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SOUTH DAKOTA STATE UNIVERSITY

DIVISION OF STUDENT AFFAIRS,

WELLNESS CENTER

RECREATION PROGRAMS OFFICE

2011-2012

PERSONNEL

Vice President of Student Affairs.................................Marysz Ramez
Assistant Vice President of Student Affairs............................Doug Wermedal
Wellness Center Director..............................................
Wellness Center Assistant Director- Recreation Programs..............Mark Ekeland
Program Assistant I for Recreation Programs................Roxy Cook
Graduate Assistant......................................................Josh Kelly
Administrative Assistant..............................................Clay Busby
Commissioner of Officials...........................................Chad Veire
Publicity & Advertising Assistant...................................Jade Possail
Intramural Supervisors................................................Kirby Crofutt
Courtney Fransen
Ryan Royer
Kylie Crofutt
Ross Tellinghuisen
Jamie Link
Brendon Kopplow
Nick Slobe
Drew Burggraff
Adam Weber
Myles Larsen
Jordan Fast
RECREATION PROGRAMS PHILOSOPHY

Historically, South Dakota State University has supported the philosophy that physical activity is an important part of the overall educational experience of each and every student. It is the strong belief of the Recreation Programs Office and Staff that every student should have the opportunity to pursue a positive and wholesome recreational activity in his or her leisure time. Voluntary participation on the part of students requires that a broad and varied offering of recreation and leisure activities be planned to meet the competitive, physical, mental, social, and emotional needs of all students. Scheduling, programming, dedicated leadership, and commitment to student services must be provided to insure that such opportunities do indeed exist.
Dear Intramural Staff Member,

Welcome back to South Dakota State University and the Recreation Programs Office. We are anticipating another exciting year in intramural and recreational programming and we are pleased that you will be part of it.

The 2011-2012 academic year promises to be filled with opportunities to serve the students, faculty, and staff at our University. You play an important role in the services we provide. The participants see you as friends, peers, and leaders, and as such you are an integral part of our entire program.

With enrollment expected to be a possible record high, and education costs rising, students will be looking for quality programming for their student fee dollars. The department is fortunate in being able to share facilities with the community, which also gives us the opportunity to provide quality facilities for many of our programs. We have implemented some changes in the calendar which should provide maximum opportunities for participation. As we go through this year, keep an open mind to suggestions and concerns of our participants.

Please let me know if I can help you during the year.

Mark Ekeland
Wellness Center Assistant Director
Recreation Programs
Dear Intramural Staff:

I would like to also welcome you back to another year at SDSU. I have a few items that I need to inform you about.

- The Intramural Staff follows a flexible working policy, however I do expect each staff member to stop in the office on a regular weekly basis, or on a pre-arranged time with me, to help assist in the office.

- The Intramural Staff is responsible for preparing Intramural Sports entry forms, rules, poster(s), and are also responsible for attending weekly staff meetings and manager’s meetings. You will also be responsible for helping with team registration using Hobo Dough.

- All of the Intramural files are kept in the file cabinet in the Recreation Programs Office. The procedures for using office equipment will be explained to each new staff member.

- The staff work schedules will be posted weekly in the office and e-mailed to each of you. It is your responsibility to check the schedule to see when you work. If you are unable to work your scheduled shift(s), it is your responsibility to find a replacement.

- Your paycheck will be directly deposited at the end of the month. We are now operating our payroll system using the Banner system. It is each student’s responsibility to enter their hours worked into the Snap program. You need to submit your timesheet on Snap, and also e-mail a copy of your hours to me for the month no later than the 19th of each month. If you fail to do this you will not receive a paycheck for the time you worked.

I look forward to working with you!

Roxy Cook
Program Assistant I
Recreation Programs
RECREATION PROGRAMS OBJECTIVES

- To create an opportunity for every student to have a positive and wholesome recreational experience in their leisure time.

- To encourage student involvement in activities that develops lifetime interests and leisure skills.

- To make available to every student through planning and scheduling all indoor and outdoor facilities administered by the Intramural Staff and the Department of Student Affairs.

- To make available quality equipment and facilities to carry out the satisfactory administration of all programmed activities.

- To provide trained leadership in the areas of supervision, officiating, and health care.

- To create the opportunity for fair and equitable competitive experiences in all individual, dual, co-rec and team activities.

- To create a leadership learning laboratory through opportunities to serve as managers, supervisors and officials.

- To work closely with all sources of communication on campus in order to inform and generate interest, enthusiasm, and awareness for all programmed intramural and recreation sports activities.
STAFF OBJECTIVES

• To administer a strong and varied program of intramural and recreational sports that appeal to the needs and interest of every student.

• To conscientiously serve the day-to-day needs of students seeking positive leisure time experiences.

• To perform all assigned tasks as effectively as possible.

• To personally develop leadership, supervisory, and administrative skills during the intramural and recreational sports work experience.

• To become familiar with the duties of all members of the staff and to be able to fill-in and to assist in the various roles when called upon.

• To assist in the on-going evaluation of program effectiveness.

• To be a part of a democratic, administrative process that seeks to improve the Intramural sports program and develop the staff member skills as a valuable employee.
SUPERVISOR’S RESPONSIBILITIES

One of the most important and demanding assignments an Intramural staff member has is the administration and supervision of a sports contest. You represent the leadership authority of Recreation Programs. Participants expect that you will take charge of all phases of the contest. You are viewed as the person that will deal with all problems and make the ultimate decisions necessary when questions arise. We are continuing the policy that all protests (other than individual eligibility) be handled on the field of play. It is imperative that you have a clear understanding of the rules. With the help of an official (when one is present) the protest can be dealt with and the game can continue.

