Fitness & Recreation Contractor Handbook

2101 NASA Parkway, Houston TX 77058
281-483-0304
www.jscstarport.com
info@jscstarport.com

Table of Contents

Mission Statement 3

Vision Statement 3

Introduction Statement 3

Facility Information ..... 3 - 12
- A. Hours of Operation 3
- B. Starport Wellness Partners 3
- C. Facility Rules and Regulations ..... 3 - 8
- D. Starport Code of Conduct ..... 9 - 11
- E. Safety & Emergency Procedures 11
- F. Accident Reports 11
- G. Work Related Injuries 11
- E. Emergency Evacuation ..... 11 - 12

Why be a contract employee at Starport 12

Contract Employee Expectations 13

Certifications ..... 13 - 14
- A. CPR/AED 13
- B. Licensed/Accredited Fitness Certifications ..... 13 - 14

Contractor Requirements, Duties & Responsibilities ..... 14 - 17
- A. Group Exercise Instructors 14
- B. Personal Trainers ..... 14 - 16
- C. Officials ..... 16 - 17

Disciplinary Actions 17

Contractor payment procedures ..... 17 - 18
- A. Instructors Pay Rate ..... 17 - 18
- B. Compensation 18

Appendix 1 (Injury Report) ..... 19 - 20

Mission Statement
To empower lives and promote the overall wellbeing of the JSC Team.

Vision Statement
To provide a welcoming experience, modern and flexible amenities, and inclusive services to engage, enrich, and energize the JSC Team.

Introduction Statement
The information in this handbook is intended for current contract employees and those who are interested in becoming contract employees for Starport. This handbook is a resource of information regarding responsibilities, principles, and benefits of contract employment at Starport. Due to the evolving nature of Starport's programs and services, the information contained within this handbook is subject to change at any time with or without notice. In addition, Starport management reserves the right to revise, supplement, rescind, or add policies, procedures or workplace rules as necessary.

Facility Information
Starport operates out of the Gilruth Center. The Gilruth Center is officially part of the NASA - Johnson Space Center and is federal facility located on NASA property. Starport is a government entity that represents the NASA Exchange – JSC and is designed for the well-being of the JSC workforce, their families, and the surrounding community. Please note all rules, regulations and policies of a federal facility apply to the Gilruth Center, both indoor and outdoor.

Hours of Operation
Monday through Friday:	5:00 a.m. to 10:00 p.m.
Saturday & Sunday:	8:00 a.m. to 8:00 p.m.

The Starport information desk (281.483.0304) will be open during normal hours of operation.

Holiday Hours/Operations
To best serve the patrons of Starport, the facility will only be closed for the specific holidays listed below:

Thanksgiving Day	Christmas Day

Starport may elect to close or operate on a modified schedule during or around other federal holidays. Modified holiday schedules will be announced at least one week in advance via special notices posted in the facility, announcements emailed to the Starport list serves, and updates to the Starport website. Please use these resources to stay informed and contact the Starport's information desk (281.483.0304) as necessary for further details.

Starport Partners
Please visit our website for our current list of all Starport Partners or contact the Starport's information desk at 281.483.0304

Facility Rules and Regulations
Starport requires all employees, contractors, members, and participants of the programs and services offered to behave in a safe, courteous, and professional manner at all times. Failure to comply may result in barring from this facility.

General Policies
- A strict ID policy is enforced when entering the fitness facilities at Starport. All members must have their valid Starport Fitness Badge with them to access the fitness facilities. To enter Starport's

fitness facility, all members must scan their ID badge. If a question arises as to the validity of the presented ID, a second form of ID may be required. The Starport facility staff has the right to check membership status of anyone not displaying their membership badge.

- Any patron found to be using the facility prior to renewing their membership may have their privileges revoked. Starport reserves the right to charge for back usage of the facility.

- Any member aiding in the improper use of the facility by an ineligible person may have their ID badge confiscated and their membership revoked.

- Other than adult league sports, recreation classes, or special events, Starport fitness facilities are to be used only by current members. All spouses and dependents must purchase a membership, and complete the required documentation (membership application and PAR-Q form) prior to using the facility.

- Smoking, vaping or the use of any tobacco products are not permitted inside or within 20 feet of any entry of Starport (Gilruth Center).

- Food and beverages are not permitted in the fitness center or the group exercise studios. Food and beverages are permitted in the Starport lobby area. The only exception is water in a closed container.

- Chalk, rosin powder, wax, or any other substance, which would alter the floor surface or equipment, is strictly prohibited.

- No bicycles, rollerblades, skateboards, or pets (except guide dogs) are permitted inside Starport. No gas-powered or electric motor carts are allowed, except electric carts to assist individuals with disabilities.

- Modifications of equipment beyond the designed purpose are prohibited.

