches must have 2 (two) personnel, 1 (one) driver + 1 (one) safety/rescue on board and they must be wearing visible PFDs (Type III or V).
5. All launches must have all safety/rescue equipment on board (PFDs, throw ring, throw rope, blankets, backboard, first aid kit, nextel/cell).
6. On water emergencies - always contact the front office at (916) 278-2842

7,000+ CFS	Check with the front office on wind condition and boaters ability level
10,000 CFS	Aquatic Center Closes Go and Sac Docks
12,000 CFS	
15,000 CFS	Small rowing shells allowed for experienced/approved rowers
18,000 CFS	
20,000 CFS	Lake Natoma Closed to all boaters
25,000 CFS	
30,000 CFS	Lake Natoma Closed to All Boaters

16.5.3 Weather:

5 mile radius for lightning and thunder – all boats off lake

16.5.4 Lake Contaminates:

Any sewage spill reported – all boats off lake

17 DIRECTIONS TO FOLSOM MERCY HOSPITAL & URGENT CARE CENTER OF FOLSOM

START: Sac State Aquatic Center: 1901 Hazel Ave.

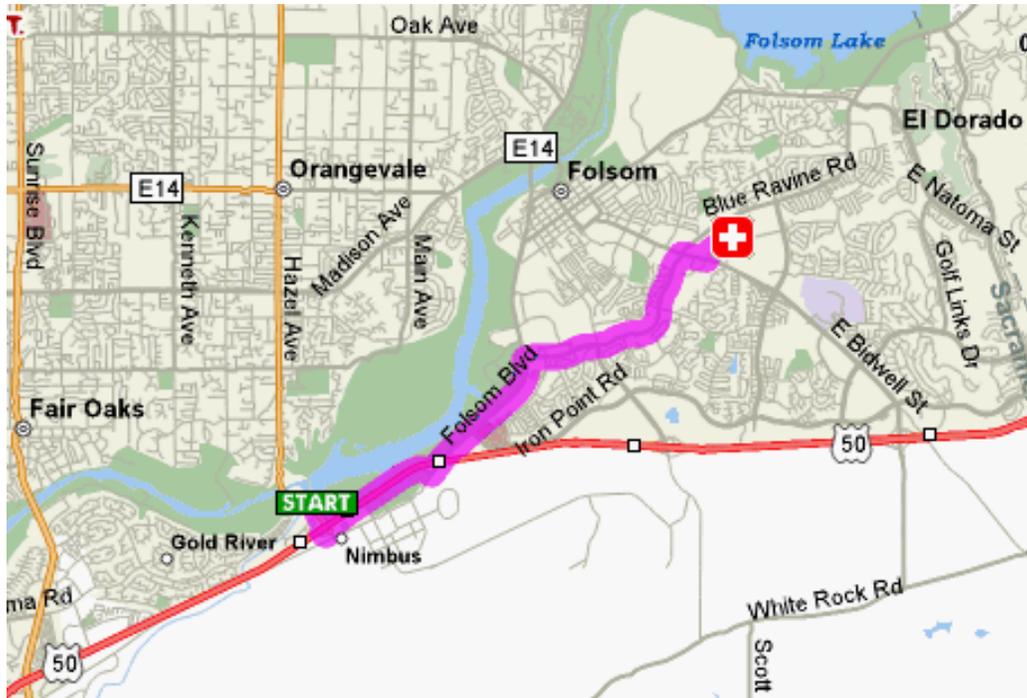
Turn LEFT onto HAZEL AVE	.16 miles
Merge onto US-50 EAST	1.11 miles
Take the FOLSOM BLVD exit, EXIT 23	.25 miles



Turn LEFT onto FOLSOM BLVD	1.5 miles	
Turn RIGHT onto BLUE RAVINE RD	2.8 miles	Hospital: (916) 983-7400
Turn RIGHT onto E BIDWELL ST	.24 miles	Emergency: (916) 983-7470
Turn LEFT onto CREEKSIDE DR	.35 miles	Urgent Care: (916) 673-1200

END: 1650 Creekside Dr., Folsom, CA 95630

Approximate time: 10 minutes



18 DIRECTIONS TO FOLSOM RAPID CARE

START: Sac State Aquatic Center- 1901 Hazel Ave.

Turn LEFT onto HAZEL AVE	.16 miles
Merge onto US-50 EAST	1.11 miles
Take the FOLSOM BLVD exit, EXIT 23	.25 miles
Turn LEFT onto FOLSOM BLVD	1.5 miles
Make a U-TURN at BLUE RAVINE RD	.1 miles
Turn RIGHT into shopping center	



(916) 673-1200

19 MAP OF LAKE NATOMA

Distances in Meters

