

Case Community Center



Policy Handbook

Sand Springs City Council
Sand Springs Parks Advisory Board
Sand Springs Parks Department



Spring, 2010



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1) Overview/Operations & Equipment

The City of Sand Springs (City) is pleased to provide the opportunity for public use of the Case Community Center (Center). The Sand Springs Parks & Recreation Department will facilitate responsible and fair use of the Center through policies/guidelines in this handbook.

This handbook is the result of planning and research efforts of the City of Sand Springs Parks Department, the Sand Springs Parks Advisory Board and the City of Sand Springs City Council.

Goals of this Policy Handbook

To describe manners in which this public space shall be used in order to:

- Provide access to all
- Ensure safe, clean, responsible and sportsmanlike uses
- Protect the center against long-term abuse by patrons
- Provide an integrated fee and use structure for regular fee-paying patrons, discounted fee-paying patrons and "free use" portions of the center
- Provide a fee structure that balances reasonable revenue needs of the center with courtesy discounts for strategic patrons of the center
- Empower staff and volunteers with clear-cut policies to handle difficult situations encountered with the public

A. KEY MESSAGES

Taken from the communications plan for this public facility, four key messages will be woven into signs, brochures, websites and more to strengthen the public's appreciation for the community center's mission:

"Something for Everyone"

Visitors will have an increased awareness of the variety of programs and activities available to them at the Center.

"Changing Spaces"

The varied potential uses of available space at the Center will be demonstrated to potential users.

"A Strong Value"

The general public will understand the return on investment provided by the operations of the Center, as well as the intangible services provided by the facility and staff.

"Keep it CLEAN"

Users will be reminded and expected to work with staff to keep the Center clean.

By promoting these key messages, a heightened awareness by users and the general public about the mission, value and operational realities of running the Center will result. This awareness should lead to continued support of programs, partnerships and future expanded roles for the Center.

B. DEFINITIONS

Resident of the City of Sand Springs:

A person who has certifiable, current residence in the corporate limits of the City of Sand Springs. Examples of proof of residence include an original copy of a City of Sand Springs trash/refuse bill.

User Hour:

Defined as one hour of paid rental space for any one space regularly available at the Center. User hours are cumulative for return patrons who may accumulate enough user hour credits to receive a Heavy User discount in subsequent years. (Example: rental of one room for four hours for a single event=4 user hours total).

Center Volunteer:

Those individuals who regularly attend the Center to assist staff with daily operations. To be eligible for volunteer status (courtesy reward) a volunteer shall meet the criteria for the Volunteer Reward Program listed below.

C. HOURS OF OPERATION

The Center will be open throughout the year in accordance with the City of Sand Springs work calendar. The Center will be closed for all City of Sand Springs holidays and, on occasion, days surrounding holidays. The Center may also be closed for hazardous weather events, loss of power, emergency response efforts or at any time public safety is at risk. Advance notice of closings will be given if possible.

Normal operating hours may be changed temporarily (as needed) by the Director of Parks and Recreation, but typically would reflect the following:

- Sunday: 1pm-9pm
- Mon-Saturday 8am-10pm

Summer Hours (typically June 1 – August 15) *these dates may vary slightly*

- Sunday: 1pm-6pm
- Mon-Saturday 8am-9pm

D. STAFFING

The Center will be staffed by full and part-time employees of the City of Sand Springs and volunteers. The Center shall be operated and staffed by at least one-full or part-time representative of the City of Sand Springs at all times the center is open.

Staff will be identified on-site by current City identification badges and/ or appropriate uniformed attire, plainly visible to the public.

E. EQUIPMENT

All equipment owned and operated by the City of Sand Springs shall be contained within the Center facility and grounds. No equipment shall leave the interior of the Center, unless authorized by Center staff.

Patrons must use staff-provided equipment in the gym; dance/aerobic and multi-use sports rooms. No outside equipment (basketballs, footballs, soccer balls, etc.) is allowed in the center, unless authorized by staff.

F. ACCESS/EQUIPMENT CARD (CASE CARD)

Patrons wishing to access the gymnasium, walking track or dance/aerobic room for recreational activities will be required to purchase a CASE Card. This Card will also allow patrons to “checkout” equipment at the front desk. Nominal fees associated with the Access/Equipment Card are outlined in the Fee/Food & Programs section of the policy handbook.