- Movement of any Starport fitness equipment may only be conducted by staff members or instructors.

- Injuries, accidents, or equipment failures are to be reported immediately to a member of the Starport staff.

- Anyone requesting to take photographs or video in fitness facilities must receive prior approval from the Facility Manager. Failure to follow this policy may result in loss of membership.

- Starport is not responsible for lost or stolen items. Starport Management encourages personal belongings to be secured in a locker. A lost and found for small items (badges, headphones, etc.) is located at the Starport's information desk.

- Misuse of Starport property may result in loss of membership.

- Use of Starport and all fitness facilities are a privilege. Anyone violating rules or posted policies, including verbal, and/or physical abuse of employee(s) or patron(s), criminal activity, disorderly conduct, or inappropriate behavior is subject to: (a) immediate removal from the facility, (b) fines, (c) suspension of membership, and (d) criminal action.

- Interpretation of any policies will be at the discretion of Starport Management.

Dress Code

- Only clean, non-marking, full-toed gym/athletic shoes are permitted in the fitness areas.

- Examples of prohibited shoes include, but are not limited to, cleats, sandals, stocking feet and/or hard soled shoes (with the exception of cycling shoes for cycle classes).
    - A shirt or tank top is required for participants in the fitness areas.
    - Torso shall be fully covered (exposed chest, midriff, or navel is inappropriate).
    - Shirt armholes shall be within 2 inches of the armpit. No altered shirts shall be worn (i.e. shirts sleeves cut out).
    - Athletic pants or shorts that are non-revealing and fully cover the buttocks are required.
    - Jeans or bottoms with rivets, zippers, or buttons are not allowed as these items can damage upholstery.

Age Restrictions

- At this time, Starport does not allow guests or children under the age of 12 to participate in any activities sponsored by Starport unless otherwise indicated in the specific program regulations and policies and/or approval is granted from Starport Management. Youth members ages (12 to 15) must be accompanied by an active Starport member guardian at all times.

- Contractors are not allowed to leave guests or children under the age of 16 at Starport unattended.

Strength & Cardio Center (SCC)

- All Starport staff and members workout at their own risk.

- Food and drinks (with the exception of water in closed containers) are not allowed.

- Only authorized personnel of Starport are allowed to provide personal training services in the fitness center. Any participant observed or assumed to be personal training with a patron in the facility, who is not employed by Starport specifically for that purpose, is subject to suspension of their membership privileges.

- For the safety of all Starport members, personal belongings may not be left on strength and cardio equipment or the fitness center floor. Members are encouraged to use locker room facility for secure storage or the cubbies located near the entrance of the strength and cardio center for placement of personal items (gym bags, etc.). Starport is not responsible for lost or stolen items.

- Staff and members are expected to wipe down equipment before and after use.

- Safe and proper use of equipment is required at all times. Starport Fitness Technicians are available to assist in proper equipment use.

- Each participant is allowed to have only one set of dumbbells off the rack at a time.

- All plates, dumbbells, and accessories must be returned to the proper rack or weight tree after each use.

- Collars must be used on bars at all times.

- Slamming of weight stacks and/or dropping weights on the floor is not permitted in the Fitness Center, with the exception of the Olympic lifting platforms.
- Participants are encouraged to rotate after one set and allow other participants to work in when using strength equipment.

- There is a 30-minute time limit on all cardio equipment during peak times (5:30-8:30 am, 11 am – 1 pm, and 3:00 pm – 7:30 pm). Participants must conclude workouts after 30 minutes if others are waiting.

- Headphones are required for all audio devices brought into the fitness center by patrons.

Exercise Studios

- All Outer Space Members workout at their own risk.

- Formally, scheduled classes and/or Starport Management-approved activities take precedence over any individual use. All individuals are required to check in with the Starport information desk before using the space if it is available. Individuals are asked to participate (if it is an open event) or vacate the space 15 minutes prior to the scheduled event to allow them to commence on time.

- Food and drinks (with the exception of water in closed containers) are not allowed.

- Unless otherwise instructed by a Starport Management, use of exercise or stereo equipment in the exercise studio outside of a scheduled Group Exercise class with a certified instructor or a recreation class is prohibited.

- Any equipment used in the studio space must be cleaned and returned to the appropriate place in working condition. For any equipment maintenance issues, please report them to Starport's information desk.

- Use precaution to avoid any contact with the mirrors.

Specific studio usage policies

Studio 1 - Energy Lab

- Non-marking shoes must be worn at all times with the exception during scheduled martial arts classes.

Studio 2 - Zen Den

- Shoes are not required.

- No outdoor shoes are permitted, only clean non-marking shoes or socks.

- Personal individual yoga/Pilate's mats are recommended.

