

Mt. Moriah Family Life Center

POLICIES AND PROCEDURES MANUAL

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MT. MORIAH FAMILY LIFE CENTER POLICIES AND PROCEDURES

Introduction

This handbook is intended to assist congregation members and community members participating in Christian based programs and services offered by the Family Life Center. The member is accountable and responsible for all the manual's outlined policies and procedures. These policies and procedures are designed to make the Mt. Moriah recreational, educational, and fitness experience more enjoyable and safe.

Mission Statement

The primary mission of the Mt. Moriah Family Life Center is to provide Christian based educational, recreational, and fitness programs and services for the congregation and participating community membership.

Family Life Center Description

The Family Life Center is a 40,000 square foot facility which includes director's office, a conference room, Deacon Study, commercial size kitchen, concession area, weight room, a multipurpose room (which accommodates a regulation size basketball court and theatrical stage), three activity rooms, an arts & crafts room, an aerobics room, male and female locker rooms, a computer room, and an indoor jogging/walking track. (See Facility Configuration and use for details).

Family Life Center Staff Goals and Function

Director

Provides spiritual leadership through the development and scheduling of programs and activities for the Family Life Center. Manages the overall operation and functioning of the Family Life Center to include obtaining grants and identifying funding sources for programs and activities.

Assistant Director

Assist the Director in the management, development, and operation of programs for the Family Life Center. Manages and oversees the daily functions of the membership services desk (membership and program registration). Coordinates the activities of the Family Life Center Volunteer Ministry.

Program/Reception Desk Administrator

Directs membership activities. Responsible for carrying out the day-to-day scheduled functions of on-going family life center programs.

Family Life Center Volunteer Ministry

The Family Life Center's employed staff relies on volunteers to assist in its work to enhance the overall effectiveness of the facility and help in sustaining operations as a ministry. Volunteerism is an opportunity to serve one another. Since Life Center Volunteers reflect the local needs and concerns of the congregation and surrounding participating community, this will also aid the Director in evaluating the effectiveness of the Family Life Center.

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Each volunteer is assigned duties and tasks based on requirements, availability, and his or her desires. The Director approves all volunteer positions and the Assistant Director is responsible for supervising individual volunteers. As in the case of the employed staff, all volunteers must have a commitment and a duty to the entire Family Life Center membership. If everyone strives to do better today than they did yesterday, and better tomorrow than they did today, employees and volunteers will fulfill the aforementioned commitment and duty.

General Rules and Responsibilities

Conduct Code

The purpose of the Family Life Center is to serve our Christian community, the vast majority of which are tithing Mt. Moriah Church members. Other participating members of the Life Center come from the surrounding community and pay a competitive membership fee that is based on health industry standards.

All individuals take on a responsibility upon entering the Family Life Center as a member, as a guest, as an employee, or as a volunteer. Treating everyone with respect. Displaying a positive and caring attitude that is considerate of others. Participation in the activities and events of the Family Life Center should be enjoyable, healthy and safe.

Further, one is required to conduct themselves in a community-minded manner by obeying program specific rules designed to protect everyone's well being. A risk-free and pleasant recreational experience is maintained through rules emphasizing the following:

1. Utilizing all equipment and facilities according to their intended use.
2. Complying with posted signage and verbal directions of Family Life Center staff.
3. Fighting or threatening to fight is prohibited.
4. Attempting to intimidate others through verbal threats is prohibited.
5. Dressing appropriately for all activities.

Tobacco products

Individuals are not allowed to use tobacco products while on the premises of Mt. Moriah Missionary Baptist Church. There is no smoking area on church property; this is holy ground.

Cleanliness

All individuals with access to the Family Life Center are required to keep the area neat and free from trash at all times. Building custodians are not the only individuals responsible for cleanliness.

Dress code

Neat, clean, and well-groomed appearance should be maintained at all times. Family Life Center membership, guest, and facility staff should dress in a manner that is

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appropriate to the program activity or event. Cut-off jeans, short shorts, midriff tops, muscle shirts, thongs, and jeans with holes are not permitted. Employees and volunteer personnel should be aware of the capacity in which they are working and dress accordingly.

