



Student Wellness Center User Policy Manual

Academic Year 2024-2025

This policy manual contains user policies of the Montana State University (MSU) Student Wellness Center (SWC), associated facilities, departments, programs, and services.



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Section 1: Access & Accessibility

1.1 Access

- a. Students enrolled in 7 credits or more and assessed student fees will be eligible to access services on the following dates within all departments in Student Wellness.
 - i. Campus Recreation
 - ii. Counseling & Psychological Services
 - iii. Health Advancement
 - iv. Student Health Services
- b. Access Dates Academic Year 2024-2025:
 - i. Fall semester: August 5- December 31, 2024
 - ii. Spring semester: January 1 – May 18, 2025
 - iii. Summer semester: May 19- August 10, 2025
- c. Student enrolled in 6 or less credits may opt in to student fees to gain access to amenities and services associated with the Student Health Fee and or/ Campus Recreation (Intramural fee)
- d. Faculty, staff and MSU affiliates are eligible to purchase a membership to utilize Campus Recreation amenities, programs and services.
- e. Students must provide their Cat Card or Student ID number to access associated fee-based services.

1.2 Americans with Disability Act (ADA) Statement

Montana State University seeks to provide equal access for qualified students to all University programs and services. Pursuant to the Americans with Disabilities Act (ADA) and to ensure a student's full participation in and enjoyment of University programs and services, the University provides qualified students with disabilities reasonable academic and non-academic accommodations. We work with students through an individualized yet collaborate approach designed to determine possible barriers and generate effective accommodations, for students with disabilities.

- a. Student Wellness encourages participation in activities by individuals with disabilities. If you are an individual with a disability who requires accommodation to participate in an activity, service, or program, please contact the department associated with the service or MSU [Disability Services](#).

1.3 Assumption of Risk

- a. Student Wellness departments attempt to provide a safe and enjoyable atmosphere for all participants. Each participant is responsible for making good choices in relation to their skills and health.
- b. Participation in programs, services and activities is voluntary. By voluntarily electing to use the MSU SWC, participants assume all risk for any harm or injury sustained.
- c. Please take responsibility for your actions. Do not take risks or participate in activities that may not be appropriate for you. Furthermore, please do not engage in activities that may harm or injure others.
- d. In exchange for participating in activities within the Student Wellness Center, participants do so at their own risk.
- e. Participant agrees to assume all risk of personal injury or loss, bodily injury, damage to or loss of, or destruction of any private property resulting from or arising out of participation in activities or attendance of the Student Wellness Center.

- f. Please contact a member of the Student Wellness Center staff should an accident, injury or incident occur. Your assistance in promoting a safe environment is appreciated.

1.4 Facility Tours

Student Wellness provides organized tours of the SWC for groups or individuals upon request.

- a. Groups may request time specific tours by contacting campusrec@montana.edu to establish an appointment.
- b. Impromptu/walk-in tours of the SWC will be accommodated as staff are available.
- c. A tour will be conducted by the Facility Supervisor or professional staff member.
- d. Facility/activity participation is not associated with a tour. In addition, there is no age minimum for a tour, but minors under the age of 18 must be accompanied by an adult.

Section 2: General Policies, Rules & Regulations

2.1 General

Student Wellness Center employees reserve the right to use their own judgment and the final decision on policies not covered in this User Policy Manual.

- a. All patrons are expected to be responsible, courteous, and safety conscious.
- b. Use of lounge areas and informal spaces in the north commons and public access spaces are on a first-come, first-served basis.
- c. Student Wellness programs will take priority over informal recreation at certain times.
- d. Personal items should not be left unattended, placed on the floor or on equipment. Patrons are encouraged to use locker rooms or day lockers for belongings. Personal items are not the responsibility of Student Wellness Center staff or departments.
- e. No item(s) or person(s) shall be placed or occupy space directly in front of emergency access doors.
- f. The MSU SWC is a substance-free facility. Possession of alcohol, cannabis, illegal drugs, and tobacco, including smokeless tobacco and e-cigarettes, are prohibited. Possession of such items will result in removal from the facility, MSU Police will be contacted, and the individual be subject to further disciplinary action as outlined in the MSU Code of Student Conduct and administered by the Office of the Dean of Students.
- g. Spitting in the common areas or activity areas is not permitted.
- h. Headphones are required for personal stereos/devices.
- i. Solicitation is not permitted on the property by outside groups or individuals unless approved by MSU Student Wellness professional staff.
- j. Accidents, injuries, and incidents should be reported immediately to the Student Wellness Center employees.
- k. All equipment, furniture and items in the facility must be used in accordance with manufacturers' guidelines.
- l. It is requested that facility users report any concerns about the facility and/or equipment to the staff as soon as possible.
- m. Closing announcements will be made 30 minutes and 15 minutes prior to closing. All participants are expected to finish their activity and exit the facility by closing time.