- Please do not lean up or stretch against the mural wall.

Studio 3 - Cycle City

- Do not move the bikes.

- Personal towels must be used and bikes have to be wiped off after use. Please wipe floor if required as well.

- Virtual equipment can only be used by staff or during scheduled times.

- Unless otherwise instructed by Starport Management, stereo equipment in Cycle City is not to be used by members.

- Please do not lean up or stretch against the mural wall.

Studio 4 – Outer Space

- All individuals using the Outer Space Studio must be accompanied by a Starport personal trainer and/or be part of a scheduled class.

- Only authorized personnel of Starport are allowed to provide personal training services in the Outer Space Studio.

- For the safety of all Outer Space members, personal belongings may not be left on Outer Space equipment or the Outer Space floor. Members are encouraged to use locker room facility for secure storage. Starport is not responsible for lost or stolen items.

Basketball Gymnasium

- Food and drinks (with the exception of water in closed containers) are not allowed.

- Hanging on the basketball rims or nets is not allowed. Dunking may be safely performed in the Basketball Gymnasium.

- Scheduled activities in the gymnasium take priority over open recreation. Any modifications of the schedule will be posted.

- During approved Starport activities, the gym is not available for drop-in play.

- Spitting is not allowed.
- Throwing objects, including balls, against the walls, bleachers, and lights is not allowed.

- During sport league events, spectators (including children) must sit in bleachers to watch the games. Parents are responsible for their children's' behavior. Spectators not following all posted guidelines will be asked to leave the facility.

Locker Rooms

- Absolutely NO CELL PHONES or photographic equipment use allowed in the locker rooms.

- Please report suspicious activity to the Starport staff members.

- WARNING–Locker room floors may be slippery. Please use caution.

- For general safety, glass containers are not permitted in the locker rooms.

- Children over the age of five are not permitted in the locker room of the opposite sex.

- Children under the age of 12 must be accompanied in the locker rooms by a parent or guardian.

Lost and Found

- All lost and found items are retained at the Information Desk.
- Unclaimed items are donated to a charity monthly.
- Valuable items (jewelry, iPods, phones, etc.) are kept in a secure/locked location and can only be claimed during normal business hours unless advanced notice of pick-up time is provided by the patron.

Outdoor Facilities

- Outdoor facilities may be closed due to inclement weather.
- All field space is intended for use by Starport members only. Starport staff reserves the right to request appropriate identification at any time.
- During approved Starport activities, the fields are not available for drop-in play.
- Trash must be placed in appropriate containers.
- No smoking within 10 feet of the softball dugouts.
- No children under the age of 12 in the softball dugouts. Youth members ages (12 through 15) must be accompanied by a guardian at all times.
- Glass containers are prohibited at all times.
- Unauthorized motorized vehicles, bicycles and skateboards are not allowed on the fields.
- Pets (except guide dogs and service animals) are not allowed at any of the outdoor Starport facilities. JSC Security will be contacted to enforce this rule as required.
- Use of metal cleats is prohibited on all fields.
- Wheeled devices are not allowed on the track, with the exception of ADA designated assistance devices.
- During sporting events, warming up or playing outside the designated area is not allowed.

Alcohol Policy

- With the exception of Starport sport leagues, alcohol at Starport is only authorized through the sale of beer and wine by the Starport TABC licensed operator.
- Exceptions to this policy are extremely rare and require Center Director approval.
- Alcohol may only be consumed in designated areas.
- For league sports, beer will be the only alcohol allowed.
- No glass containers.

- Tournaments must use Starport's TABC licensed operator.
- Consumption of alcohol must be responsible and moderate.
- By law, no minors (Texas legal age 21) may be provided alcohol.
- All Starport league umpires and staff have the responsibility and authority to enforce this policy at the softball fields with support from team captains, JSC Security, and Starport and Center Management. Reports will be provided regularly to the Center Director. Any reports of excessive or irresponsible use of alcohol, disorderly behavior or other violations of these mandates will result in immediate termination of this privilege. Softball and Kickball player enrollment indicates agreement to accept the responsibility and abide by this policy.
- NO ALCOHOL IN THE DUGOUTS.
- BEER IN CANS ONLY - No glass bottles, no wine coolers and no hard liquor allowed.

Starport Code of Conduct

Starport adheres to the Code of Conduct that has been set forth by NASA – JSC. Starport is a multi-use recreation and conference facility representing the NASA Exchange – JSC in which a wide variety of services, programs, and events are conducted to enhance the morale and welfare of all JSC civil service and contractor employees, authorized visitors, and the local community.

In addition, the following Code of Conduct sets forth expectations for all participants and visitors who use the facility for any purpose.