It is also important that you have a clear understanding of the schedule, format, equipment, and facilities necessary for the administration of a contest. You must be cooperative, understanding, tactful, and prepared to act with good judgment when difficult situations arise.

Supervision of competitive sports is a most demanding leadership experience. You will be challenged often and seldom thanked for your efforts. However, you will find the experience rewarding in many ways. You will have the opportunity to meet students, gain some lasting friendships, develop your leadership abilities, and to find personal satisfaction that comes when one has met a challenge and done a good job. Your positive and dedicated efforts are most important to be a continued success of a program very valued to student life on SDSU campus.
JOB DESCRIPTIONS- RECREATION PROGRAM STAFF
GRADUATE ASSISTANT

• Be available for office contact managers (have regular posted office hours).

• Knowledge and use of the IM League Program for Intramural Activities-Supervise the Administrative Assistant for Intramurals in the following areas:
  - Prepare league organizations
  - Prepare competitive schedules for league play
  - Prepare tournament brackets
  - Supervise preparation of tournament pairings

• Assist Program Assistant I with office duties as assigned.
  - Assist with accounting and reimbursements
  - Schedule photography efforts during Intramural contests
  - Complete preparations to begin each new intramural sport activity

• Work with the Student Administrative Assistant to set up all managers’ meetings.
  - Understand all rules of eligibility and sportsmanship, as well as individual sport rules

• Assist in the identification of officials with the supervision of the Commissioner of Officials

• Assist with supervision when needed of all Intramural Staff and other Recreation Programs staff.

• Assist with the interviewing and hiring of new student staff to work in the recreation programs area of the SDSU Wellness Center.

• Assist with the PR and Advertising Assistant to:
  - Create (University Network) ads for the plasma screens in the Wellness Center
  - Create/update brochures/semester schedules
  - Update Rec Programs Hotline weekly

• Manage the inventory of Rec Programs equipment at the beginning and end of each season.

• Help and assist with the management of the Recreation Programs website.

• Assist with the monthly contact with all Sports Clubs.

• Attend and conduct all weekly staff meetings.

• Each semester the GA will be evaluated by the Wellness Center Assistant Director-Rec Programs and the Program Assistant I of Rec Programs.

• Help recruit, hire, and evaluate all Lifeguards, Intramural Supervisors, and Gym Supervisors.
JOB DESCRIPTIONS- RECREATION PROGRAMS STAFF
ADMINISTRATIVE ASSISTANT

• Assist Graduate Assistant in carrying out his/her duties.

• Create weekly Supervisor work schedules for all Intramural activities.

• Post daily updates of event scores, standings and changes in schedules.

• Print daily schedules, score sheets, etc., and get the binder(s) ready for each sport event.

• Help with supervision when necessary at intramural events.

• Reside over Intramural Council meetings.
• Attend and conduct weekly staff meetings.
  
  o The only excuse for missing this meeting is if you have a test. Studying for the test is not an excuse. After three unexcused absences you will be removed from your duties as Administrative Assistant.

• Assist the Publicity and Advertisement Assistant in planning strategy for the semester/year.

• Assist in supervision of manager’s meeting and official’s meetings.
• Organize committees for each sport.

  o Outline their duties for them and create deadlines
  o Assist them in completing their tasks

• Supervise all manager’s and official’s meetings with the help of Intramural Staff.
  
  o Understand all rules of eligibility and sportsmanship, as well as individual sports rules

• Assist in the identification of officials.

• Help develop and train Commissioner of Officials and new models for training officials.
JOB DESCRIPTIONS- RECREATION PROGRAMS STAFF
COMMISSIONER OF OFFICIALS

- Assist Graduate/Administrative Assistant in carrying out his/her duties.

- Contact and hire intramural officials with approval from Wellness Center Assistant Director-Recreation Programs & Recreation Programs-Program Assistant I.

- Keep on file names, addresses, e-mail addresses, and telephone numbers of all potential officials.

- Work with Recreation Program Assistant on final payroll records for each activity.

- Hold rules review session prior to start of each activity, with IM staff at weekly meetings prior to start of new activities. Work closely with each sports committee on possible rule changes.

- Assign officials to all intramural contests after review signup sheets.

- Keep work and evaluation records on all officials.

- Assist with supervision of officials if needed.

- Develop a rating and evaluation system for officials.

- Recommend officials to the IM-REC Council for “Intramural Official of the Month” sponsored by Papa John’s Pizza.

- Assist in supervision of officials meeting’s.

- Attend weekly staff meetings.
  
  - The only excuse for missing this meeting is if you have a test. Studying for a test is not an excuse. After three unexcused absences in a semester, you will be removed from your duties as Commissioner of Officials.

- Work closely with the Publicity and Advertising Assistant.

- Understand all rules of eligibility and sportsmanship, as well as individual sport rules.
• Plan, construct and duplicate advertisement posters for each Intramural event that is offered throughout the school year.

• Provide updated information regarding upcoming events, sport league standings to the Collegian (on campus newspaper), campus radio station and any other media that will help promote SDSU Intramurals.

• Plan and construct individual signs for each sport to be displayed in the Wellness Center gym area. Work closely with each sports committee in the furnishing of advertising posters for their sport’s information.