G. GYM & WALKING TRACK USE

The center allows for free use of the walking track at all times the center is open (unless temporarily suspended for a special event or program) for patrons who have obtained the Access/Equipment Card.

The Center will maintain a gym schedule that will balance rented use of the gym space with free use by patrons who have obtained the CASE Card. Staff may periodically adjust that schedule to reflect changes in use patterns.

Gym rules may be changed periodically by staff, but generally include:

1. No hanging or climbing on any portion of the portable goals
2. No spitting
3. During Open Gym sessions-
 - a. ½ court use only for play, unless entire floor is vacant
 - b. pickup games limited to 30 minutes per game

Track rules may be changed periodically by staff, but generally include:

1. Walk in counter-clockwise direction (walk on right, runner keep left)
2. Strollers/wheelchairs are allowed- all other wheeled devices are prohibited.
3. No dropping of balls or other objects from track level.

Strength equipment rules may be changed periodically by staff, but generally include:

1. Use equipment at your own risk.
2. Must be 14 years of age or older to use strength equipment
3. A shirt that covers the back is required, wipe down after each use with towel.

H. OUTSIDE FOOD & BEVERAGES

In order to protect the facility from long-term abuse and reduce on-going maintenance costs, special rules shall apply to the interior spaces of the Center.

In the multi-purpose gym, walking track, sports and dance/aerobic rooms of the Center, only beverages with twist off/on caps will be allowed. Open cups, or cups with temporary lids/straws are not allowed into these spaces. This will reduce the amount of accidental spills and protect the sports flooring. Staff is directed to work with guests to help remove undesirable beverage containers from these spaces to protect the facility. Catered meals or special events previously approved by Center staff may have this restriction temporarily waived.

Some food products may be restricted from use within the Center. Semi-liquid cheese products, sauces or other food products deemed problematic by staff may be restricted.

Screening for such food products shall be carried out by staff during normal Center operations and during the Use Agreement and/or Catering Kitchen Use/Food Services Agreement application phase for patrons planning a special event with staff. Typical

undesirable food products may include such things as nacho-cheese sauces, cotton candy, marshmallows, etc.

I. ADVERTISING & PROMOTIONAL MATERIALS

Advertising & promotional materials (paper flyers, signs, electronic monitor displays, banners, posters, placards, etc.) shall NOT be displayed in the Center or elsewhere upon or within the Center grounds unless prior approval has been given by staff.

Any pre-approved materials shall be provided to, and then placed by staff (or placed by patrons under the direct supervision of staff).

Advertising & materials promoting the City of Sand Springs/Case Community Center or the Sand Springs Parks Department shall take precedence over all other advertising & promotional considerations.

J. DECORATIONS

A **primary goal** of this policy handbook is to help communicate to patrons the need to protect the interior/exterior finishes of the Center building and the Center grounds over an extended period of time and to protect the facility from abuse by patrons.

Any plans by patrons that include the use of decorations inside the Center, or anywhere within the Center grounds must be submitted, reviewed and approved by Center staff.

- Only “free standing” decorations should be considered by users for placement within the interior of the Center. Decorations include, but are not limited to: Banners, balloons, fabrics, hangings, live or artificial landscape items, pillars, posters, signs, lights, etc.
- The following is NOT permitted:
 - Furnishings/decorations that may be harmful to any/all flooring surfaces
 - Use of confetti, nails, staples, tape (any kind).
 - Use of dry ice, smoke or fog machines.
- Helium tanks are permitted within the Center provided they are secured properly.

In some instances, City of Sand Springs Fire Marshall approval may be required for decorations/event planning approval.

K. EQUIPMENT CHECKOUT

Center staff or volunteers shall maintain recreational equipment for use by patrons inside the Center. Volunteers or staff shall have discretion to adjust equipment checkout procedures as needed, and will post such procedures for public information.

Patrons are required to purchase a CASE Card and exchange this Card for temporary equipment use.

L. LOCKER AREA USE/RESPONSIBILITY FOR LOSS

The locker area/shower area is available for use by patrons of the Center who are about to use or have just finished use of the Center. The locker area/shower area is NOT to be used by outside public who are not at that time utilizing the Center.

Lockers may be used by patrons on a daily basis. Patrons may supply and use a suitable keyed or combination lock to secure personal items temporarily left inside lockers for up to a 24-hour period. Locks left on Center lockers after a period of approximately 24 hours (time to be determined by staff and volunteers) may be cut, the lock discarded and items inside placed in lost and found. Center staff, volunteers and the City of Sand Springs are not responsible for loss, theft or damage or articles stored or left in recreation center.