2.2 Behavior & Conduct

- a. Members and guests are expected to display acceptable and appropriate behavior while participating in any programs or services. The staff reserve the right to refuse access or remove

any individual(s) whose behavior is inappropriate or in violation of [MSU Student Code of Conduct](#)

- b. Disorderly conduct, abuse or misuse of the facility or its equipment, or disregard for policies will not be tolerated. Violators will be asked to leave the facility and may be subject to disciplinary action. Violators of the policies may also be suspended from using the facilities.
 - i. Depending on the severity of the violation, incidents may be referred to MSU Police, Office of the Dean of Students, and/or Office of Institutional Equity as appropriate or as required by MSU policy.
- c. Inappropriate behavior requiring intervention includes but is not limited to:
 - i. Verbal abuse
 - ii. Physical abuse
 - iii. Psychological abuse
 - iv. Obscene gestures or actions
 - v. Abuse of staff in any form
 - vi. Profane or indecent language
 - vii. Possession/use of alcohol, cannabis, or illegal drugs
 - viii. Use of Tobacco or e-cigarettes
- d. If a student, member, or guest participating in a program or service is directed to leave a facility, program or activity for misconduct, the student or member:
 - i. Must leave the facility immediately.
 - ii. Will be contacted by MSU Office of the Dean of Students, Student Wellness, or associated departments for a follow up meeting.
 - iii. If the student, member, or guest does not respond, they shall immediately be ineligible for further access until they have met with the appropriate staff person for the program/facility in which the misconduct occurred.
 - iv. Once the employee has informed a participant, member, or guest of the necessity to meet with the appropriate staff person, it is that student, member, or guest's responsibility to schedule an appointment with the appropriate staff person to review their behavior and subsequent eligibility to participate in the program/facility. If discipline is necessary, it will begin after the meeting with the staff person or designee.
 - v. Depending on the severity of the incident, Student Wellness and/or associated departments reserve the right to suspend access to a student, member or guest indefinitely until a meeting with the appropriate staff member has been conducted.
 - vi. If the necessary discipline is removal of a participant from one program, individuals may still participate in other programs or have access to services within Student Wellness.
 - vii. If the necessary discipline is suspension of a participant from campus, the individual may not participate in any programs within the facility.
- e. Any incident involving a student, member, or guest who strikes, hits, pushes, threatens, spits on, kicks, verbally abuses or engages in other behaviors observed to be violent or threatening toward any staff, employee, participant, spectator, user, member, or guest will may result in suspension from some or all programs and facilities. Furthermore, all relevant information related to the incident may be forwarded to the Office of the Dean of Students and/or the MSU Police Department if deemed appropriate by the staff.

2.3 Service Animals

- a. The Student Wellness Center adheres to the [MSU Animals on Campus Policy](#), which includes Service Animal Qualifications, Service Animal Care and Control Requirements, and Extent of and Restrictions on Service Animal Access.
 - i. Emotional Support Animals and pets are not permitted in University facilities, including the Student Wellness Center
 - ii. Only qualified service animals are allowed in the facility. All other animals are prohibited. Service animals are allowed on the pool deck, but not in the water due to health and safety restrictions and concerns.

2.4 Bicycles & Wheeled Equipment

Bicycles, unicycles, skateboards, rollerblades, scooters, or hover boards are not allowed inside the facility.