• Attend morning weekly staff meetings as assigned by the Wellness Center Assistant Director-recreation Programs.

• A minimum of five hours per week will be required to accomplish this position.

• Be available to assist with supervision of Intramural events when needed.

• Make recommendations to the Recreation Programs Executive Committee (Wellness Center/Assistant Director-Recreation Programs, Program Assistant, Graduate Assistant, Administrative Assistant and Commissioner of Officials) for improved ways to publicize all Intramural events.

• Be available to work in the Recreation Programs office and/or at the Welcome Desk for Intramurals when needed.
Welcome Desk Attendant (WDAI) for Intramurals will be required to work the assigned shifts, M-F during the school year. Vacation days excluded.

The WDAI will report directly to the Recreation Program Assistant, Roxy Cook, for evaluation. Given the first opportunity to work at the Welcome Desk.

This position will be primarily responsible for answering questions concerning Intramurals, receiving completed Intramural rosters and completing the registration process with the Hobo Dough deposit from each team.

This position will also be helpful to Community Members who need assistance and aren’t related to Intramurals and refer members to the Welcome Desk attendants for Community Fitness.

All WDAI workers will dress and act professionally being aware of the presence of members needing assistance. Occasionally, when there isn’t anyone needing assistance, the WDAI will be allowed to study, use their cell phone for short periods of time and use the computer for school work. Any misuse of these privileges will be dealt with by the Coordinator of Recreation Programs.

If the WDAI is not an Intramural Supervisor the training for working at the Welcome Desk for Intramurals will be accomplished through a team effort of the Recreation Professional Staff (Coordinator, Program Assistant and Graduate Assistant).

The WDAI will attend weekly Intramural Staff meetings when it is determined by the Program Assistant to be necessary if the person is a non-intramural supervisor.
JOB DESCRIPTION – RECREATION PROGRAMS
RECREATION PROGRAMS SUPERVISORS

- Develop and prepare all posters, promotional and publicity items for IM-REC sports.

- Assist Program Assistant in Recreation Program office when needed.

- Assist in publicizing IM-REC program, Collegian, TV, radio, IM flyers and “Word of mouth”.

- Assist in preparing schedules, tournaments and serve on sports committees.

- Special event organization and supervision – NIRSA conference issues, Extramural Basketball Tournament.

- Assist in record keeping (daily schedules, supervisor’s reports, accident reports, protest forms, and roster change reports).

- Assist in identification of officials.

- Assist in field preparation and equipment set up for each event.

- Attend weekly staff meetings, the only excuse for missing this meeting is if you have a test (studying for a test is not an excuse). After three unexcused absences you will be removed from your supervisor responsibilities.

- Public Relations and communication with intramural participants

- Participate in the “Dorm Rush” each semester.

- Basic first aid duties: Since we no longer have athletic trainers in attendance at IM events all staff will be trained in standard first aid, and preventing disease transmission. You must be familiar with accident protocol, and you are responsible for completing all accident reports.

- Take pictures of IM-REC sports games and champions.

- All IM Supervisors will dress and act professionally being aware of the presence of members and students needing assistance.
LIFEGUARDS

• Ensure the safety of all patrons using the swimming pool.

• Wear swimsuit under clothes in the event of a rescue.
  ○ This is mandatory. There will be no excuse for not wearing appropriate apparel.

• Keep pool in view at all times. The best view is from the chair. However, if swimmers are only using the shallow end, you may be on the deck, but you need to continuously walking around the deck.

• Provide CPR and Basic First Aid when necessary.

• No studying, reading, talking on your cell phone or texting of any kind while on duty!

• Assist in record keeping through the daily tracking of number of patrons using the pool, and also by documenting any significant accidents on the Accident Report Form.

• Keep pool deck clean and free of obstacles by returning noodles, kickboards, and floating devices to their appropriate places at the end of each shift.

• Attend Monthly Staff Meetings
  ○ Complete a 500 meter continuous swim, and also pass a monthly Emergency Preparation situation.
  ○ Lifeguards who fail to meet these requirements will not be able to guard until completed.
  ○ Absence of three meetings will result in the loss of all Lifeguarding duties.

• All Lifeguards will dress and act professionally being aware of the presence of members and students needing assistance.
• Check in/out of all equipment.

• Ensure the safety of all members at all times during your assigned shift.

• Basic first aid duties: All staff will be trained in standard first aid, and the prevention of disease transmission. You must be familiar with accident protocol, and you are responsible for completing all accident reports.

• Complete daily and weekly cleaning duties, check the cleaning list for duties.

• Assist in record-keeping by recording the number of members hourly through the use of tally sheets, tracking equipment use, and filling out Accident Report Forms when necessary.

• Assist Recreation Program and Maintenance Staff at their request(s).

• Attend Monthly Meetings
  
  o There is no excuse for missing these meetings. Absence of three meetings will result in the dismissal of all supervising duties.

• All Gym Supervisors will dress and act professionally being aware of the presence of members and students needing assistance.
RISK STATEMENT

THE SDSU Student Affairs Department strives to conduct all activities in the most prudent manner possible. However, due to the inherent risk of accident or injury in any activity, it is the responsibility of each participant to be aware that there are assumed risks involved with participation.

