



SPRINGFIELD  
COLLEGE

## CLIMBING WALL OPERATIONS MANUAL



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## TABLE OF CONTENTS

I.	<u>Campus Recreation Department Mission Statement</u>	Page 3
II.	<u>Climbing Wall Description</u>	Page 3
III.	<u>Climbing Wall Policies &amp; Procedures</u>	Page 4
IV.	<u>Bouldering Policies</u>	Page 4
V.	<u>Rockwall Training Outline</u>	Page 5
VI.	<u>Top Belayer/Staff and Climber Training</u>	Page 5
	• Procedures (Step by Step)	
	1. Equipment	Page 5
	2. Procedures	Page 6
	3. Climbing Commands	Page 6
	4. Things to check/remember	Page 8
	5. Putting on a Harness	Page 8
	6. How to tie into a Climbing Harness	Page 9
	7. Setting up an ATC before belaying	Page 10
	8. Final check before climbing	Page 10
	9. How to belay	Page 11
VII.	<u>Certification Requirements for Belaying</u>	Page 13
VIII.	<u>Rockwall Manager Job Description</u>	Page 14
IX.	<u>Rockwall Assistant Manager Job Description</u>	Page 15
X.	<u>Evaluation of Rockwall staff</u>	Page 16
XI.	<u>Climbing Wall Staff Policies</u>	Page 18
XII.	<u>Daily Inspection List</u>	Page 19
XIII.	<u>Attestation of Personnel Training</u>	Page 20
XIV.	<u>Springfield College Rock Wall Daily Equipment Inspection Log</u>	Page 21
XV.	<u>Springfield College Rock Wall Maintenance Log</u>	Page 22
XVI.	<u>Springfield College Rock Wall Inspectors Report</u>	Page 23
XVII.	<u>Incident Report</u>	Page 24
XVIII.	<u>Accident or Injury Report</u>	Page 26



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## I. CAMPUS RECREATION DEPARTMENT MISSION STATEMENT

- "The office of campus recreation's mission is to provide students, faculty, and staff participation opportunities which promote health, fitness, and wellness through a variety of structured and informal recreational activities and adventures emphasizing lifelong wellness. These opportunities will be purposeful in fostering the growth of one's' spirit, mind, and body."
- To provide and effectively manage high quality programs, personnel and equipment that provides a supportive and safe environment for positive recreational experiences.
- To educate participants on life- long leisure practices associated with physical, mental, social, and emotional health which supports making responsible choices which contribute to their well-being.
- To provide diverse programs and services designed to be responsive to the needs of students, faculty and staff.
- To provide inclusive recreational opportunities and environments that fosters an appreciation of diversity.
- To provide employment and volunteer opportunities and educational experiences for students to develop a commitment to lifelong learning.
- To participate and collaborate in campus wide programs which provide involvement opportunities and assist in the recruitment and retention of students, faculty and staff.

## II. CLIMBING WALL DESCRIPTION

- The climbing wall area contains two climbing walls built by EntrePrise.
- The climbing wall area contains one preformed bouldering wall built by EntrePrise.
- The Wall is 8 meters or 26 ft high and 22 ft. wide.
  - Capacity is 5 roped climbers
- The Bouldering Wall is 12 feet high and 1,200 square feet.
  - Capacity is 4 unroped climbers
- The total capacity in the climbing wall area is 20.

\* 3.28 feet in a meter

- For facility hours, reservations, etc. please contact the Campus Recreation office at 413-748-3468 or go to the website [www.spfldcol.edu/campusrecreation](http://www.spfldcol.edu/campusrecreation).