Age Restricted Areas

The following rooms and areas are off limits to individuals 17 years of age and younger unless escorted by an adult (defined as 21 years of age or older) at all times.

Weight Room Aerobics Room Jogging Track

Those youth (17 and younger) violating this rule may be removed from the premises at the discretion of the director or his designee.

Further, the stage portion of the multipurpose gymnasium is also an age-restricted area during normal day-to-day operations. At designated times the restrictions on this area will be lifted in support of scheduled events and activities.

Office Equipment and Supplies

Office administrative equipment (computers, copier, printer, digital camera) and associated supplies are for the efficient operation of the Family Life Center. They are not for personal use.

Eating and drinking

Normally eating or drinking is only permitted in the designated concession stand area on the first floor of the center. However, food and drink will be authorized in other designated areas on a case-by-case basis in conjunction with specific scheduled events (i.e. popcorn, hotdogs, sodas authorized in multipurpose room for sporting events).

Alcoholic Beverages

Alcoholic beverages are not permitted on the premises of Mt. Moriah Missionary Baptist Church. This is holy ground.

Fighting

Fighting or threatening to fight under any circumstances is strictly forbidden and will be dealt with immediately. No punches need to be thrown or landed for the perpetrators to be banned from the Family Life Center. Verbal abuse of staff or other members can also result in being banned from the Family Life Center.

Theft

Members are encouraged to pay extra attention to securing their valuables whenever they use the facility. Unfortunately, thefts do occur, but they can be prevented. Members that come to the facility “dressed to play” and not change clothes in the locker rooms are encouraged to still use day lockers to lock up their backpacks, book bags, jackets, and other valuables that will not be used while engaged in activities in the facility. Day lockers are for the facility users protection.

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Out of courtesy, only those that are changing, showering, or storing/retrieving items from a day locker should be in the locker room area. There are restrooms off of the first floor and second floor lobbies. Reducing traffic in the locker rooms will keep them much cleaner and eliminate many opportunities for thieves to practice their trade.

Trespassing

Anyone unauthorized personnel found inside the Family Life Center when it is closed will be subject to arrest. The current operating schedule is always posted in the lobby. The first floor lobby is the only acceptable entrance to the building. Anyone found in the building during open hours without a valid membership card or guest pass will be removed and may be arrested.

Access Procedures

The Mt Moriah Family Life Center is a controlled-access facility. In order to insure the safety and security of our members, guest, and facility, a computer based member management system has been installed. This system is designed to reduce confusion, enhance membership services, and provide security. A bar-coded key card will be issued to each individual upon initially being registered as a member. To speed up the check-in process a barcode ID reader scans the membership key card and automatically displays a verification profile with photograph for validation by the receptionist. This system is also used for tracking customer accounts, bank drafts, credit card processing, scheduling, billing, and marketing.

The following physical access standards are to be adhered to by all members:

- Individuals entering the facility must enter through the main entrance. All other access points into the Family Life Center are for exit only unless special provisions are implemented for specific activities/events on a case-by-case basis.
- Access key cards must not be shared or loaned to others. Picture on data profile must match the individual's physical appearance to be admitted.
- Access key cards that are no longer required must be returned to the facility for disposal. Cards must not be reallocated to another individual bypassing the return process.
- Lost or stolen access key cards must be reported to the facility receptionist. A service charge may be assessed at the discretion of the director for access key cards that are lost, stolen, or are not returned.
- The Director or his designee will review access records and visitor logs for the facility on a periodic basis and investigate any unusual access.
- All members are equally responsible for reporting any suspected or confirmed violations of these standards to appropriate management.
- All membership documentation and data shall be guarded and protected by facility staff. Membership data is not for personal use or distribution.

Handicapped individuals desiring to traverse to the second floor of the facility will be permitted to use the elevator and second floor main lobby access once their key card has been checked at the receptionist desk.

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During specific scheduled events the second floor lobby entrances will be unlocked and used to accommodate large groups that will be using rooms on the second floor.

Hours of Operation

The below listed guidelines are to provide a framework for establishing hours of operation for the Family Life Center. Specific hours of operation will be determined and presented to the trustee board by the director for approval.