INSURANCE-INJURY RESPONSIBILITY

I am aware of the dangers involved in participating in intramural activities. Upon reading this statement I agree to hold harmless and indemnify the State of South Dakota, the South Dakota Board of Regents, South Dakota State University, their officers, agents, or employees from and against any and all actions, suits, damages, liability or other proceedings that may arise as a result of its performance of this contract. Nothing herein requires the Facility (User) to be responsible for any action, suit, damage, liability, or other proceeding that may arise as a result of the negligence, misconduct, error or omission of the State of South Dakota, and South Dakota Board of Regents, South Dakota State University, their officers, agents or employees.

ACCIDENT AND INJURY PROCEDURE

In the event of injury to a participant in an IM-REC activity, the IM-REC Supervisor should be familiar with and put into practice the following University Health Service guidelines:

- If possible, a minor injury should be given First-Aid treatment at the site of the contest.
- A participant with an injury requiring medical attention should be referred to the University Health Center for treatment (e.g. cut requiring stitches, sprains, etc.) if injury occurs before 5:00 p.m., Monday – Friday.
- **If a person is not breathing, is unconscious, and/or has sustained a head injury, CALL 911 IMMEDIATELY! DO NOT MOVE A PERSON WITH A HEAD INJURY.** After you have called 911 and reported your location, call University Police Department.
  - Campus security will also provide transport for non-life threatening injuries to the Brookings hospital emergency room.
- **COMPANY SECURITY PHONE NUMBER IS 688-5117 EMERGENCY #111**
- The Intramural Supervisor should fill out an Accident Report form as soon as possible, with enough information as possible. This should include nature of the accident, cause, witnesses, and steps taking in arranging for care.
- The supervisor should present the report and discuss it with the Coordinator of Recreation Programs as soon as possible on the day following the accident.
- Remember!! Common sense and your best judgment in the handling of all accidents and/or injuries is the most important thing.
INTRAMURAL AND RECREATION FACILITIES

SOUTH DAKOTA STATE UNIVERSITY

The following Intramural and Recreational Sports facilities are available for all University students’ participation and use throughout the year. Questions concerning scheduling use should be directed to the Program Assistant in the Recreation Programs Office in the Wellness Center, Room 106.

**Indoor Facilities**

WELLNESS CENTER: Mon.-Thur. 5:00 a.m.-11:00 p.m.
Friday 5:00 a.m.-10:00 p.m.
Saturday 8:00 a.m.-8:00 p.m.
Sunday 1:00 p.m.-11:00 p.m.

**Jogging Track:** Regular Building Hours

**Wellness Center Gym:** Free Play, scheduled times posted

**Swimming Pool:**
- Lap Swim: Mon, Wed, Fri 5:00 a.m.-7:00 a.m.
  Monday-Friday 11:00 a.m.-12:45 p.m.
  Sunday-Thursday 6:00 p.m.-7:30 p.m.
- Rec Swim: Sunday-Thursday 7:30 p.m.-9:00 p.m.
- Family Swim: Sunday 2:00 p.m.-4:00 p.m.

*Pool hours are subject to change due to athletic competition and practice along with student lifeguard availability.

UNIVERSITY STUDENT UNION:

- Game Room- Scheduled times posted
- Craft Center- Scheduled times posted
- Music Listening Room- Regular building hours
- T.V. Lounge- Regular building hours
- Outback Jacks – Scheduled Times Posted

**Outdoor Facilities**

- W.E.W. Intramural Fields East of HPER Center
  Southbrook Softball Complex
- Hillcrest Tennis Courts
- Southbrook Ponds
- Edgebrook Golf Course
- Multi-Purpose Field-North of WC
SOUTH DAKOTA STATE UNIVERSITY
DEPARTMENT OF STUDENT AFFAIRS

(Please check) REPORT OF ACCIDENT □ INCIDENT □ OR UNSAFE CONDITION □

Department or Bureau: __________________________ Division, Office: __________________________

Name: ______________________________________ Title: __________________________
Business Address: __________________________ Business Phone: __________________________

Date, Time & Place of Accident, Incident, or Unsafe Condition:

Date: 20____ Time: ________AM ________PM
Location of Accident, Incident, or Unsafe Condition: ________________________________________________________________

Person Involved In The Accident Or Incident:

Name: __________________________ SS#__________________ Age: __________
Home Address: __________________________ Home Phone#: __________________________
Employed By: __________________________ Occupation: __________________________
Business Address: __________________________ Business Phone: __________________________

What was the person involved doing at the time of the accident or incident?

The Injury:

What was the nature and extent of the injury? __________________________

Was First-Aid administered? __________________________ By Whom? __________________________

Describe the type of first aid treatment given. __________________________

Was Medical Treatment administered? __________________________ By Whom? __________________________

Name and Address of Medical Facility: __________________________

Did Accident result in Fatality? Yes_______ No_______

Property Damage:

Owner: __________________________ Address: __________________________

Home Phone: __________________________ Business Phone: __________________________

Employed By: __________________________ Occupation: __________________________

Describe Damage: __________________________

Description of Accident, Incident, or Unsafe Condition:

Witnesses:

Name________________________ Address: __________________________ Phone: __________________________

Name________________________ Address: __________________________ Phone: __________________________

Was a police authority contacted? ______ Yes ______ No

Name: __________________________ Date: __________________________

Address: __________________________ Phone: __________________________

Signatures:

Signature of Employee: __________________________ Date: __________________________

Signature of Supervisor: __________________________ Date: __________________________
OFFICIAL INTRAMURAL PROTEST FORM

Date: _______________________________ Time: _______________________________

Activity: ___________________________ Field/CT. #: ___________________________

Team: ______________________________ Opponent: ___________________________

Protest information must be specific; outline circumstances, special situations, violations, and other pertinent material. Protest must be filed on the field of play, and will be ruled on immediately. Protest involving individual eligibility must be made by noon the day following the violation. (Judgment calls made by contest officials will not be accepted as grounds for protest.)