M. LOST & FOUND ITEMS

Lost and found items of personal property turned in by patrons, or found by Center staff or volunteers will become listed as "Lost and Found Items" and will be handled in the following manner:

- 1) All items listed as "Lost and Found" will be tagged (or carefully labeled) by staff or volunteers with date and location found.
- 2) All items will then be placed at the control station (except valuables- as determined by staff and volunteers) under the watch and care of staff and volunteers for later identification by owner and then re-distribution.
- 3) After a period of thirty (30) calendar days the City of Sand Springs, Sand Springs Parks and Recreation Department reserves the right at its' sole discretion to donate any unclaimed lost and found items to a local charity or non-profit organization.
- 4) If an item is deemed by staff or volunteers to not be suitable for such a donation, it may be discarded.

N. STORAGE BY PATRONS & USERS OF THE CENTER

Storage considerations will be provided **as is available** at the Center for two (2) User Classifications:

Heavy User, Extreme User and Independent/Outside Instructor for Class

As such, these two User Classification patrons may periodically store items used repeatedly at the Center to support their on-going activities. If storage space becomes problematic for Center staff and volunteers, priority storage will be allocated to the City of Sand Springs, the Sand Springs Parks Department, its' staff and volunteers.

Heavy User, Extreme User and Independent/Outside Instructor for Class patrons are solely responsible for any property left at the Center. The City of Sand Springs, the Sand Springs Parks Department, its' staff and volunteers are not liable for theft or damages to any stored property.

O. TELEPHONE USE BY PATRONS

The Center telephones are for use by Center staff, volunteers or patrons conducting a special event or scheduled program at the Center. The telephones are NOT for use by walkers, building guests, passers-by or others not directly associated with a program or event.

P. ALCOHOL & TOBACCO

The interior of the Center is a tobacco-free zone. The use of any form of tobacco is not permitted inside the Center. A designated smoking area will be posted outside the Center for use by patrons. Under specific circumstances alcohol may be served and consumed on the grounds of the Center, pursuant to any current City of Sand Springs ordinances. This is covered in greater detail in:

- 3) C.7. Alcohol Use Requirements, and
- 4) Form E. Alcohol Use Requirements Agreement

Q. FIREARMS & WEAPONS

Firearms of any kind, weapons and/or sharp objects that could pose a threat to visitors and guest are prohibited from entering the Center. Violators will be asked to leave the Center immediately. Staff is directed to contact Sand Springs Police if necessary.

R. ENERGY CONSERVATION

The need to balance a comfortable indoor environment with the need to be environmentally and financially (utility costs) responsible will result in a need for energy conservation at the Center.

Center staff will, at all times, maintain control of the indoor temperature of the Center. When conditions warrant, staff will work with patrons to reduce electrical consumption.

A recycling program will be offered to patrons and staff to handle plastics, aluminum and paper product re-use.

S. COMMUTER PARKING

Staff may explore the option of creating a LIMITED commuter parking area at the south end of the Center parking lot. Such a program would be limited in scope (20 spaces); treated as a pilot program and demonstrate a strong income generation potential.

T. EMERGENCY SHELTER FACILITY

The Case Community Center is equipped with a diesel powered generator. In the event of a natural disaster or other significant event, the Center could serve as an emergency shelter facility, and may have to temporarily suspend rental agreements. Details are outlined in the Facility/Extended Use Agreements. Hours of operation and open use of the facility may change temporarily during such events.

2) SAFETY/CONDUCT

A. ACCESS/EQUIPMENT CARD (CASE CARD)

All visitors wanting to access the gymnasium, walking track or dance/aerobic room for recreational activities will be required to purchase a CASE Card each year. A nominal fee will be associated with the purchase of this card to cover program costs. Staff will ask patrons to fill out an application and verify information for security/safety purposes. This information will serve as a tool to staff or emergency responders in the event of an emergency.

B. VOLUNTARY SIGN-IN

All visitors will be encouraged to sign in at the control desk upon arrival into the Center. This information will help staff track daily attendance numbers. No further use of this information will be utilized by staff.