- a. Exception: equipment serviced in the bike shop may enter the shop.
- b. Boards or Rollerblades may be stored inside lockers if they fit but cannot be used inside the facility.
- c. Equipment that can not fit inside lockers must be stored on board or bike racks outside of the Student Wellness Center.

2.5 Lost & Found

Student Wellness lost and found will be maintained at each department in accordance with [MSU Lost and Found policy](#).

- a. Users are asked to report any lost or stolen items to the departmental front desk or contact University Police Department to file a report.
- b. All found items are logged and are stored in a secure location within the department.
- c. Participants can claim items at the front desk of the department that they lost their items, by providing identification.
- d. Unclaimed objects will be donated monthly. Water bottles are subject to be donated on a bi-weekly basis.

2.6 Media & Photography

Photography and media are not permitted in clinical areas. All photography, videotaping, or other forms of media within the SWC must be pre-approved by Student Wellness or associated departmental professional staff.

- a. By entering the Commons or Campus Recreation areas of the facility, you consent to be the subject of any photography, audio, or video recordings while participating in Student Wellness programming and/or open recreation activities. These photographs and recordings may be used for Student Wellness publication or for any other additional promotional marketing purpose produced by MSU UComm or Student Wellness.
- b. Media request guidelines:
 - i. Individuals requesting to photography areas in the SWC should request a media pass via campusrec@montana.edu
 - ii. If approved, individuals will receive a photography pass/badge from Campus Recreation welcome desk to be worn while taking photos in the facility. This will show to facility staff that photography access has been granted.
 - iii. Badges must be returned to the welcome desk at the completion of the shoot.
 - iv. Photography must be conducted without disruption or limitations to Student Wellness operations, accessibility of equipment, entrances/exits, doorways, and high traffic areas.

- v. Photography is permitted for noncommercial use only. Photographs may not be published, sold, reproduced, distributed, or commercially exploited without written consent from Montana State University.
- vi. Taking photos or video of individuals without their consent is prohibited and is cause for immediate removal from the SWC, and may be reported to MSU Police Department, Office of the Dean of Students, and/or the Office of Institutional Equity.
- vii. All personal, professional photo shoots must be approved by Student Wellness. Subjects must adhere to all facility guidelines during photo events.
- viii. Photos or video may not be recorded in private spaces such as locker rooms or restrooms.
- ix. Photography and video are not permitted in clinical settings.
- x. Use of Drones – All Uncrewed Aircraft Systems (UAS) operations must receive prior written approval from University Communications, Safety & Risk Management, University Police and/or the Office of Research Compliance: [MSU UAS Policy](#)

2.7 Signage Policy

- a. Student Wellness will accept and consider approval for a sponsored event or recognized student organization poster to hang in the facility. Only one poster per event/organization is permitted and it may not obstruct other posted materials.
- b. Non-Student Wellness materials are restricted to the public signage board.
- c. All posters utilized in collaborative efforts between Student Wellness and other departments must be approved and posted by Student Wellness Marketing.
- d. Student Wellness reserves the right to decline posting flyers or posters.

2.8 Facility Use Policies

2.8.1 North Commons & Public Access Spaces

- a. Technology, furniture, and equipment should be used only as the manufacturer intended.
- b. Storage of personal items not permitted.
- c. Headphones are required for personal audio devices.

2.8.2 Multi-purpose Rooms

- a. Multi-purpose rooms can be reserved starting in January 2024.
- b. Technology, furniture, and equipment should be used only as the manufacturer intended.

2.8.3 Bike & Ski Shop

- a. Bike and ski shop amenities and assistance are available to MSU students, faculty, staff and other affiliates during shop hours.
- b. Work areas are available on a first come/first serve basis at no cost.
- c. Work areas and tools must be cleaned and returned to their original state before leaving.
- d. Replacement parts (wax, tubes, chains, tires, etc) are available for purchase during shop open hours.
- e. Personal equipment like bikes, skis, or boards cannot be left overnight. Additional storage fees will be charged if equipment is left overnight.

2.8.4 Restrooms & Locker Rooms

- a. Individual, all-gender restrooms are available on each level of the Student Wellness Center for all individuals on a first come, first served basis.
- b. Student Wellness is NOT responsible for lost, stolen or damaged items in locker rooms or restrooms.

