

# SVCA Community Center Operations Handbook



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## Welcome to SVCA

The Sudden Valley Community Association (SVCA) is Home Owner's Association and Non-profit, comprised of 3,154 members and over 7,000 residents. This is a community-oriented organization that provides its members, guests, and staff the opportunity to grow, learn and thrive.

Our facility offers a clean and friendly environment for members of SVCA to exercise and recreate. We welcome all persons within our community to enjoy the amenities at the Community Center which include:

- Relaxation areas
- Fitness Center
- Locker rooms
- Children's play rooms
- Multi-purpose rooms
- Family Pool

We, the SVCA Recreation Center staff, diligently strive to maintain the health and safety of the Community Center as well as provide a comfortable environment for members.

For information regarding the Family Pool and Quiet Pool please reference the SVCA Aquatics Operations Handbook.

The SVCA Recreation Department is a new organization, and we welcome suggestions to improve member experience. A suggestion box and forms are available in the front lobby. Please let us know if you have any suggestions or recommendations regarding these policies. They are intended to make SVCA Community Center an enjoyable environment for all members. Thank you for your cooperation.

## Access

For Sudden Valley Members, you will need to obtain an Access Card and sign an Injury Waiver to use the Fitness Center or pools. An Access Card is an RFID card with a magnetic strip, which will let you into the Quiet Pool, Family Pool and Fitness Center. The card features your name and picture. To obtain your card please visit the Rec front desk at the Community Center

Guests of Members and the public are also allowed to use SVCA facilities with a fee and signed Injury Waiver. Please see the most current fee schedule for cost of accessing the Fitness Center or pools.

If participating in an exercise class, an additional Injury Waiver Agreement is required.

## Facilities

### **Community Center Lounge**

The lounge area is on the first floor of the Community Center, and encompasses the entry way, dining area, and sitting area in front of the television. It also includes a Free Little Library and Board Game Lending Library. This area is intended to be used casually and may not be reserved for exclusive private use. Use of these spaces, including use of the television, is on a first come first serve basis. The Recreation Department may limit use of the television when certain sporting events are occurring.

### **Sunshine Room**

The Sunshine Room is located on the first floor of the Community Center and is a large children's play room featuring many toys. The room is most suited for use by children ages seven and under. Children must be accompanied by an adult when using the facility. This room is allowed for private rental. Please see the fee schedule for current price. When the room is not in use by a reserved party, the facility is open for general use.

### **Game Lounge Room**

The Game Lounge room is located on the first floor of the Community Center and has table top tennis, air hockey, gaming system, and foosball. The room is more suited for ages eight and up. This room is allowed for private rental. Please see the fee schedule for current price. When the room is not in use by a reserved party, the facility is open for general use.

### **Multi-Purpose Room A**

Multi-Purpose Room A is located on the first floor of the Community Center and is a large open space with plenty of natural lighting. This room is ideal as a meeting or exercise space featuring wall mounted mirrors and a ballet barre. This room is allowed for private rental. Please see the fee schedule for current price. When the room is not in use by a reserved party, the facility is open for general use.

### **Multi-Purpose Room B**

Multi-Purpose Room B is located on the first floor of the Community Center and is a small carpeted space. The room is ideal as a meeting or exercise space with a limited number of persons. Please see the fee schedule for current price. When the room is not in use by a reserved party, the facility is open for general use.

### **Fitness Center**

The Fitness Center is located on the first floor of the Community Center and requires a completed Injury Waiver Form and Access Card for Members to enter without

Recreation staff assistance. Guests of Members and the public are also allowed to use SVCA facilities with a fee and signed Injury Waiver.

The facility features an extensive amount of equipment, including but not limited to strength circuit equipment, free weights, cardio (ellipticals, treadmills, rowers, bikes), stretching area, and much more. The Fitness Center is not allowed to be exclusively rented. Persons 14 and above can use the Fitness Center independently with a completed Injury Waiver signed by a parent or legal guardian. Persons 12 and 13 may also use the Fitness Center but must be accompanied and supervised by a responsible adult and must also have a completed Injury Waiver signed by a parent or legal guardian.