C. CLOTHING & FOOTWEAR

All patrons will be required to wear shirts, pants and/or shorts of suitable style and coverage. Articles of clothing (such as extremely short-cut shorts, bikinis or other similar styles) that may cause a disruption, disturbance or present health and human safety problem are not allowed. Patrons wearing such articles may be asked by staff to leave. Suitable footwear must also be worn for health and building/flooring maintenance considerations. Non-marking athletic shoes are required for use on any activity area.

D. SUPERVISION OF YOUTH

Any youth aged 9 or younger not participating in a regular program or event scheduled at the Center must be accompanied by an adult or relative 16 years of age or older. Youth must be 14 years of age or older to use the center's strength equipment, located on the walking track level of the center.

E. SAFETY, CONDUCT BY PATRONS & EVICTION

Staff has the full power and authority to remove any and all patrons of the Center or grounds who are not adhering to the policies of this handbook, City of Sand Springs ordinances or other state or federal laws. Staff is authorized to bring to a stop any action(s) by person(s) that may jeopardize the safety of all patrons, guests or the Center itself. Patrons are expected to conduct themselves in a courteous, sportsmanlike and responsible manner. Any misconduct by patrons may be reason for eviction by staff.

Reasons for eviction include, but are not limited to:

- Fighting or threatening to fight; use of profanity or threatening language;
- possession of illegal or potentially harmful items (ex. knife, firearm, pepper spray);
- public intoxication or illegal drug use.

For reasons of safety, the general public will not be allowed into the building when the entire center has been rented. Staff is charged with tracking the conduct of paying patrons and generally managing the building occupants, and so staff shall externally post the building as CLOSED when necessary.

F. ACCIDENTS, INCIDENTS & MEDICAL EMERGENCIES

In the event of an accident involving injury, a domestic incident needing police attention, a medical emergency or other potentially notable event, staff shall complete a City of Sand Springs Incident Report Form immediately following the notable event and respond accordingly as the situation warrants. Staff is to use best judgment in such situations to contact 9-1-1 or other emergency-responders to address any suitable situation.

Under no circumstances should any City of Sand Springs representative advise a patron of potential damages; claim of fault or course of action other than advised here.

In the event of an incident, staff shall assist the patron in contacting the Director of Parks & Recreation or senior staff should a tort claim against the City of Sand Springs be filed.

G. ANIMALS & PETS

Patrons needing the assistance of service animals are permitted to bring that animal inside the facility, on a suitable leash. Patrons bear the full responsibility for any damages brought about by bringing an animal inside the Center.

Special presentations or showing of animals (demonstration shows) require advance notice and approval by staff. All other animals are not permitted inside the Center.

H. TELEVISION/RADIO/VIDEO/MUSIC PLAYER OPERATION

Center staff or volunteers will determine appropriate programming selections on any audio/visual device for public use at the Center. Patrons may make reasonable requests for channel selections during their visit.

Groups obtaining approved use of specific rooms may operate audio/visual controls in their rented spaces during their periods of assigned use. Personal audio/visual playing devices must be used with headsets.

I. HAZARDOUS WEATHER/EMERGENCY ACTION PLAN

Staff will monitor situations that could potentially create hazardous weather or need emergency action to ensure the safety of the Center and all guests. Staff have the authority to temporarily suspend, close or evacuate the center if any situation develops that (in the best judgment of Center staff) could jeopardize safety. Staff is advised to contact Director of Parks and Recreation or other Senior Staff if such actions are necessary, before implementation. An Emergency Action Plan is included in the Appendix of this handbook.

J. ROOM OCCUPANCY

User shall comply with the following room occupancies for all events, unless a temporary waiver is gained (by USER) through the City of Sand Springs Fire Marshall's office:

<u>Room</u>	<u>Occupancy</u>
Multi-Use Gym	600
Indoor Walking Track	48
Dance Aerobic	50
Multi-Use Sports	50
Conference rooms (3)	154

K. PARKING/OVERFLOW PARKING ATTENDANT

Renters shall plan and provide additional parking lot attendants for events that may exceed the Centers parking capabilities. The Center maintains 132 parking spaces, and has included an overflow parking map in the appendix of this handbook for reference.

3) FEES/FOOD & PROGRAMS

A. APPROACH TO FEES

The City of Sand Springs, the Sand Springs Parks and Recreation Department, its staff and volunteers will strive to strike a balanced approach between the need to offer quality of life services and space to the citizens of Sand Springs. This approach also recognizes the responsibility to generate necessary revenues that will operate the Center as close to a break-even status as possible, while maintaining a reasonable amount of access for all.