- Hours of operation may be altered as facility use and attendance trends change. Hours of operation will be altered to provide service to the maximum number of members within the current capacity of staffing (which includes employees and Family Life Center Volunteer Ministry).
- The Family Life Center will not be open for normal life center operation during the scheduled hours of Sunday church services and Sunday school. However, designated rooms in the Family Life Center will be used to accommodate scheduled Sunday church functions (i.e. Sunday School classes). (Please see section on Facility Configuration and Use for Sunday church service/Sunday school configuration).
- The Family Life Center will close thirty minutes before scheduled Wednesday night Bible Study.
- The Family Life Center will be closed on the following days:
New Years Day Good Friday Thanksgiving, Christmas
The trustee board based on the recommendation of the Director will determine closure for other designated days.

Family Life Center Programming, Scheduling, & Rentals

This facility will be used, on a priority basis for church related activities as planned by the church. Specific rooms and locations in the Family Life Center will be “reserved use” for specific scheduled church programs and activities during definite time frames. Congregation members, who wish to use rooms in the facility for private parties, must make arrangements with the Director for availability and rental fee.

Outside organizations will be allowed to use facility rooms on an availability basis with the understanding that church functions will have priority at all times. A rental fee quote and confirmation of room availability can be obtained by contacting the Director. No individual under the age of 21 will be allowed to sign for the use of the facility.

All non-church related events and functions are scheduled as second priority events and activities. Facility and date scheduling commitments for second priority events and activities are subject to change to accommodate church planned events unless a sales agreement has been executed by the Director and the respective customer for such event.

Subject to the priorities set forth above, the Director and/or Church Pastor may exercise discretion as to the scheduling, modification or termination of scheduled events, if it is deemed in the best interest of Mt. Moriah Baptist Church. This includes moving or relocating a scheduled event to another comparable space within the Family Life Center to accommodate other scheduled activities.

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Any contracted event that is cancelled by the customer or if the customer requests a modification of contracted space within 30 days of scheduled event, said customer will be subject to forfeiture of deposit and/or minimum contracted space rental fees at the discretion of the Director and/or Church Pastor.

The Family Life Center policy prohibits dance contests, bingo and other forms of gambling, and youth dances.

All advertising or publicity for events to be held at the Center must have the prior approval of the Director or designee.

No type of signage can be attached to room walls without the prior consent of the Director. The use of paste, glue, nails, tacks, staples, or any other item that will mar the walls cannot be used in decorating the facility. All signs must be placed on easels. One must receive approval from the director for hanging banners. Plans for all directional and information signs for open lobby areas and passageways must be submitted to the Director or designee for approval. Any approved signage must be on easels and cannot be taped, tacked or adhered in any fashion in the lobby to the walls. Any type of glue or tape is prohibited.

Renter is responsible for clean up after an event. General cleaning of the rental area and removal of all trash is required. Trash dropped outside will also be picked up and removed. A post-event checklist will be used to determine if the security/deposit fee is refundable in whole or part.

Groups are responsible for their own set-up except for requested table and chair arrangement. Plans for table/chair arrangement must be submitted to the Director no later than two weeks prior to the event (graphics may be used).

Facility exterior signage and banners are not permitted.

All groups, organizations, and individuals scheduled as second priority events (rentals) must provide the Family Life Center with proof of insurance and agree by making application for use of facilities for an activity and by subsequent use after approval by the Family Life Center, to indemnify Mt. Moriah Missionary Baptist Church, Incorporated and hold it harmless from any and all liabilities arising out of such groups, organizations, or individual's use of property, facilities, equipment, or services of the facility, including, but not limited to personal injury, property damage, court costs and attorney fees.

Membership

Policy of Non-Discrimination

It is the policy of the Mt. Moriah Family Life Center to make membership available to all persons regardless of race, color, religion, sex, age, martial status, national origin, disability, military status, or financial circumstances: without discrimination.