Participants and visitors must adhere to the following:

- Act with courtesy and professionalism at all times.
- Comply with requests and direction from Starport staff, officials, instructors, and facilitators who are acting in the performance of their duties.
- Comply with any rules and guidance set forth for the particular program, event or class.
- Wear proper fitness attire; shirts and shoes are required at all times outside the locker rooms (unless specified by Starport Management).
- Cleats are not allowed to be worn while in Starport indoor facilities.

Participants and visitors must refrain from:

- Aggressive behavior in any form, including physical abuse, verbal abuse, threats, intimidation, harassment, coercion and/or conduct which threatens or endangers the health or safety of any person.
- Rude or argumentative behavior with staff, officials, and instructors or other participants or visitors.
- Disrupting or obstructing any program, event or class.
- Lewd, obscene or indecent conduct or expression, including profanity, or offensive remarks.

- Any action, which constitutes an attempt to inflict, or the actual infliction of, or injury to other participants and/or staff.

- Willful damage or destruction to the facility or property.

- Forgery or sharing membership cards for access to the facility or access to programs, services or classes.

- Unauthorized entry to areas such as staff offices or staff workspaces; gender opposite locker rooms; maintenance, equipment or storage rooms.

- Unauthorized use of facility computers or unauthorized adjusting of audiovisual equipment.

- Photography and videotaping of participants or visitors without prior approval of participants being photographed or taped and without prior approval from an authorized staff member.

- Unauthorized commercial activity – no person is allowed to post, advertise, instruct in private lessons or solicit individuals in the facility for personal services or for personal businesses that is not directly affiliated and approved through Starport.

All participants and visitors are required to report any violation of this Code of Conduct to a Starport staff member immediately. As needed, JSC Security may be called at any time to help enforce this Code of Conduct.

Enforcement

The above Code of Conduct will be enforced by the staff, officials, instructors and Facilitators whose authority shall prevail in the immediate situation.

If a violation occurs with a civil service employee, the immediate supervisor of the employee will be notified. If a violation occurs with a contractor employee, the contractor's human resources office will be notified.

The following actions may be taken for violations of the Code of Conduct:

- Violations of the code that do not constitute an immediate and apparent threat to the safety of others or their property will result in all or some of the following actions, including, but not limited to:
  - Verbal warning
  - A suspension of certain and/or all privileges for a specified period of time
  - A permanent suspension

- Violations of the code that are deemed to constitute an immediate or implied threat to the safety of others, or their property and/or the safety of the facility or facility property may result in the following actions, including, but not limited to:
  - A one to six month suspension
  - A six to twelve month suspension
  - A permanent suspension

The Starport/Exchange Operations Manager and the JSC Exchange Council Chair ultimately determine the final outcome for failure to comply with the Code of Conduct.

No refunds will be given for loss of privileges due to a final determination that a violation of the Code of Conduct occurred.

Any acts that are considered violations of the JSC Workplace Violence Policy shall be referred to JSC Center management for appropriate action.

Safety and Emergency Procedures

- In the event of an emergency the instructor or official must notify the Starport Staff at the information desk immediately. If there is need of ambulance/emergency assistance, call 3-3333 from a Starport phone or 281-483-3333 from a cell phone. Please be prepared to give clear details of your location so that emergency personnel can arrive as quickly as possible to provide assistance.

- Do not diagnose any injuries. Please leave all medical decisions to proper authorities.

AED Locations and Operators

If needed an Automatic External Defibrillator (AED) is available inside Building 207 (Starport / Gilruth Center) on the first floor, near the Starport information desk. Always call 3-3333 for help first and then send someone to get the AED and locate an AED operator (all Starport Information desk and fitness staff are certified AED operators).

It is important to help someone who is unresponsive and not breathing as quickly as possible. Initiate the steps of CPR if you are trained and confident in your ability. Only certified operators will be permitted to operate the AED but anyone currently certified in CPR can provide CPR. When a certified AED operator arrives, they will assume control of the emergency scene until relieved by Fire Protection Specialists or ambulance EMS crews.

Accident Report (appendix 1)

All injuries must be recorded on a Starport Accident Report Form. As a contract employee for Starport, if you are ever unsure as to whether or not you need to fill out an Accident Report Form, it is highly suggested that you fill one out to be safe. This will provide Starport Management with the proper information about the incident and may protect you and Starport from any liability sustained from injuries. Accident report forms are located at the Starport information desk.

Work-Related Injuries & Liability

- All work-related injuries must be reported to Starport Management immediately (as soon as the injury occurs). If a Manager or Director is not available, report the injury to the Starport information desk staff, and contact your Starport Manager or Director within 24 hours.

- If the injured contractor requires medical service, all current internal accident and injury procedures will be followed. Starport Independent Contract Employees with NASA badges may receive assistance from the Building 8 Clinic during normal business hours and/or when the clinic is open. Contractors MUST indicate that they were injured outside of their official work duties.