As a locally funded municipal facility of the City of Sand Springs, approaches to fees and the associated uses of this Center may provide favorable discounts to Sand Springs residents or other strategic users of the Center. Fee schedules will be examined and approved each year by the Sand Springs Parks Advisory Board and the Sand Springs City Council. A Fee Schedule is included in the Appendix of this handbook.

B. ACCESS/EQUIPMENT CARD POLICY (CASE CARD)

Patrons wishing to access the gymnasium, walking track or dance/aerobic room for recreational activities will be required to purchase a CASE Card annually. This Card will also allow patrons to “checkout” equipment at the front desk. The criteria for card purchase(s) are as follows:

- Individuals aged 10 or older must purchase a CASE card
- Individuals aged 16 or older must present their state driver license or state ID
- Students aged 16 or older who don't possess a license MAY be able to present another form of ID
- Cards may be purchased anytime throughout the year
- Cards will be valid (1) year from date of purchase
- Cards must be used and exchanged for equipment checkout
- Individuals must possess **their** CASE card while in the Center
- Patrons may be spot-checked by staff...if they don't have their card, they may be asked to leave the facility or purchase a card
- A CASE Card Application must be filled out and signed
- Sand Springs Residents and City of Sand Springs Employees will receive (1) FREE CASE Card per household. Additional Cards for family members including spouse and/or children will require a small payment.
 - Resident proof must be shown as outlined in this policy handbook
 - COSS Employee status will be verified by COSS Employee ID cards
- Family Card status is defined as immediate members of a family living under one roof and include spouse and/or children
- Individuals renting the facility or visiting for parties/banquets/events/activities/ that made payment to the facility will not be required to purchase a card
- Individuals attending a free meeting will not be required to purchase a card

A Fee Schedule and application are included in the Appendix of this handbook.

C. RIGHT TO REFUSAL & NON-COMPATIBLE USES

Right of Refusal

It is paramount to protect the integrity of the Center and provide for a pleasing, enjoyable and safe environment for the majority of patrons of the Center. Therefore,

it may be necessary to refuse use of the Center to patrons who, according to documented past use history of the Center:

- a) did not adhere to policies set-forth in this handbook;
- b) brought an event that produced activities that were abusive or disruptive
- c) violated a signed Facility Use Agreement by that patron(s) group;
- d) violated a law.

It may also be in the best interest of the City to refuse use of the Center to patrons who wish to utilize the Center for activities that are not in keeping with the family, civic or business-oriented nature of the municipal operations of this Center.

In such instances where a potential "repeat" patron(s) group (having a past history of unfavorable record) wishes to use the Center again the following policy shall apply:

- 1) At the sole discretion of the Director of Parks and Recreation or his designee, consideration may be granted to allow subsequent use by patron(s) group. It will be granted with the understanding that no further unfavorable incidents shall occur with regard to the patron.
- 2) Following any second unfavorable incident said patron(s) group will be refused use of the Center.
- 3) As a matter of recourse, any such patron may appeal this right of refusal by Center staff to the Sand Springs Parks Advisory Board. Any ruling by the Sand Springs Parks Advisory Board may be appealed then before the City of Sand Springs City Council.

Non-compatible Uses

Only events deemed appropriate for family and general public interest shall be conducted on the grounds of the Center. Sports, civic club functions, business and/or professional gatherings and personal growth-type classes and recreational activities are all compatible uses of this public facility. Funerary or memorial ceremonies are non-compatible uses.

Event requests that may pose compatibility concerns may need the review and/or approval of the Director of Parks and Recreation, City Manager, Sand Springs Parks Advisory Board or Sand Springs City Council. Events in question shall receive immediate attention of the Director of Parks and Recreation.

D. Rental Agreements & Fee Structures

1. User classification & prioritization

Area User: All users who are not classified as resident; area non-profit; heavy; short-term; or employee users.

Area Non-profit

User: User who is a current board member, representative from a Sand Springs Parks Advisory Board-approved area non-profit (501-c-3) organization or Club. Such users shall receive a courtesy discount applied to user hour fees.

Resident User: Users who meet the criteria as a formal resident of the City of Sand Springs as defined above. Resident users shall receive a courtesy discount applied to user hour fees in recognition of their yearly support of all municipal operations.