REMARKS:

Team Name: ________________________________________________________________

Team Manager’s Signature: ____________________________________________________

Supervisor Signature: ________________________________________________________
WARREN E. WILLIAMSON FIELD LIGHTS POLICY

The following will be considered as policy for use of lights on the W.E.W. Intramural Fields.

Scheduling the W.E.W. Intramural Fields for night use must be cleared through the HPER Department. Contact the facilities Coordinator, HPER Room 124, Telephone 688.5817.

Intramural and Recreation Sports programmed by the Recreation Programs Office will have first priority on use of lighted fields.

- Switch box keys will be kept in the Maintenance Office, HPER Center, Room 124; contact the Facilities Manager at 688.5817 for more information.

Residence Hall and Organizational Groups may schedule the W.E.W. Intramural Fields for night activity under the following regulations:

- Activity Director for Residential Life must schedule the fields through the Recreation Programs Office.

- Schedule must be arranged no later than ten (10) days prior to the event.

- Activity Director or person in charge must contact a HPER maintenance man to turn on the lights. No keys will be issued for this purpose.

- Immediately following completion of the event the person in charge must contact a HPER maintenance man who will turn off the lights and lock the switch box.

All Residence Halls or Organizational activities scheduled on the W.E.W. Intramural Fields must be completed no later than 10:00 p.m.

W.E.W. Intramural Fields will not be lighted for unsupervised informal play unless approved by Recreation Programs Coordinator.
**Lifeguarding Responsibilities**

- Arrive on-time, but do not open doors more than 5 minutes early.
- You are required to wear a swimsuit under clothes in the event of a rescue.
- Greet members and students.
- Keep pool in view at all times. The best view is from the chair. However, if swimmers are only using the shallow end, you may be on the deck, but you need to continuously walk around the deck.
- **No studying or reading of any kind while on duty!**
- Fill out an accident report for anything of significance.
- Fill out tracking sheet for water aerobics participants.
- Refer any complaints of significance to the Wellness Center Office.
- If you need a shift off, it is your responsibility to find someone to fill it. Once you have found someone, you need to change it on the calendar on the desk, and also let the Pool Coordinator know.
- Kickboards, noodles, paddles, aqua-belts and pull buoys can be used by any swimmer; please have them returned where they were found.
- At the end of your shift, be sure to close locker room doors by removing foam bricks.
- Please turn off pool lights at the last lifeguard shift each day.
- Monday & Wednesday evening closing, it is the lifeguard’s responsibility to put the pool vacuum in the pool. Directions are on the desk and also in the binder.
- Sunday, Tuesday, & Thursday evening closing lifeguards, spray pool deck with hose which is located in the south closet.

**Pool Rules**

- All swimmers must shower before entering the pool.
- Swimsuits are required. No cut-offs, jeans, or sweatpants.
- Swimming allowed only when there is a lifeguard on duty.
- Children under 8 must be accompanied and supervised by a responsible individual. Children left unsupervised will be dismissed, along with the person responsible for their supervision.
- Horseplay such as running, splashing, shoving and/or dunking is not permitted.
- Diving is only allowed in the diving well.
- No person shall be allowed to enter the pool while under the influence of alcohol or other drugs.
- Air Mattresses, or similar floatation devices are not permitted. Balls, Frisbees, or other throwable equipment are not permitted.
- Use of starting blocks is not permitted.
- Diving Boards are off-limits. They are used for swim practice only.
- The lifeguard on duty and/or pool manager has the right to dismiss, suspend, or prohibit from the pool and/or related facilities any person endangering the health or safety of any pool patron.
**Important Numbers**

Wellness Center Assistant  
Director-Rec Programs  
Pool Coordinator-GA  
Recreation Programs Office  
Program Assistant I  

Mark Ekeland  
Josh Kelly  
Roxy Cook  

605-688-6861 or 605-691-4961  
507-276-8827  
605-688-4724  

**Miscellaneous Phone Numbers**

Emergency  
SDSU Police  
HPER Maintenance  
Wellness Center-Welcome Desk  
Pool  

111  
688-5117  
688-5817  
688-6415  
688-4919  

**Expectations of All Staff**

**Dress Code**

All lifeguards are expected to wear their SDSU Wellness Center Lifeguard T-Shirt provided by Recreation Programs, along with a swimsuit underneath. You may also wear shorts or capris, and sandals. Your apparel must not interfere with your ability to make an emergency save effectively. In the situation that you do need to make an emergency save, you will not have time to take off any clothing.

**Professional Conduct**

You have been chosen to fulfill a very important position. We must all do what is necessary to prepare ourselves as fully as possible to do our job. Be confident, aware, and always act in a professional manner.

A.) Telephone: No personal calls during your work shift. This includes using cell phones. In the instance that the pool phone does ring, you need to answer it, but only after you have secured the safety of the patrons. If you are by yourself, instruct everyone in the water to clear the pool. If you are lifeguarding with another person, let them know that they need to reposition themselves so that they are able to more effectively watch the patrons in the pool. Quickly answer the phone call, and return back to your position as quickly as possible.