- Personal Liability – Starport strongly encourages all contract employees to carry their own Personal Liability Insurance in the case of injury to the contractor or any participant. Contractors are not covered under the Exchange's insurance policy.

Emergency Evacuation

- The procedure for emergency evacuation from Building 207 (Gilruth Center) is to immediately exit the building when signaled to do so (via emergency notification siren and/or Starport staff

instruction). In such an event, Starport contract employees must instruct all class participants to immediately evacuate the facility via the nearest exit and progress in a calm and orderly manner until they have reached a point of at least 75 feet from the building.

The planned assembly location is the Bluebonnet Pavilion, minimally 75 feet from the building (greater distance if an explosion is a threat). Avoid streets and parking lots, as these areas may be needed for emergency response equipment.

Starport contract employees must also evacuate the facility as soon as possible – do not linger! The Building Fire Wardens will ensure that all visitors to the building have left the building as required. No one is to remain in the building beyond the time it takes for safe evacuation. No one is to return to the building until it is determined safe to do so by the proper authority.

- Escape routes are designated on floor diagrams known as Facility Evacuation Plans (FEPs). The FEPs show assembly locations for persons with disabilities (PWD) who need special evacuation assistance as well as locations of fire alarms, fire extinguishers, and "fallout shelters." FEPs are posted in the building. Occupants and visitors should familiarize themselves with the information on these diagrams.

- Instructors & Officials conducting programs outside are asked to have their participants remain on the fields and away from the building.

Why Be a Contract Employee for Starport?

What can Starport fitness offer you as a contract employee? Here are just a few features that Starport can offer you:

- Discount Programs: Starport provides a variety of programs and services for JSC employees, and contractors. Contractors are eligible to receive a 10% discount on regularly priced Starport merchandise.

- Best Job in the World: Being paid to workout, teach group classes, run a recreational program, or officiate an adult league sport is a fun, exciting way to earn some extra money!

- Great facilities: Starport offers multi-purpose rooms and playing fields for classes and league sports. The facility is always maintained to assure the comfort of instructors and participants.

- Free Membership: All Starport contract employees who directly support Starport's health and wellness related programs (including group exercise, personal training, and massage therapy) are entitled to a Starport Fitness Facility membership at no cost.

- Starport Affiliation: Contractors related to Starport Recreation and Creative Learning will be eligible for a Starport fitness membership through their association with Starport but memberships must be purchased.

  All employees and contractors may also purchase additional memberships for direct family members. All Starport rules and regulations apply to all employee and contractor family memberships.

Contract Employee Expectations

In order to maintain a high level of service to our participants, Starport enforces expectations that apply to all contract employees. The Starport Management staff appreciates your cooperation in creating a friendly and positive environment for recreation and social opportunities in our facility.

- All programs and services created for or during the contractual period with Starport will remain the intellectual property of Starport. Contractors will not have claim to intellectual property without a prior written agreement with the NASA Exchange Manager. Intellectual property is defined as "any work or invention that is the result of creativity, such as a manuscript or a design, to which one has rights and for which one may apply for a patent, copyright, trademark, etc."

- Class offerings: Starport's goal is to offer a variety of classes that provide opportunities for our diverse member population. Starport reserves the right to cancel any class at any time for any reason. In efforts to serve more of our member population, free groupX classes that continually have six or less participants will be subject to time changes and/or cancellation.

- Contract employees must conduct themselves in a professional manner, to include appropriate attire, professional communication and behavior, friendly customer service, support for Starport and Gilruth Facility policies, and adherence to all JSC and Gilruth facility safety and operational procedures.

- The contract employee's primary responsibility is to ensure the safety of participants involved with any given activity. Starport contract employees are expected to always act in a safe, responsible manner regarding themselves and others.

- Contract employees are asked to treat all Starport fitness and recreation equipment, exercise rooms, fitness center, gym facilities, and playing fields with respect. Misuse of any Starport equipment and/or facilities is not permitted.

- Contract employees must act with character and courtesy while respecting the rights, welfare and dignity of all others (employees, members, and program participants) at Starport.

- Contact employees must adhere to the rules & policies set forth by Starport for all Starport facilities (including the Gilruth Center) and NASA Johnson Space Center as outlined in this handbook, any applicable contracting documents, and per the direction of Starport Management and/or JSC's Human Resources Office.

Required Certifications for Fitness Contractors

- CPR/AED Certification: To insure the safety of our members and clients all Starport fitness contractors must maintain a current CPR/AED certification throughout their period of employment. A grace period of 30 days will be allotted for current contract employees to recertify in CPR/AED, after which employment with Starport will be suspended until proof of current CPR/AED certification is provided to the appropriate Starport Management staff.