Heavy User: Users who have accumulated a minimum of 40 user hours in the previous City of Sand Springs fiscal year (July 1- June 30). Heavy users shall receive a courtesy discount applied to user hour fees for their past patronage of the Center.

Extreme User: Users who have accumulated a minimum of 100 user hours in the previous City of Sand Springs fiscal year (July 1- June 30). Extreme users shall receive a courtesy discount applied to user hour fees for their past patronage of the Center.

Short-Term

User: Users renting a minimum block of 8 user hours in any 7-calendar day period. Short-term users shall receive a courtesy discount applied to user hour fees.

Employee

User: Users who are currently employed by the City of Sand Springs with full-time status are eligible for a heavy-user courtesy discount.

2. Right to refusal & Incompatible Use

Center staff reserves the right to refuse any rental agreement with patrons exhibiting poor rental performance in the past, or whose proposals to utilize the Center are not compatible with family and/ or general public interest. This is covered in greater detail in:

- 3) C. Right to Refusal and Incompatible Uses

3. Reservation/Rental Procedure

Patrons wishing to utilize the Center may utilize three avenues to initiate arrangements:

- 1) Download Facility Use Agreement and other user forms at the City of Sand Springs website at: www.sandspringsok.org Users shall complete forms and fax, mail or hand-deliver to the Center offices located at 1050 W. Wekiwa Road. Simply completing and submitting reservation forms does not constitute a reservation date/ time/event. Only staff can complete and approve reservation requests.
- 2) Telephone or fax staff M-F from 8am-5pm at the Center to make arrangements over the phone. Users will still need to visit the Center to sign agreements.
- 3) Visit the Center in person M-F from 8am-5pm to make arrangements with staff. The Center is located at 1050 W. Wekiwa Road.
- 4) Reservations shall be taken by staff on a first-come, first-served basis one year in advance of that current date.

4. Conference Room Meeting Use

Any conference room space(s) may be reserved in advance by a Sand Springs Parks Advisory Board-approved area non-profit (501-c-3) club or organization, for the

purpose of conducting a regular business-type meeting for discussions and/or sharing of information.

Such use shall be limited to 12 such meetings per fiscal year for each requesting group; shall be FREE of charge to that group and shall be allocated on an availability basis as determined by Center staff.

Such free meeting room use of space shall NOT be used for fundraiser-type events, special events, programs, or other uses not directly involving the need of space to conduct regular non-profit organizational business.

Conference rooms will be allowed for such use by Sand Springs Parks Advisory Board-approved area non-profit (501-c-3) club or organization current officers, members and coaches. If necessary, Center staff may require club or organizational verification (proof) of user's association with said group for purposes of conference room use.

5. Facility Use Agreement

A Center Facility Use Agreement is included in the Appendix of this handbook.

6. Fee Schedule

A current Fee Schedule is included in the Appendix of this handbook.

7. Alcohol Use Requirements

Events requesting the serving and consumption of alcohol (including 3.2% beer) for an event at the Center require the rental of the ENTIRE Case Community Center. This is for purposes of security and control of the distribution of alcohol within the Center. Patrons are only required to rent the ENTIRE Center when alcohol is present on the Community Center site. Event set-up times/clean-up times will only be charged the fee associated with the room(s) the set-up/clean-up is taking place in as long as alcohol is not present on site.

Also, a minimum of one-million-dollars (\$1,000,000) liquor liability insurance, as well as Director of Parks and Recreation and City Manager approval is required. Wine, alcohol and low-point beer (3.2% alcohol by volume) may be served at the Center, but include many requirements placed on the event to ensure a safe environment. Additional information on marketing practices, required workers, training, enforcement and additional rules, controls and responsibilities of the user is covered in greater detail in:

4) D. Alcohol Use Requirements Agreement

8. Catering Kitchen Use/Food Services Agreement

Information about the duties/responsibilities/restrictions on the catering kitchen are outlined in the Facility Use Application.

9. Additional Supervision & Security Requirements

Center staff reserves the right to make additional supervision and/or security requirements upon any event that, in the best judgment of staff, require such additional considerations.

In some instances, patrons may be asked to provide (at patron's cost and responsibility) additional adult supervision and/or police or security patrol for the hours before, during and/or after any such event.

If such a request is made by staff, it will be listed as an addendum to the Use Agreement between the patron and the Center and signed by both parties.