Within the facility are men's and women's locker rooms that include bathrooms, changing areas, showers and free day use lockers; just bring your own lock. Pool towels and toiletries are not provided by SVCA. Use of cellphones, cameras, or recording devices are not allowed within the locker rooms. Please remove all items when you leave for the day. All non-approved locks remaining overnight will be removed and contents will be placed with security.

### **Dance Barn**

The Dance Barn space is located on the second floor of the Community Center. The room can be accessed through the first floor of the Community Center, or via the road behind the Community Center. The space is reminiscent of an old grange hall and can hold up to 400 persons. This is the perfect venue for dances, receptions, large banquets, meetings, or seminars. Alcohol and raw food is not allowed within the facility. Please see the fee schedule for current price. When the room is not in use by a reserved party, the facility is open for general use.

### **Family Pool**

The Family Pool is located adjacent to the Community Center and accessed through the men's and women's locker rooms within the facility. This is a General Use pool and is staffed by lifeguards. There is a maximum occupancy of 125 persons within the pool facility area. The number of persons allowed within the pool facility is dependent on number of lifeguards on duty. For more information please refer to the SVCA Aquatics Operations Handbook.

### **Quiet Pool**

The smaller SVCA pool is designated as a "Limited Use" pool and located at 10 Barn View Court, Bellingham, WA 98229, behind the Whatcom County Library branch. This pool is only available for Members, and guests of members referred to as "Member Guests". No life guards are present at this facility, and all users swim at their own risk. The Quiet Pool rules fall under Policy 2018.02. For more information please refer to the SVCA Aquatics Operations Handbook.

## **Community Center Grounds:**

Includes the Community Center, Barn 8, and the area immediately surrounding the Community Center including:

- Parking Lot north of the building.
- Driveways directly adjacent to and surrounding the building.
- Stairway and grassy lawn areas east of the building.
- Grassy lawn area west of the building including a volleyball court and playgrounds.
- Tennis Court south of the building.
- Large grassy play field south of the building including Baseball diamond and soccer field.
- Family Pool south of the building.

These spaces are available for use by Members and the public for free. Use of the facilities are on a first come first serve basis. Events may occasionally take place within these facilities that may temporarily close use of the space. Private reservation of these spaces is currently unavailable. These amenities are a part of parcel number: 3704083184570000.

## **Program Designation**

There are various recreational opportunities within the Community Center. Programs are designated into two categories; Classes or Clubs.

Classes are instructor led and may have an additional fee associated with participation. Classes are led by certified individuals, and availability is limited based on the number of participants accepted by the instructor. These instructors are not Sudden Valley staff members. Instructors have an established contract with Sudden Valley for rental of certain spaces.

Clubs are more informal, and do not have a fee associated with participation. Clubs welcome drop in participants and try to accommodate all users regardless of skill level.

## **Class Instructor and Personal Trainer Standards**

Instructors who offer classes at the Community Center or Personal Trainers who use the Fitness Center are private independent contractors and are not employees of Sudden Valley Community Association. Scheduling, financial transactions, class rules and policies, etc., are set by the individual instructor or trainer and are not regulated by SVCA.

SVCA requires all Instructors and Personal Trainers to be certified for their individual approved use, have appropriate liability insurance, and a current Washington State Business License. These individuals are also charged for use of SVCA facilities per the current fee schedule.

If you have a concern regarding a class instructor or personal trainer, please contact SVCA staff or the Recreation Manager.

## **Rental Policy**

Sports equipment, games, and other recreation items are available for free daily use when Recreation Department staff is present. To use these items, members must present their Access Card to Recreation Department staff and sign out the items. Members of the public are required to exchange their ID card for use of the items and sign out the items. The ID card will be given back when the applicable items are returned. Items are required to be returned per the specified time as set by staff.