B.) No foul language while on duty. You will treat all patrons with the utmost respect at all times.
C.) Studying is only allowed when there is NO ONE in the pool. Studying while there are patrons in the pool is grounds for immediate termination of your position.

D.) Leaving your shift: You must work your entire shift. Leaving in the middle of a shift is grounds for termination. If you need to leave your shift for some reason, you must have another qualified lifeguard to cover your shift before you are allowed to leave, and you need to make the Pool Coordinator aware of your intended actions.

Absences

A.) If it is mandatory that you need to be absent from your assigned shift, YOU are responsible for finding a qualified substitute. NO EXCEPTIONS!!! A phone list is located on the desk with all of the available substitutes. If you switch a shift, you need to let the Pool Coordinator know.

B.) If you are ill and cannot work your shift, please call as soon as possible so a replacement can be found. For anyone working the 5:30 a.m., evening, or weekend shift, please call the Pool Coordinator or the Recreation Programs Coordinator, as the office will not be open.

C.) An absence of one shift without proper notification to the Pool Coordinator (or the Office) may result in disciplinary action, including the termination of your employment. A second unexcused absenteeism is grounds for immediate termination. You are in a very important position of safety, and without you, our members are unable to enjoy the full terms of their membership.

D.) You are responsible for finding someone to fill your shift if a final exam falls during the time you are normally scheduled. Final exams should be no surprise, as they are posted in every syllabus you receive.

Employment Terms

A.) Employees are hired on an academic-calendar year basis. Employees must apply at the beginning of the academic school year.

B.) Paycheck- Direct Deposit on the last day of the month. Your hours must be submitted online and approved in order to receive payment.

Disciplinary Action and Dismissal

There are several actions that necessitate disciplinary action. These include, but are not limited to tardiness, unexcused absenteeism, sub-standard performance, dishonesty, and studying. Warnings will be given out at the discretion of the Pool Coordinator.

Immediate dismissal will occur if an employee:

a.) Falsifies a time card
b.) Steals (including equipment)
c.) Harasses fellow employees or members
Time Sheets:
A.) Must be submitted no later than the 21st of each month by 5 p.m. You will be notified if the submission date changes to an earlier date.
B.) You must submit a print preview sheet of all your hours; turn into Roxy.
C.) You must also log your hours on the computer. To do this go to:
   a. Site: http://snap.sdbor.edu
   b. User name: first initial, middle initial, last name
   c. Password: Birth date- MMDDYY
   d. You will have to create a new password on first login- follow directions on site.
D.) Employees who do not submit for approval of their hours and their time tracking sheet will be written up.
E.) Payday will be the last day of the month.
F.) New employees must go to payroll before they start working with two valid forms of ID. (Your student ID is acceptable.)

Staff Meetings
A.) Employees are required to attend staff meetings as scheduled. These meetings are for the employee’s benefit and are required. The first meeting missed without a valid excuse will result in a written warning. The second meeting missed without a valid excuse will have a written warning and an appointment with the Pool Coordinator. Missing the third meeting will result in the employee being dismissed from the job.
B.) You will get paid for all staff meetings.
C.) There will be one staff meeting a month, which will be the 3rd Tuesday of each month.

Customer Service Skills
A.) Our goal through service is to provide the members with the best experience possible. Remember that “real” service is giving the members something beyond that which is expected. After providing a safe environment, providing service is the most important part of this job.
B.) Customer service skills are anything that makes the customer feel valued, respected and known. The best way to accomplish this is by giving them your time.
C.) The first impression a member receives makes the most impact! You never get a 2nd chance to make a first impression!
D.) Learn as many members’ names as you can and call them by name when you greet them. Name recognition is important! People love hearing their name, and it makes them feel more valued.
E.) Respond to their requests. Treat members politely and promptly when attending to their desires.
F.) Establish rapport with a friendly, helpful manner, a smile and eye contact.
Complaints

A.) Manage complaints in a polite, courteous manner. Listen with your full attention. Take notes in the Communication book to be given to the Pool Coordinator. If they would like to visit the Pool Coordinator or the Recreation Programs Coordinator, encourage them to visit in the Wellness Center Office. If they leave their name and telephone number, make sure you pass it on to the Pool Coordinator or the Recreation Program Coordinator so that they can respond in a prompt, personal reply.

B.) Remember the customers are our business.

C.) Be friendly and helpful- a complaint is an opportunity to improve yourself and the Wellness Center.

D.) Accept the Customer’s Feelings- Try to imagine how you might feel in the same situation.

E.) Offer a solution or options to solving the problem- “Here’s what I can do for you.”

F.) Always have a documentation of the complaints. Write down all the complaints and give them to the Pool Coordinator with your name on it.

G.) We always want to be courteous to our customers and listen to their concerns, but your first priority is to provide a safe environment for the rest of our patrons. If listening to a customer interferes with your ability to provide a safe and secure environment, please ask the patron at hand to wait one moment, clear the pool, listen to his/her concern and follow through with the appropriate actions, and then notify the rest of the patrons that the pool is safe to swim in again, and get back to providing a safe environment.

Shift Duties

For each shift, you need to:

A.) Track the number of patrons using the pool.

B.) Insert Lane Lines if necessary.

C.) Clean Up: Noodles, Kick Boards, or other objects that may have been used by the patrons.