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## III. GENERAL ROCKWALL POLICIES AND PROCEDURES

1. Every climber must sign a waiver with the Campus Recreation Department.
2. In order to belay, belayers must be trained through the Campus Recreation Department.
3. In order to belay, trained belayers must be on record with the Campus Recreation Department.
4. Never place fingers, hands, or feet on the metal bolt hangers.
5. Down climbing is not allowed unless you are authorized to do so.
6. Shirts must be worn at all times.
7. No chewing gum allowed in the climbing wall area.
8. No eating or drinking in the climbing wall area except for water bottles.
9. Never climb past or unclip the top climbing anchors.
10. Never drop anything while climbing on the wall.
11. Climbing barefoot is not allowed. Closed toed and closed heel shoes are required.
12. Only bison chalk balls are allowed. No loose chalk.
13. Climbers may only climb one panel to the right and/or one panel to the left of each anchor point.
14. Only staff is authorized to set routes and perform maintenance on the walls. If you would like to set a route, do so with staff permission and supervision. **DO NOT MODIFY ROUTES OR LABELS WITHOUT STAFF PERMISSION.**
15. Climbing commands must be used at all times.
16. The belayer must remain standing while the climber is on belay.
17. Staff has the right to check your personal climbing equipment for safety concerns.
18. Every climber must use a figure eight knot and barrel knot/ safety net.
19. Every climber must belay with an ATC.
20. If the Rockwall staff have not personally shown or authorized you to do something do not do it.
21. **Staff has the right to enforce any additional rules if they feel the situation is unsafe.**

## IV. ADDITIONAL BOULDERING POLICIES

1. Bouldering on the main wall is not allowed.
2. No topping out or standing on the bouldering wall.
3. Always move the mats/crash pads directly below your fall line. Mats must be touching each other, there cannot be and space between them.
4. Do not boulder under another climber.
5. Always keep personal gear away from the bouldering wall landing area.
6. Spotters are required.
7. While bouldering; be aware of launching or throwing for a move with other climbers and bystanders near.
8. While watching others boulder please stand out of the way of their fall line.

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## V. ROCKWALL TRAINING OUTLINE

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Items covered for training:

- Top rope Belay training
- Overview of Rock Wall Operations Manual
- Full comprehension of policies and procedures

## VI. TOP ROPE BELAYER TRAINING:

1. How to use a harness properly.
2. Instruction on tying a figure eight knot.
3. Instruction on tying a back-up safety/barrel knot.
4. Teach all the proper commands.
5. Demonstrate how to load a belay device properly.
6. Teach the belayer to demonstrate a good belay stance.
7. Teach how to catch a falling climber properly
8. Teach proper belay technique.
9. Instruct proper lowering of a climber.
10. Instruction on proper use of pendulums.

### Staff and climber training

#### 1. Go over equipment.

- a. **Harness-** Harnesses provided by Springfield College are “one piece” meaning the leg loops are stitched directly to the waist belt, creating a tie in/clip in the loop. The other type, which we don’t have, is a two piece harness. A two piece harness has the leg loops connected to the waist loop by a vertical loop. These leg loops are connected directly to the waist loop and have an additional loop sawn the waist loop to tie and clip into. The buckles on the harness need to be double backed. This means that once the webbing is threaded though the buckle it must be threaded back through. The analogy of the buckle: it looks like an O for open and after it’s double backed its looks like a C for closed.
- b. **Carabineers -** The Carabineers used are pear shaped carabineers because they are shaped like a pear. They have an opening covered by a gate that you use to clip into equipment like ATC is and harness. The gate has a screw lock on it. After the Carabineer is clipped into anything the lock should be screwed down to prevent it from opening. Having the gate open is bad for two reasons: One, if it is open it may become unclipped. Two, when it is open the carbineer is significantly weaker. The gate should be closed and locked at all times. Finally, Carabineers have a major and minor axis. The long direction in the pair is the major axis and should only be used with weight put on the major axis. The narrow axis

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

is the minor axis. Weighting it in this direction should be avoided whenever possible. Cross loading a carabiner exploits the weaker axis.

- c. **ATC-** We use them to belay people and stands for Air Traffic Control. The rope is put in a loop and pushed through one side of the ATC and then clipped by a carabiner. This works by adding friction on the lower edges as the rope goes over it see picture.