10. Insurance Requirements

Events which involve the serving and consumption of alcohol; high risk activities (rock climbing, gymnastics, cheer training, karate, etc.) as determined by the Director of Parks and Recreation may require documentation by user or Independent/ Outside Instructor of a minimum liability insurance coverage of one-million dollars (\$1,000,000). For other, less hazardous events the Director of Parks and Recreation may waive this requirement at his/her discretion. Unless waived, the insurance documentation shall name as co-insured on the policy:

- 1) The City of Sand Springs
- 2) The Sand Springs City Council
- 3) The Sand Springs Municipal Trust Authority
- 4) The Sand Springs Parks Advisory Board

According to this insurance documentation, the user/Independent/Outside Instructor shall indemnify, in writing, all of the above listed co-insured as well as their respective agents, employees against any and all claims, liability, losses or causes of action which arise from any kind of negligent acts or omissions of the user/ Independent/ Outside Instructor.

11. Rental/Damage Deposit

Rental and/or damage deposits will be examined and approved each year by the Sand Springs Parks Advisory Board and the Sand Springs City Council to maintain the integrity of events held at the Center and to protect the Center from abuse.

Rental/damage deposit amounts can be found inside the User Agreement found in the Appendix of this handbook.

12. Patron Attendance Recording

Users shall assist Center staff in the accurate recording of guests and participants for special events, practices, seminars and other uses of the Center. An appropriate Patron Attendance Record is included as part of the Facility Use Agreement found in the Appendix.

13. Extended Use Agreements

The Director of Parks and Recreation (or his/her designee) shall enter into an extended use agreement with individuals or organizations who desire to formalize a seasonal and/or fiscal year space rental/usage agreement; or for events requiring special considerations (as evaluated by the Director of Parks and Recreation).

Fees may be adjusted on a case-by-case basis to meet the needs of the Center and the applicant. Typically, extended use agreements will be considered for groups needing prolonged, long-term or seasonal use of the Center, and as such fee discounts may be applied at the Director of Parks and Recreation's (or his/her designee) discretion.

Any/all rental fees associated with such an extended use agreement will require City Manager (or his/her designee) approval for ratification. A template example extended use agreement is included in the appendix of this handbook.

Extended use agreements for rental shall be taken on a first come-first-served basis by staff one year in advance of that current date.

E. VOLUNTEER REWARD PROGRAM

The Center will offer a program designed to enlist the help of volunteers (age 16 or above) or volunteers representing a local civic club or organization to assist staff in the daily operation of the Center. The Center Volunteer Reward Program will largely support the control station operation, which is essential to the on-going monitoring of activities at the Center, but may assist with other appropriate duties associated with the Center's operations.

Volunteers may, through individual or group cumulative service, accumulate enough volunteer service hours to be applied toward future rental/use of the Center (depending on availability).

Individuals or groups wishing to participate in this program must contact Center staff well in advance of service hours to be worked to accommodate routine staff scheduling.

User hours earned by an individual or group may be redeemed to utilize portions of the Center (including the multi-purpose gymnasium) according to availability. It may be permissible to allow volunteers to utilize more than one available space at the Center at the time user hour credits are to be redeemed for any such reservation, depending upon space availability.

Center staff will maintain records of volunteer hours worked and User Hours earned. Center staff reserves the right to manage this program to ensure that there are enough available openings at the Center for use by volunteers and their respective groups.

Members of the City of Sand Springs staff are eligible to participate in this program. Below is a listing of volunteer hours earned and reward program benefits:

<u>Volunteer Hours</u>	<u>User Hours Earned</u>
20+	4
40+	10
100+	30
200+	80

Individuals may also volunteer time towards the payment of their Access/Equipment Card. (1) hour of volunteer time can be exchanged for (1) Card

F. AFTER SCHOOL PROGRAM

Staff may operate an after-school program at the Center to promote a safe, after-school hours destination/program for area students. Detailed "After School Program Agreement" documents may be developed over time, amended and put in place at the discretion of the Director of Parks and Recreation and/or Staff. Any such additions will be added in the appendix of this handbook.

G. LEAGUE PLAY

Throughout the year, staff may implement recreational league play at the Center to promote the sports of basketball, volleyball or other indoor recreational activities that will enhance physical fitness, recreation and quality of life for our citizenry. Such uses of the Center will be balanced with the need of the public for occasional "open" or free uses of the gym (primarily) by non-league participants.