D.) Record any information that may be important for the Pool Manager and/or other lifeguards to know in the Communication Book.

Accident Report Form

An accident report form must be completed anytime an injury has occurred. This includes giving any type of first aid. The First Aid Kit is located in the desk on deck. See injury and emergency guidelines at the end of the manual for more details. The Accident Report forms are located on page 22 of this manual.
Eligibility/Participation Rules and Regulations

For Competition in Intramurals at South Dakota State University

The BASIC PURPOSE of the eligibility rules is to provide an equitable program for South Dakota State University students. The rules are not specifically designed with the Intent to “expose and punish violators.” It is hoped this negative procedure will not be necessary. The rules have been drawn as a guide to enjoyable participation. The “Spirit” of the rules is most important. To apply a positive approach it is important that every student abide by these rules and enlist the support of all members of the team. The result will be a more positive leisure experience for all students.

1. All undergraduate students regularly enrolled (must have paid the full student activity fee) students in the University are automatically eligible to enjoy all Intramural and Sports Clubs privileges and shall retain that status until they withdraw from school or violate any of the eligibility rules as stated elsewhere. Participation is entirely voluntary.

2. Graduate students are eligible to participate in all Intramural and Sports Clubs activities approved by the Council. Any doubt concerning the eligibility of a player should be referred to the Intramural Office for a ruling.

3. Any student who has participated at the varsity level will be ineligible for competition in that sport for one full year once they are no longer a member of the varsity team. Example: A varsity football player quits the team in the fall of 2007 would not be eligible to compete in Intramural flag football until the fall of 2009. This would be the case for any varsity level athlete who would want to compete in an intramural sport that is similar to their varsity sport. Another example would be a varsity baseball player wanting to play softball would also need to wait one full calendar year before competing in either men’s softball or co-rec softball.

4. Any student that would transfer from another school that was a varsity athlete would also need to follow (2.a) as far as when they would be eligible to play the intramural sport that is similar to their varsity competition.

5. An Intramural team roster may not include more varsity athletes that would total one-half the number of players necessary to start a given contest. Example: Basketball has five starters, the roster could include three varsity athletes; volleyball has six starters, the roster could include three varsity athletes.
6. A squad member of any current varsity sport is ineligible for Intramural competition in that sport or related sport. i.e. Basketball and Free Throw Contest, Baseball and Homerun Contest.

7. A squad member is any student that is listed on the varsity squad at the time the first intercollegiate contest in that sport is played or has equipment checked out by a varsity coach, and works out regularly with the varsity squad.

8. Scholastic eligibility does not affect a student’s eligibility for Intramural participation.

9. Disciplinary probation does not affect a student’s eligibility for Intramural participation, unless the disciplinary committee or Vice President for Student Affairs restricts such participation while a student is on probation.

10. A player after entering one contest with a given team may not transfer to another team. If a player does transfer from one team to another after one game has been played such a player shall be declared ineligible for that sport for the remainder of the season. Teams playing an ineligible player shall forfeit all contests in which the ineligible player participated.

11. Deadline for signing players to team rosters is the last week before the start of the tournament for that sport. Players may be added to a team as long it is completed by noon of the day that team plays. No player may compete on two teams in any given activity.

12. SDSU student ID’s will be required of all participants as the Intramural Supervisor’s check team rosters and hand out colored wrist bands indicating eligible players for competition for that game or competition.

13. Anyone who has played professionally in any sport shall be ineligible for those activities of the Intramural program in which he/she has broken their amateur standing.

14. Two leagues may be available for some sports. These leagues will be differentiated as: Competitive and Highly Competitive Leagues. The Competitive Leagues will continue to be governed primarily by rules 1 through 10. Highly competitive leagues will be governed solely under rule number 12 of the Eligibility/Participation Rules and Regulations.

15. There are no restrictions on the number of varsity athletes that can be on a roster in the Highly Competitive League as long as they continue to be a student at South Dakota State University.
RESPONSIBILITY FOR ELIGIBILITY

1. The Recreation Programs Office is not responsible for checking over eligibility of all students competing in the various activities. The team managers need to check over the roster of their opponents with an Intramural Supervisor and report any student who may be ineligible to compete according to these rules.

2. Experience always proves that teams contending for top honors have alert and efficient managers. Team managers must understand and interpret all eligibility rules to their team and organization.

DUTIES OF TEAM MANAGERS

Each team shall appoint a team manager who will be responsible for matters that concern the Intramural Program. This person should be interested in sports and willing to assist in the promotion of the Intramural Sports Program. There is a correlation between the teams that are successful in the program and the efficiency and interest of their Intramural representative. The student should know the eligibility rules, administration and the activities program. The team manager should be responsible for the following duties.

1. Enter their team for competition promptly when the announcements are made for a given activity. Keep informed about the progress of the activity in season.

2. When properly notified, team managers, or their representative, must attend all meetings called by the Recreation Programs Office.

3. When in doubt concerning any eligibility rule, playing rule or anything pertaining to the program inquiries should be directed to the Recreation Programs Office, and or website.

4. Indicate team name, team manager’s name, e-mail address, and telephone number on rosters.

5. Choose a team name that does not have a vulgar, discriminatory, or distasteful meaning and would be appropriate in representing South Dakota State University.

6. Keep their team members informed concerning the time and place of all scheduled contests. Notify all team members of any schedule change.