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Membership Privileges and Conditions

All Mt. Moriah active congregation members are registered as members of the Family Life Center and are listed in the center's computer database. Active congregation members are determined by three things: being on the congregation rolls; faithful attendance at church and bible study; and the use of the envelope system for tithes and offerings. Basic membership is free to active congregation members.

All individuals that are not active congregation members and/or residents of the surrounding community are required to purchase basic membership. A membership fee structure is available through the Director.

The Center welcomes employers and post-secondary educational institutions desiring to purchase organizational memberships for their employees and/or students. Fee structure for organizational and educational memberships are based on number of memberships desired and/or time frames of use. The Director will determine actual fees for these forms of membership.

Membership Types

For the purpose of reporting, tracking demographics, performing data comparisons, and analyzing trends, members shall be classified as follows:

Youth/Teen Membership

Individual Adult Membership

Family Membership¹

Single-Parent Family Membership

Program membership²

Program members

Members entitled to participate in specific programs, workshops, and seminars that will be offered by the Family Life Center on an as desired basis. These specific events/activities will require a registration fee to cover the cost of the instructor(s) and/or requested professional(s) to conduct the event/activity. The above listed membership types do not have any bearing on program member status or required registration fees.

Employees and Volunteers

Mt. Moriah Missionary Baptist Church Employees and church volunteers are subject to the above membership policies and practices

Membership Dues and Payments

The Director will determine and recommend the rate for membership dues as part of the annual budget. The pricing of memberships will be competitively established in line with health and fitness industry pricing practices.

It is policy of the Family Life Center to serve all people regardless of financial situation. A sliding scale will be used to determine discount membership fees for households that

¹ Family defined as individuals living in the same household and reported as IRS dependents.

² See Program Members subheading for definition of Program membership.

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have a low-income level. These discounts only apply to the family and Single-Parent membership types. Other membership types will not be discounted.

Membership fees can be paid annually or monthly by bank draft, check, or credit card. Further, memberships are continuous memberships with no contract minimums.

Conditions of Membership

Membership Cards

The membership card is proof of Family Life Center membership and shall be presented upon entry into the facility. If a card is lost the Family Life Center reserves the right to charge a fee to issue a new card.

Membership Duration

The Family Life Center offers continuous membership with no contract minimum. Dues are payable upon billing. In the expectation of membership renewal, the use of particular privileges may be granted for a period not exceeding one calendar month after the date on which membership dues are payable.

Re-admission

When a member renews membership within one month of the date due, they may be readmitted as a continuing member and the membership dated back to the day when the dues were payable. However, if more than 30 days have elapsed a person maybe subject to a registration fees.

Suspension or Revocation of Membership

Membership privileges may be suspended or revoked by the Director. The length of suspension or a refund of membership dues or fees will be determined by the same authority. A person whose membership has been suspended or revoked shall not be eligible to utilize the facility during the period of suspension or revocation. All suspensions will be reviewed by the Pastor of Mt. Moriah Missionary Baptist Church or designee.

Guest Passes

The Family Life Center will provide free guest passes as a benefit to members and to encourage prospective members to join. The Director will establish a maximum number of visits permitted by an individual guest. The Family Life Center requires that a sponsoring member accompany a guest. Non-member visitors pay \$8.00 per visit to utilize the facilities. This non-member visitor fee is subject to change by the Director.

Membership Satisfaction

Annually the Family Life Center will measure the level of member satisfaction and implement plans for satisfaction improvement.

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Facility Configuration and Use

First Floor Areas and Rooms

Reception Area/Desk

This area serves as the main access and administrative work area for the facility. Membership registrations and other administrative transactions will be processed at the reception desk located in this area. The Assistant Director and Program Administrator work areas are located at the reception desk along with the receptionist.

Tutorial

This room is used in the education of primary school age children. It will also be used as a youth/teen activity room and an alternate conference room. On special occasions and for specific events this room can serve as an exhibit room because of its unique configuration that permits enhanced views of the room interior from various locations in the reception/corridor area. This room has a trapezoid shape and contains 292 square feet. The maximum length and width of this room is 24'6" X 12' 10". This room is available for renting.

Conference Room

This room is located immediately to the left of the reception desk upon entering through the main entrance to the facility. The room contains 240 square feet. This room has an alternate use as an activity room. This room is available for renting.