H. CATERING KITCHEN USE

Pursuant to an approved facility use agreement, the catering kitchen may be rented by patrons in conjunction with the use of another room. Authorized Center staff, volunteers, agents of the City of Sand Springs, Tulsa County or City-County Health Department employees acting in performance of their duties shall have unrestricted access to the catering kitchen area and all other areas of the rental/event at all times to maintain public safety, proper food-handling safety and other related needs.

Any outside equipment brought into the catering kitchen area must be suitable for use according to Tulsa City-County Health Department standards and should be listed on the facility use agreement. Any equipment deemed inappropriate by Center staff may need to be removed immediately. This is covered in greater detail in:

- 4) A. Facility Use Agreement

I. INDEPENDENT/OUTSIDE INSTRUCTORS FOR CLASSES

Persons requesting to instruct classes or conduct activities at the Center as independent instructors through the Sand Springs Parks and Recreation Department must complete, submit and receive approval of an Independent Instructor Application. The City reserves the right to conduct a background check on any instructor applicant.

In addition, an applicant may need to:

(a) make a security deposit to the Center for any class under consideration

(b) supply additional information including, but not limited to a voluntary disclosure statement; course and class-size proposal for recreational classes/activities; Independent Instructor Agreement for Recreational Classes/Activities

(c) conduct, or assist Center staff in conducting a course review/survey with students to determine the overall success of that course.

Applications will be reviewed on a first-come- first served basis by Center staff.

Awards to applicants will be made on the following basis:

- 1) Center space availability
- 2) Revenue generated by applicant
- 3) Course proposal- benefit to general public

Current courses may be dropped in the future if Center staff determines the course was:

- 1) Not a good use of Center space, when compared to other potential uses
- 2) Not well attended
- 3) Not well received by class participants

User Fees associated with the rental of the Center by an approved Independent Outside Instructor may be waived or deeply discounted for instructional classes that are offered to the general public at no cost. Such arrangements will:

- 1) be extremely limited in number
- 2) require measurement criteria designed by staff to determine overall class success
- 3) will be closely monitored and reviewed by staff
- 4) require the authorization of the Director of Parks and Recreation

Security deposits for approved classes may not be refundable. This is covered in greater detail under:

4) E. Independent Instructor Application

J. PARKING AREA & RELATED GROUNDS USE AGREEMENT

Temporary parking is allowable from time to time and to be expected on the center grounds. However, staff reserves the right to request that a vehicle and or trailer be towed or otherwise removed from the center's property at owner's expense.

Instances where towing/removal could occur include those vehicles and/or trailers that:

1. Are left unattended for more than 24 hours.
2. Are mechanically inoperable or generally not drivable
3. Are posing a nuisance or threat to operations.

On rare occasions, the parking area or related grounds (10 acre site) may be authorized for charitable or other use by the Director of Parks and Recreation. Such rare uses are at the sole discretion of the Director of Parks and Recreation; however special considerations below may apply.

Special considerations may be given for Heavy Users or Independent/Outside Instructors who patronize the Center throughout the year.

Special considerations may be given to civic clubs of record in Sand Springs who have made material donations (benches, trees, equipment) or provided financial support to Sand Springs Park Friends, Inc, or have conducted volunteer efforts benefiting the Center or the Sand Springs Parks and Recreation Department.

A small fee to cover water and electrical costs may be applied and is covered in greater detail under:

4) F. Parking Area & Related Grounds Use Agreement

Parking area uses for consideration include a charity car-wash, outdoor charity food or other charitable/fundraiser event.

4) APPENDIX

Rental Fee Schedule	Page 21
Access/Equipment Card Fee Schedule (CASE Card)	Page 22
Form "A" Facility Use Application Agreement	Pages 23-26
Form "B" Extended Use Agreement	Pages 27-28
Form "C" CASE Card Application	Page 29
Form "D" Alcohol Use Requirements Agreement	Pages 30-33
Form "E" Independent Instructor Application	Pages 34-36
Form "F" Parking Area/Related Grounds Use Agreement	Page 37
Form "G" Parking Lot Map	Page 38
Form "H" Floor Plan of the Center	Page 39
Form "I" Over flow Parking	Page 40
Form "J" Area/Direction Map to the Center	Page 41
Form "K" Things You Should Know about the Center	Page 42
Form "L" Emergency Action Plan/Contacts/Maps	Page 43-44
Form "M" Floor Plan of Emergency Items	Page 45