7. Cooperate fully with the Intramural Supervisor in charge of the contest, with regard to lineup, score, equipment and any other information pertinent to the contest.
8. Cooperate fully with the Recreation Programs Office in the handling of rescheduled contests, protests and other problems that might arise.

9. Be sure that all team members are ready to play at the scheduled time.

10. Be alert for improvement that could be made in the Intramural Program.

11. All records and standings are kept on file in the Recreation Programs Office. The official information concerning individuals or teams may be obtained on request.

12. Each manager is responsible for designating a scorekeeper for the intramural basketball game they are involved with. There must be a scorekeeper from each team at the scores table throughout the entire game.

13. Inform each team member of the sportsmanship system and team conduct policy and have each member print and sign their names before they can compete.

14. Valid SDSU ID cards must be shown at each activity to be allowed to participate.

**SPORTSMANSHIP SYSTEM AND TEAM CONDUCT**

A. **Spirit of Competition**

Modern team sport activities find their origin in the basic human need for play. Winning and losing are mere outcomes of this play spirit. The use of Abusive language, poor attitude, and manipulation of the rules to further winning are not “just part of the game.” What is part of the game are the simple satisfaction of playing and the interdependence of teamwork, improving fitness, and enhancing friendships. Without your opponent, you have no game, no contest, and absolutely no fun. You are indebted to them as they are to you. In a fundamental way, then, competing against an opponent is based on cooperation. Upholding high standards of integrity and fair play acknowledges this idea of cooperative competition. An intentional violation of the rules, no matter how small, is considered cheating and a direct offense against these principles. The goal of the SDSU Intramural Sports Program is to promote lifetime skills through the venue of sports that offers meaning beyond that of a win or a loss, the memory of which fades quickly. All players are expected to play within the context of the SDSU Intramural Sports Program’s Spirit of Competition.
B. Team Sportsmanship Rating System

The development of team and individual sportsmanship is of fundamental importance in all intramural sports activities. The sportsmanship rating system is intended to be an objective scale by which teams’ attitude and behavior can be assessed throughout the intramural sports league and playoff seasons. Behavior, during, and after an intramural sport contest is included in the rating. The team manager is responsible for educating and informing all players and spectators affiliated with his/her team about the system. To encourage acceptable conduct before, during, and after intramural sports contests, officials and/or supervisors shall make decisions whether to warn, penalize, or eject persons and/or teams for poor sportsmanship.

**Team ratings are:**       **Acceptable**       **Unacceptable**       **Season Ending**

A team is responsible for the actions of the individual team members and spectators related to it. The team manager’s efforts in assisting officials/staff to calm difficult situations and to restrain troubled teammates are the key to controlling team conduct. Intramural sports officials and/or staff assistants shall determine acceptable and unacceptable team ratings. Appeals for unacceptable ratings are not accepted. The Intramural Sports Director, Administrative Assistant and the Intramural Council will determine season ending ratings. Any team receiving an unacceptable rating will be required to talk with the Intramural Coordinator before being allowed to participate in the next game. After receiving a second unacceptable rating, the team will be brought up to the Intramural council for further review. The Intramural Sports Program staff also reserve the right to review any rating given to a team. Regardless of the division or league, teams displaying good sportsmanship and receiving an acceptable rating throughout the league and playoff season will be eligible for complimentary awards.

**A team will receive an unacceptable Sportsmanship Rating as a result of the following:**
1. Any player that is ejected for unsportsmanlike conduct.
2. Any technical fouls for unsportsmanlike conduct and or multiple unsportsmanlike penalties given.
3. Participants/spectators who continually complain about officials’ decisions and display dissension. Complaints include both verbal and/or non-verbal behavior. Excessive arguing between opposing teams/spectators may also lead to an unacceptable rating.
4. Team captain (spokesperson) exhibited little control over his/her team and spectators conversed in a dissenting manner with officials about rule interpretations/calls and did not cooperate. Did not provide information requested by any intramural sports official/staff while performing their duties.
5. Team members did not meet eligibility requirements for participation in the SDSU Intramural Sports Program. See Intramural Eligibility Rules located on the Intramural Sports website at: [www.sdstate.edu/wellness-center](http://www.sdstate.edu/wellness-center) or call the Intramural Office at 688-4724.
6. Team members played with participants who are currently suspended from participating in intramural sports (i.e., on the Outstanding Ejection List) or the Intramural Sports Program.
7. Public indecency, vulgarity, or obscenity.
8. Individuals/teams played after the consumption of alcohol/drugs. If the contest has begun when discovered, the player(s) will be ejected and immediately removed from the facility, and the contest will be forfeited to the opponent. An incident form and unacceptable sportsmanship form must be completed and handed in to the Intramural Office.
9. Physical abuse by participants(s) spectator(s) in the form of fighting and/or wrestling with an opponent and/or teammate which occurred before, during, or after an intramural sports contest.
10. Any threatening behavior (verbal and/or non-verbal) to any intramural sports employee, participant, or spectator, which occurred before, during, or after an intramural sports contest.
11. Damage to or destruction of any Campus Recreation facilities and equipment.

C. Team Identification Check-In
All teams and individual players of teams will be required to check in before each night at the supervisor’s table. Each player intending on playing for that evening will be required to show proof of student identification before they are eligible to participate in the scheduled game for that evening. Teams with players found ineligible will be given an unacceptable rating and will have to talk to the Intramural Coordinator, or the Intramural Council. If a team does not have the minimum amount of eligible players needed, they will take a forfeit.

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