- Licensed/Accredited Fitness and Wellness Certifications: Please reference the "Starport Fitness Professional Requirements" document for detailed information regarding Starport's certification standards and requirements for all contractors conducting fitness and wellness services for Starport. These positions include, but are not limited to:
  - Personal Trainers
  - Group Exercise Instructors

Contractor General Duties and Responsibilities

Starport Group Exercise Instructors: All Starport GroupX Instructors have a responsibility to their classes to uphold ethical behavior and perform their duties in a professional manner.

- Arrive in a timely manner and make every attempt to be ready for class 10 minutes prior to the start of class.

- Enforce Starport's policy that all participants must scan their badge before entering the group exercise room. If a member does not have a current membership card, they must go to the front desk to check in.

- Participate in special set-ups (i.e. unique equipment and breakdown needs).

- Properly store/secure/turn off all equipment prior to exiting the room after class.

- Immediately report any damage to facility and/or equipment to the Starport Wellness & Fitness Manager. If a Manager is not available, report the problem to the Starport Information Desk staff and contact the Starport Wellness & Fitness Manager within 24 hours.

- Immediately report all work-related injuries to Starport Management (as soon as the injury occurs). If a Manager is not available, report the injury to the Starport Information Desk staff and contact a Starport Manager within 24 hours.

- In the instance that an instructor becomes unavailable to teach his or her scheduled class, it is the instructor's responsibility to arrange for a qualified substitute (who is also currently on contract with Starport to teach Group Exercise) to teach the class at least 24 hours before the class is scheduled to take place. All schedule changes and instructor substitutions must be reported to the Starport Wellness & Fitness Manager.

- If only one person shows up to participate in a class, the instructor may give the individual the option to either join another class at that same time or continue with the class as scheduled. If no participant's show up (after a 15-minute grace period) for a scheduled class, the instructor will receive full compensation for properly preparing and showing up to teach the class. If the class is started late, it is the instructor's responsibility to end the class at its scheduled ending time.

- Per currently policy, Starport does not allow guests or children under the age of 12 to participate in any activities sponsored by Starport unless specific approval is granted from Management. Youth members ages (12 through 15) must be accompanied by a guardian at all times.

- Contract employees are not allowed to leave guests or children under the age of 16 at Starport unattended (including the lobby area).

- Cleanliness and neatness of appearance is required of all contract employees.

- Other duties as assigned.

Starport Personal Trainers: All Starport Personal Trainers have a responsibility to their clients to uphold ethical behavior and perform their duties in a professional manner.

- Among the most important duties, personal trainers have an obligation to screen clients for activity to recommend and lead activity and to supervise exercise in accord with established guidelines. Each client must have a Health Screen & Health History Form completed and stored in the locking file cabinet in the trainers' office.

- The personal trainer must use the Starport Personal Training Par-Q to screen the client for appropriate placement in a fitness program.

- Informed Consent & Professional Service to the Client: Clients have the right to know what activities they will engage in and to be informed of the risk associated with those activities. A trainer is obligated to disclose the risk associated with training activity. A client who knowingly assumes the risk of training will be legally presumed to have assumed that risk. If a claim or suit should later arise from a training injury, proof of clients consent can help establish the client's assumption of the risk associated with activity. In addition:

- The client's medical condition: The interests and the welfare of the client with respect to his/her medical condition before or during the exercise must be kept in mind.

- The Personal Trainer must ensure the best advice and guidance is provided to the clients to the best of his/her ability.

- If the personal trainer is not a registered dietician or healthcare professional, the personal trainer should avoid making specific recommendations and refer the client to a registered dietician or physician.

- The Personal Trainer must not develop intimate or sexual relations with any client, or engage in any inappropriate behavior with any client.

- Privacy of the client: The personal trainer must properly handle and store sensitive and personally identifiable information (PII) & protected health information (PHI), either physical or electronic, per current NASA regulations and policies.

- Misguiding the client: The Personal trainer must not abuse his/her position to influence the client to undergo any exercise or treatment that is not beneficial to the client's health or wellbeing.

- A Personal Trainer should never leave a client during an exercise session in which direct supervision is needed. Proper supervision requires planning to ensure that each client can be monitored at all times.

- The contractual relation: The personal trainer must adhere to the contract signed with the client and is bound to act honestly and in a trustworthy manner with the client at all times.

- Discrimination: the personal trainer must not discriminate between clients based on race, gender, caste, creed, education level or any other distinguishing factor.

- Provide quality customer service to all current and potential clients, regardless of fitness level, appearance, or otherwise

- Provide one-on-one or small group fitness coaching

- Develop and implement innovative exercise programs
- Explain and demonstrate modern exercise principles to ensure client safety
- Proactive communication with members about programs and packages
- Communicate effectively with the supervisor through phone, email, or in person
- Follow and enforce all safety regulations, policies and procedures
- Attend all Personal Training and department staff meetings
- Carry out all responsibilities in an honest, ethical and professional manner
- Other duties as assigned.