Members who are minors 14 and above, with an Access Card, can sign out equipment independently. All other minors must have a responsible adult sign out the equipment on their behalf.

## **Fitness Center Maintenance**

The Fitness Center is on a quarterly preventative maintenance schedule. Recreation Department staff conduct a general inspection of the equipment daily to ensure the safety and performance of the equipment. Occasionally, equipment will break or become unsafe for use. Users are requested to inform staff of improperly performing equipment. When discovered, staff will remove the piece of equipment from service and schedule repair.

The Fitness Center is also on a routine cleaning schedule conducted by staff. The most commonly touched items like seats, hand and head rests, are cleaned daily with a disinfectant. Once a week, staff conducts a deeper cleaning of the equipment. If you observe concerns, please bring those to the attention of a staff member.

## **Facility Rules**

### **General Community Center Rules**

- Members are to be respectful to one another.
- No horseplay in the hallways, including running and bouncing balls.

- All food and drink must be within closed containers, unless consumed within the Community Center lounge area.
- No smoking in the facility.
- No obscene, loud, abusive, or inappropriate language or behavior. Loitering, gang paraphernalia, gambling, firearms, explosives, knives or other weapons are not allowed within the facility.
- Fighting is prohibited and will result in ejection from the Community Center by SVCA Security.
- SVCA is not responsible for lost or stolen property.
- SVCA reserves the right to deny further use of all facilities to any individuals who violate center rules, regulations, guidelines, policies, or procedures.
- Other rules and regulations may be posted throughout the facility, that are applicable to all users.
- Direction of Recreation Department staff shall be followed.

### **Minor Policy**

- Minors ages 14 and above may use all the Community Center facilities independently with a completed Injury Waiver signed by a legal guardian or parent. It is recommended the minor complete a Fitness Center orientation with SVCA Recreation staff.
- Minors ages 12 and 13 may use the Fitness Center if accompanied by a responsible adult; must have completed Injury Waiver signed by legal guardian or parent.
- Minors ages 12 and 13 may use the Game Lounge and Sunshine Room independently if an adult responsible for their care is present within the Community Center.
- Children 11 and under are not allowed within the Fitness Center and must be accompanied by a responsible adult within the facility.

### **Fitness Center**

Attire:



- Sneakers, socks, athletic pants/shorts, and t-shirts and other specific athletic clothing is considered appropriate attire.
- Jeans are not permitted. Jeans often have studs, rivets and zippers which may tear the fabric on the seats and benches.
- Bare feet or sandals are not permitted.
- Please refrain from wearing outside shoes within the Fitness Center.

General:

- Treat the equipment with respect. Exercise equipment should be used according to its intended purpose and design. Please observe signs posted on these machines.
- Cardio equipment is on a first come first serve basis. We ask that you please limit use to 30 minutes if other users are waiting.
- Please wipe down equipment after use.
- All lifters must re-rack their own dumbbells and weight plates after use.
- Please avoid slamming or dropping weights, which can damage equipment.
- All lifters must use a lifting partner to ensure personal safety.
- Chalk is not allowed within the Fitness Center.
- Please wash your hands after use of the restrooms to prevent the spread of disease.
- Please DO NOT turn off any of the equipment or televisions.

Locker Rooms:

- Cell phone use is prohibited within the Locker Rooms.
- Fitness Center towels are not allowed for shower or pool use.
- Members are asked to limit time in showers if people are waiting.
- Free lockers are available for use. Personal locks can be used during Fitness Center hours. Please remove all items when you leave for the day. All non-

approved locks remaining overnight will be removed and contents stored with security.

### **Free Little Library**

Located within the Community Center Lounge, the Free Little Library features a myriad of books that can be taken free of charge. If you take a book, we encourage you to bring a book back at your next visit, so the library can continue to be stocked with new items. Please do not bring items other than books. This Community Center is a family friendly facility. Therefore, we ask members to bring age appropriate materials and avoid donating adult content.