Director's Office

Located immediately to the left of the reception desk upon entering through the main facility entrance and next to the Conference Room.

Concession Stand

Used for the sale of food items (hot dogs, popcorn, health snacks, soft drinks, sports drinks, and juices). Additionally, Concession stand will feature a limited number of logo paraphernalia items for sale (i.e. T-shirts, ball caps, key-lanyards).

Deason's Study

Located immediately to the right upon entering through the main facility entrance. The Mt. Moriah Missionary Baptist Church Deacon Ministry reserves this room as the primary user. This room measures 14" X 27".

Men's and Women's' Restrooms

Restrooms are configured in compliance with the applicable provisions of the Americans with Disabilities Act. Restrooms are easily assessable off the main corridor.

Women's Locker Room

Features showers and restroom accommodations for those desiring to "dress to play" and those desiring to use day lockers to lock up their backpacks, book bags,

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jackets, and other valuables that will not be used while engaged in activities in the facility. There are a total of 18 day lockers available for use. This space is in compliance with the applicable provisions of the Americans with Disabilities Act

Men's' Locker Room

Features showers and restroom accommodations for those desiring to “dress to play” and those desiring to use day lockers to lock up their backpacks, book bags, jackets, and other valuables that will not be used while engaged in activities in the facility. There are a total of 40 day lockers available for use. This space is in compliance with the applicable provisions of the Americans with Disabilities Act

Weight Room

Outfitted with _____ equipment, this room features direct access to male and female locker rooms. The weight center contains roughly 500 square feet of operating space and is mirrored on two walls. This is an age restricted area (please refer to section on general rules and responsibilities).

Kitchen

Located immediately to the right before entering the multipurpose gymnasium. Fully outfitted with food preparation equipment to support banquet size activities in the Multipurpose Room/Gymnasium.

Multipurpose Room/Gymnasium

This room (exclusive of the stage area) contains over 9,000 square feet. This space is intended to be used principally as a gymnasium. The room features roll out bleachers for sporting events. It is basically configured for basketball, however the space can also be adapted for volleyball and badminton. Further, the potential exist for this area to be used as a roller skating rink and for indoor soccer.

This room is also fitted with electrical outlets under the retractable bleachers to accommodate a buffet line for serving food. Thus, in a more formal setting this space can be configured to accommodate over 700 occupants with banquet style seating.

An added feature of this multipurpose room is the theatrical stage. The stage area alone includes approximately 2,800 square feet. The stage and associated sound and video support equipment allow this room to be utilized for theatrical performances. The room can accommodate over 1,000 seats in a theater style format. This room is available for renting.

The theatrical stage is an age restricted area during normal day-to-day operations (please refer to section on general rules and responsibilities).

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Second Floor Areas and Rooms

Aerobics Room

This mirrored room; which has a view overlooking the west side of the facility (main entrance side) contains 1,296 square feet. This room is primarily designed for aerobics, however it has an alternate use for activities and events not requiring extensive chairs for seating. This room is available for renting, however because of the rooms primary purpose it would be used only for reception style events that do not require a lot of chairs.

This is an age-restricted area (please refer to section on general rules and responsibilities).

Men's' and Women's' Restrooms

These facilities are in compliance with the applicable provisions of the Americans with Disabilities Act. Restrooms are easily assessable off the main corridor.

Arts & Crafts Room

This room contains over 500 square feet of programming space. This room is primarily designed for arts and crafts use. On one wall the room is outfitted with a sink and pantry cabinets for storing art and craft supplies. However it has an alternate use for other scheduled activities and events. This room is available for renting.

Activity Room (small)

This room contains over 200 square feet of programming space. The largest portion of this room measures 12' 8" X 17' 4". This room is available for renting.

Activity Room (large)

This room contains over 320 square feet of programming space. This room measures 15' 6" X 20' 2." This room is available for renting.

Computer Room

This room measures 17' 11" X 12' 7" and is outfitted with cabinets for storage of computer related items and a counter top installation to accommodate computer work stations.