Starport contracts League Sports Officials and Head officials to supervise and officiate a specific sport. In order to become a sports official for Starport, one must possess the following:

- Strong understanding of the Recreation Sports program he/she is officiating.
- Be detail-oriented, responsible, hardworking, honest, dependable, flexible and customer service-oriented.
- Must be a team player willing to work in a fast-paced, changing environment with the ability to work independently.
- Submit additional certifications if specific training is required (sport specific).

An official is classed as any person who controls the actual play of a competition by applying the rules and laws of the sport to make judgment on rule infringement, performance, time or score. Officials play a key role in ensuring everyone observes the spirit of the game or event.

In some situations, official uniforms are required to be worn during games. Starport Management will determine when appropriate uniforms are required and communicate this requirement to officials in a timely manner.

What makes a Good Official

- Master both the rules of the game and the mechanics necessary to enforce the rules.
- Exercise authority in an impartial, firm and controlled manner.
- Hold neither a positive nor a negative bias toward any team or player.
- Dress neatly and appropriately for each shift.
- Be punctual and professional in the fulfillment of their responsibilities.
- Accept constructive criticism as a means to improvement.

- Diffuse conflict with participants while not escalating the conflict.

- Effectively communicate with Sports and Recreation Director regarding participant and facility issues.

- Identify and report emergency situations quickly.

Disciplinary Actions

If an employee violates Starport Fitness policies, procedures or contract requirements or is not meeting performance requirements, or has engaged in conduct affecting the workplace and/or other employees or members, Starport management reserves the right take disciplinary action.

When taking such action, Starport Management will consider the nature and seriousness of the infraction, all relevant facts and information, and any extenuating circumstances. In addition, Starport Management may discuss the situation with the Office of Human Resources to ensure appropriate applicability, documentation, and procedure.

Not all performance or conduct problems lend themselves to progressive discipline. There are times when immediate and serious disciplinary action, including suspension or dismissal, is warranted.

Discipline will depend upon the nature and severity of the problem.

Note: If at any time an employee does not know what is expected of him or her, they are expected to meet with Starport Management for clarification.

Disciplinary actions may be taken, with or without regard to prior problems or prior disciplinary action, at the discretion of Starport Management.

Contractor Payment Procedures

As a "Contract Instructor", you will be paid by the NASA Exchange/Starport based on instructed classes, courses or sessions completed, either at the end of each month, during the middle of each month, or the completion of the scheduled course. Contract Instructors agree to accept no compensation from any source except the NASA Exchange for activities sponsored by Starport.

Starport/NASA Exchange processes paperwork for each contractor at the end of each month or scheduled course. This work is forwarded to the Starport Business Office who will submit payment via direct deposit.

Instructors Pay Rate

For Wellness and Fitness Professionals, pay rates are established based on the experience and certification standards outlined in the "Starport Fitness Professional Requirements" document. The rate to be paid to the instructor for each class will be specified in his or her contract with Starport.

For Recreation and Creative Learning class instructors' pay rates are established based on current industry standards in addition to the individual instructor's applicable certifications and experience to the format/specialty program to be instructed. The rate to be paid to the recreation class instructor will be specified in his or her contract with Starport.

Sporting officials and scorekeepers will be paid per game. Starport Management will evaluate competitive rates for each sport to determine how much each official will be paid for their services.

The instructor shall be an independent contractor. The Exchange will not be responsible for deducting withholding or social security taxes from any compensation paid the instructor and the instructor may become liable, as a result of his or her relations with the Exchange, for self-employment taxes. The Exchange will submit an IRS Information Form 1099 at the end of each calendar year as required by law.

Compensation

Starport Contractors may NOT work with clients in the facility independently of Starport's arrangements. Starport Contractors also may NOT accept any compensation from any source except the Exchange for activities sponsored by Starport. Any violations of this statement will result in immediate termination as a contractor for Starport.