- c. Photography or video recording are prohibited in the locker rooms and restrooms.
- d. All patrons must exit the locker rooms and restrooms at closing.

2.8.5 Basic Needs

- a. Basic Needs services are available by appointment – contact basicneeds@montana.edu
- b. Basic Needs areas and Bounty of the Bridger Food Pantry is accessible during office open hours only

2.8.6 Student Wellness Patio

- a. Patio spaces are available on a first-come, first-serve basis, except when reserved for programs or activities.
- b. Fitness equipment is not permitted on the courtyard, unless for programmed events.
- c. Tobacco and smoking devices are prohibited on the Courtyard.

Section 3: Facility Reservations & Special Events

All organized activities must be sponsored or approved by Student Wellness to take place in the facility. Groups wishing to reserve activity space must submit a Reservations & Event Request Form (available Jan 2025). Approval of Facility Reservation requests is dependent upon; priority scheduling, availability, impact to existing programs, scope and nature of the event, date(s) of facility request, and the submission date of the facility reservation request.

- a. External facility reservations will be available starting January 2025

Section 4: Risk Management

4.1 Building Managers

- a. Building managers will participate in MSU Safety & Risk Management trainings, reporting, drills and communications
- b. Building Managers:
 - i. Initial: Associate Director Operations
 - ii. Secondary: AVP Student Wellness
 - iii. Tertiary: Department Directors

4.2 Emergency Response (See building emergency response plan)

- a. Emergency response plan remains consistent with MSU emergency response practices.
- b. The building emergency response and evacuation plan is available and visible to members and staff via the Student Wellness website and physical posting in the SWC.
- c. During all emergency situations, patrons should follow the direction of the Student Wellness employees.
- d. Should a situation call for sudden evacuation from the facility, please exit through the nearest emergency exit door immediately.
- e. Emergency communication will be distributed via the public announcement system. All staff members and users of the facility will follow the directions of SWC staff.
- f. All users and staff will adhere to emergency response procedures as outlined in the emergency response plan.
- g. Emergency response drill performance will be completed bi-annually and reviewed by MSU Safety & Risk.

- h. The Student Wellness Center will remain compliant with ADA regulations to include signage and accessibility.
- i. All emergency exits are clearly labeled and remain free of obstruction.
 - i. Users must store personal belongings in a locker or designated areas to keep walkways and open areas clear.

4.3 Inclement Weather

- a. Student Wellness Center departments will align with university protocol for inclement weather delays, cancellations, etc.
- b. Student Wellness Center leadership reserves the right to alter facility hours for a delayed opening due to the threat of inclement weather overnight.

4.4 Staff Training and Structure

- a. All Student Wellness employees must be CPR/AED certified.
- b. All staff must attend bi-annual risk mitigation training.
- c. All staff must be familiar with and demonstrate competency for the emergency response plan.

4.5 AED Policy

- a. All AEDs are stored in unlocked cabinets in locations easily accessible during all hours the facility is open. Each cabinet will have an audible alarm that sounds when the door is opened.
- b. AEDs are maintained by MSU Safety & Risk Management in addition to monthly inspections by Student Wellness employees which includes:
 - i. Inspecting the exterior and connector for dirt or contamination.
 - ii. Checking supplies, accessories and spares for expiration dates and damage.
- c. Checking operation of the AED by removing and reinstalling the battery.
- d. All Student Wellness staff are trained to use the AED.
- e. The AED may be used by:
 - i. Certified Student Wellness employees including professional staff and students.
 - ii. Any trained volunteer responder who has successfully completed an approved CPR/AED training program and has a current successful course certification.

4.6 Weapons Policy (MSU)

- a. No person may carry or possess a weapon, regardless of whether the person has a permit to carry a concealed weapon, on university premises except as authorized by the [MSU Weapons policy](#)
 - i. Students and employees who violate this policy shall be subject to disciplinary action, including expulsion or termination of employment. The University Police Department shall be responsible for appropriate enforcement of the policy for visitors and others on campus which may include removal from the campus, restriction of access to campus per the Restricting Access to University Property Policy and criminal and/or civil proceedings.