Future Expansion Room

This room contains over 1,500 square feet for future programming and use. The room has not been completely finished or configured for any specific purpose. Presently, the room will be used on a limited basis. This room may be available for renting at some future date.

Running Track

Located above the multipurpose room/gymnasium and accessed from the second floor; the track measures 152 yards at the outer edge. Roughly three laps is

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equivalent to a quarter statute mile. This is an age-restricted area (please refer to section on general rules and responsibilities).

Sunday Service Configuration and Use

For Sunday church services the first floor and second floor entrances off of the main lobby will be unlocked to provide access to the following areas to accommodate Sunday school classes:

Conference Room	Tutorial Room	Activity Room (sml)
Activity Room (lrg)	Deacon Study	Arts & Crafts Room
Future Expansion Room (when finished)		

The following area/ sections of the Family Life Center will be secured and locked:

Multipurpose Room	Running Track	Computer Room
Aerobics Room	Weight Room	Kitchen
Concession Stand	Male & Female Locker Rooms	
Future Expansion Room (until finished)		

Rentals.

See Family Life Center Programming, Scheduling, & Rentals

Emergency Action Plans

Hazards are inherent to all physical activities and recreational sports. While all accidents cannot be prevented or eliminated, the handling of an accident can greatly impact the severity of the incident.

Facility staff may provide very basic first aid to injured participants. When responding to any emergency, they will provide the following:

1. Ice bag
2. First aide kit
2. Accident report

Any injury requiring more treatment than a bandage or an ice pack will be **immediately** referred to the receptionist who will call 911. The primary point of contact for emergencies is the Reception Desk. This desk serves as a hub for all emergency communication.

THE RECEPTIONIST OR DESIGNATED CALLER MUST BE SURE TO GIVE THE 911 DISPATCHER A DETAILED DESCRIPTION OF THE INJURED PARTY AND AN ACCURATE DIRECTIONS TO THE FAMILY LIFE CENTER. DO NOT HANG UP THE PHONE UNTIL EMS ARRIVES AND/OR THE DISPATCHER PERMITS YOU TO END THE TELEPHONE CONVERSATION.

Proper documentation is required for every accident or injury, no matter how minor. An accident report form is the minimum amount of documentation needed, more serous accidents will require some type of narrative report from the employees on site at the time of the accident. These reports must be completed and submitted to the Director as soon as possible.

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Following are recommended first aid practices:

- When applying bandages or performing rescue breathing, the risk of body fluid exchange exists. ALWAYS utilize caution and safe first aid principles. Give the injured party a bandage – do not apply it.
- Never aggravate an injury when treating it and never move an injured party unless their location is life threatening.
- One should stay within their abilities and certifications at all times. The primary first aid provider should be the individual on the scene who has the highest level of certification and experience.

Almost all emergency situations can be handled by using good common sense and sound judgment. Always be sure to provide the director with adequate comprehensive documentation as soon as possible after any accident.

Blood borne Pathogens

Blood borne pathogens are illnesses (AIDS, Hepatitis B, etc.) that are spread through contact with infected body fluids. There is little evidence to show that AIDS can be spread in the sporting setting; however, there is ample proof that some forms of Hepatitis can be. The following recommended Center for Disease Control (CDC) guidelines will be adhered to at all times.

- Any blood spills should be reported to the staff immediately so that proper first aid and disposal of hazardous materials protocols can be implemented.
- Persons that are bleeding or have blood on their clothing that are engaged in sporting competition will be asked to leave the facility without exception.

Notification of Changes to Policies and Procedures

Periodically members will receive bulletins, newsletters, and/or mail notifications of changes and/or modifications to these procedures and policies, of which you need to be aware. Please make note of these changes and modifications as they occur.

The rules and responsibilities contained in this handbook are to be STRICTLY FOLLOWED. The Director and/or staff will determine the status of a member who does not follow these guidelines (i.e., warning, termination, etc.). The Mt Moriah Family Life Center Director or his designee (employee or volunteer) reserves the right to warn or release a member who does not conduct his or herself accordingly.

If there are any problems, suggestions, or concerns, please leave a note in the Director's box or make an appointment to see the Director as soon as possible.