Appendix 1

ACCIDENT/INJURY REPORT

NASA-EXCHANGE
STARPORT

Accident/Injury Report

REPORT DATA	Date:	Time of Injury: am / pm

PERSONAL DATA	Name of Injured:	☐ Female ☐ Male	Age:

Starport ID:_____ **Phone** _____ **Address:**_____
Email:_____

Classification: ☐Adult ☐Youth ☐Staff ☐Public ☐Guest (include sponsor information below) ☐Other _____
☐ Group _____ Name of Guidian (U18): _____

LOCATION OF ACCIDENT

☐ Gilruth Lobby	☐ Fitness Center	☐ Soccer Field	☐ Office #____	☐ Other: _____
☐ Studio 1	☐ Basketball Court	☐ Softball Field #____	☐ Gilruth Rm #____	_____
☐ Studio 2	☐ Jogging Trail	☐ Locker Rooms	☐ Restroom	_____

PROGRAM AREA OF PARTICIPATION – *Include Specific Activity in Space Provided*

☐ Group Exercise_____	☐ Open Recreation _____	☐ Other: _____
☐ League Sports_____	☐ Personal Training_____	_____
☐ Fitness and Aerobics	☐ Rentals_____	_____

INJURY DESCRIPTION

Blood/Body Fluid Present? ☐ Yes ☐ No
If yes: specify: _____

Spill Kit Used? ☐ Yes ☐ No

Was Equipment Contaminated? ☐ Yes ☐ No
If yes: specify what equipment: _____

Was equipment disinfected? ☐ Yes ☐ No
If yes: by whom?:
Name: _____
Position Title: _____
Name: _____
Position Title: _____

Part of Body Injured

☐ Head
☐ Face
☐ Neck
☐ Back
☐ Chest
☐ Abdomen
☐ Other:

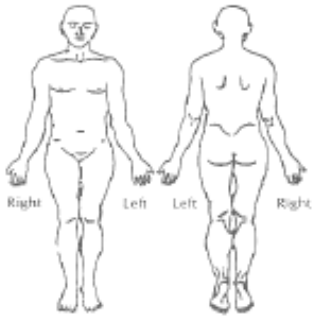
Please indicate location of injury

R	L	
☐	☐	Ear
☐	☐	Eye
☐	☐	Shoulder
☐	☐	Upper Arm
☐	☐	Elbow
☐	☐	Forearm
☐	☐	Wrist
☐	☐	Hand
☐	☐	Finger

Please indicate location of injury

R	L	
☐	☐	Ribs
☐	☐	Hips
☐	☐	Groin
☐	☐	Thigh
☐	☐	Knee
☐	☐	Shin/Calf
☐	☐	Ankle
☐	☐	Foot
☐	☐	**Toe**

Please indicate location of injury



Please indicate location of injury

Please describe the injury and care provided in as much detail as possible:
→ State FACTS only. (Ex: "Patron's left ankle is swollen, misshapen, and twisted to the left." NOT "Patron's left ankle is broken.")

_____
_____
_____
_____

Please describe the events leading to the injury in as much detail as possible:

_____
_____
_____
_____

-Please attach, sign, and date additional pages if more space is necessary to describe injury or events-

FURTHER CARE – *Check all that apply*

Section 1	*Section 2*	*Section 3*
☐ Patron Refused Care ☐ EMS Summoned*(Fill out Section 2)* ☐ Ambulance to Hospital *(Fill out Section 2* ☐ **NASA Security** *(Fill out Section 3)* ☐ Returned to Activity ☐ Left on Own (unassisted) ☐ Left with Friend/Other ☐ **NASA Clinic** ☐ Recommended to seek Medical Treatment	Name(s) of EMS Personnel: _____ ID #(s): _____ Name of Hospital: _____ Hospital Phone #: _____ Person accompanying injured patron: _____ Phone #: _____	Name(s) of Responding Officer(s): _____ Badge #(s): _____ Phone #: _____ Indicate action taken: ☐ Injured patron left with **NASA Security** ☐ Injured patron left on own ☐ Other: _____

WITNESS 1

	Address	
Printed Name		*Phone*
Signature	*Starport ID #:*	*Email*

Relation to Patron: ☐ Friend ☐ Guardian ☐ Spouse/Partner ☐ Family Member _____
☐ No previous relation ☐ Other: _____

Starport staff Member: ☐ Yes ☐ No ☐ Former staff

Account of What Happened:

WITNESS 2

	Address	
Printed Name		*Phone*
Signature	*Starport ID #:*	*Email*

Relation to Patron: ☐ Friend ☐ Guardian ☐ Spouse/Partner ☐ Family Member _____
☐ No previous relation ☐ Other: _____

Starport staff Member: ☐ Yes ☐ No ☐ Former staff

Account of What Happened:

Staff Providing Care: _____ **Position Title:** _____ **Date:** _____
Staff Providing Care: _____ **Position Title:** _____ **Date:** _____
Staff Completing Report: _____ **Position Title:** _____ **Date:** _____

Office Follow-up recommended? ☐ Yes ☐ No

OFFICE DATA	Date of Follow-Up:	Staff Name:

Follow-Up Comments: _____

SPORTS&REC/FITNESS DIRECOTR:	**DATE:**
WELLNESS MANAGER:	**DATE:**
NASA-EXCHANGE MANAGER:	**DATE:**