### **Board Game Lending Library**

Located within the Community Center Lounge, the Board Game Lending Library features many kinds of games available for use. These games are not to be taken home but can be played for free within the Community Center. The following is required to be followed:

- **One game at a time.** To make sure there are as many play opportunities as possible, we ask that you only take out the game you are playing and leave the rest on the shelves for others.
- **Keep all the pieces and instructions with the games.** Check around you and under the tables for any parts that may have escaped while you were playing and put them back in the box when you are finished.
- **Treat our games with respect.** We want to keep them in the best condition we can for everyone. Please treat them as if they were your own.
- **Report any issues.** If you find your game is missing any parts or pieces, please let Recreation Department staff know so we can resolve the issue or remove the game from rotation.

If you have a game you were like to donate to the collection, please talk to the Recreation Manager.

### **Lost and found**

Personal property forgotten within the Community Center is kept in lost and found by staff and is donated at the end of each month. SVCA is not responsible for any lost or stolen articles.

### **Safety Information**

#### **Health and safety**

If you have the flu, a cold, or any other contagious illness, please do not use Community Center facilities. Exercising with a contagious illness puts you and all other members at

risk. Illness causes an individual's system to become weaker and the likelihood for injury increases significantly under these conditions.

Bottles and wipes are provided for disinfection of Fitness Center equipment. Users should clean all seats, hand and head rests after use to promote a clean workout environment.

## **Injuries**

Any member who incurs an injury or becomes dizzy/ill while exercising should immediately contact SVCA staff for assistance. A first aid kit is kept at the front desk for minor injuries. In cases requiring more extensive first aid, SVCA staff will contact appropriate persons or emergency services.

## **Emergency Action Plan**

Recreation Department staff should never delay or refuse to call 911 for a member or guest in an emergency.

The address of the Community Center is 8 Barn View Court, Bellingham, WA 98229.

The 24-Hour Security phone number is 360-319-8200.

The SVCA General Manager shall act as liaison to Health Department or any other official agency requesting information regarding the investigation of an incident creating a potential health or safety problem.

## **Automatic Closure Qualifications**

The Community Center will close if any of the following occur:

- Weather or other environmental conditions threaten the health and safety of the public.
- Building condition poses a threat to the health, safety and welfare of the public.
- Other emergency as determined by Recreation Department staff or Recreation Manager.

## **General Procedure**

During any qualifying closure event, the following is standard:

1. Front desk staff will immediately call 911, Security, and Recreation Manager if needed.

2. If necessary, staff will walk through all rooms within the Community Center and inform users that the building is being closed and the need for them to immediately leave the facility.
3. Staff will notify administrative staff that the Community Center is closed so an announcement can be made. Post notifications on the entry way doors that the Community Center is closed.
4. If 911 is called, all staff will remain on site until directed by supervisor to leave and the GM will be contacted.
5. If the building is unsafe, leave immediately and congregate a safe distance away from facility.
6. After an incident, any involved staff will fill out a SVCA Incident Report and any other applicable paperwork.

## **Fire**

In the event of a fire:

- Call 911
- Activate the fire alarm system
- Evacuate and confirm that everyone is away from the building or structure (playground, picnic shelter, etc.)

If possible, do the following:

- If trained in the use of fire extinguishers, extinguish fire if the fire just started.
- Make sure access to and from the building/structure is clear.
- Provide information to the Fire Department as requested.
- Notify the Recreation Manger, Administrative staff, and Security.

After the fire is extinguished:

- Have Police, Fire Department, or SVCA Security secure the building.
- Do not leave area until dismissed by a supervisor.
- Do not enter the facility until notified by supervisor, Police or Fire Department it is safe to re-enter.

## **Comments, Suggestions and Complaints**

We welcome all comments and suggestions from our members. Please submit comments, suggestions or complaints in writing via e-mail to Recreation Department staff or the Manager at [recfrontdesk@suddenvalley.com](mailto:recfrontdesk@suddenvalley.com) or [recmgr@suddenvalley.com](mailto:recmgr@suddenvalley.com).