- d. **ATC**

- e. **Rope-** There are two types of ropes, dynamic and static. Dynamic stretches a little, absorbing the force of a fall. Static doesn't stretch.
- f. **The Wall-** Two parts, top rope climbing and bouldering. In the top rope section, you tie into the end of the rope and someone belays you from the other side of the rope as you go up. Once you reach the top, your belayer lowers you back to the ground. The bouldering section uses no ropes. You climb the short routes then fall onto the pads you or your partner have already positioned under you. In both cases you can either climb up using any holds or can follow a route. A route is designated by a certain color tape.

## 2. Procedures-

- a. **Climbing-** The climber must first put on a harness. When putting on the Harness one must step through each leg loop and then pull the waist loop up over the hips. Then tighten down the waist and leg loops so they are snug but not cutting off circulation. Finally double back the buckles. The next step is to take the working end/running end of the rope and thread it through the tie in point on the harness and retrace the figure eight knot. Always back up the figure eight with the barrel safety knot. Then they must take the rope end and bring it through the belay loop then retrace the figure eight not already in the rope, then tie a double fisherman's knot backup knot. See picture



- b. **Belayer-** The belayer must also put on a harness in the same manner as the climber. They must take the rope and bend it in half passing it through one side of the ATC and clipping through the rope, ATC, and harness. See picture:



- c.

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

3. **Commands-** The following are commands that should be used before, during and after climbing. These are only suggestions; the most important thing is the climber and belayer are clearly communicating.

## Starting a climb

- "Climber ready": the climber wants to know if he is being belayed.
- "Climb when ready": the belayer is ready
- "Climbing": the climber beginning his/her ascent
- "Climb on": acknowledgement of "Climbing!"

## During a climb

"Tension": remove the slack in the rope between the belayer and the climber.  
 "Slack": add more slack in the rope between the belayer and the climber.  
 "Falling!" climber is falling or about to fall.

## Ending a climb

"Falling" (US): when ready to descend.  
 "Fall on": the belayer's response to indicate he or she is ready.  
 "Safe": the climber has made a safe stance; the belayer can take a rest.  
 "Lower me": the belayer can start lowering off the climber.  
 "Got me?": warning signal for the belayer to expect some weight on the rope

## Other commands

"Rock": warning signal of dislodged rock or dropped equipment falling down.  
 "That's me!" an indication to a belayer above the climber that all the slack has been taken in.

Climber Says	Which Means	Belayer Says	Which Means
"Climber Ready" (4)	= I'm ready	"Climb When Ready" (3)	= I have you on belay
"Climbing" (2)	= I'm starting to climb	"Climb On" (1)	= Go ahead
Other Climbing Calls			
Climber Says	Which Means	Belayer Says	Which Means
"Slack"	= I need extra rope	"Thank You"	= Received
"Tension"	= I have too much slack	"Thank You"	= Received
"Falling"	= I'm going to fall	"	= Usually no need to respond verbally

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

- a. **Belaying-** The belayer must have their feet in a steady athletic stance. As the climber ascends the wall, the belayer must take in the slack and keep the rope tight. To do this (for a right hand dominant person) they must have their left hand on the rope above the ATC and their right on the rope that is below the ATC, both holding firmly. As slack increases in the rope, pull down with left hand as you pull the rope through (with the right) the ATC finishing with your right hand below your waist. Then with your left hand grab firmly below your right hand and slide your right up to the ATC, never letting go. Once you've done this squeeze the rope again. Bring your left hand back over the ATC and repeat the same process of pulling the slack through. When the climber is ready to come down , tighten the rope as much as possible and bring your left hand down by your right on the rope. Slowly let the rope slide though your hands furthering the friction on the ATC. This is all done with your hand below your hips. If a person falls make sure your pull down on the rope with your right hand creating friction on the ATC. Your right hand should be below you hips at all times but, if not, make sure you pull down in that direction.
- b. **Bouldering-** Short climbs don't use a rope for protection but instead use the protection of mats. Before you start a bouldering route make sure the mats are in the correct place to catch you and have no space in between them. It's a good idea to have a spotter who can help orient you as you fall (i.e. if you are going to fall on your side they can direct your fall by pushing on your upper body as you fall right so you fall on your feet).

## 4. Things to check/ remember

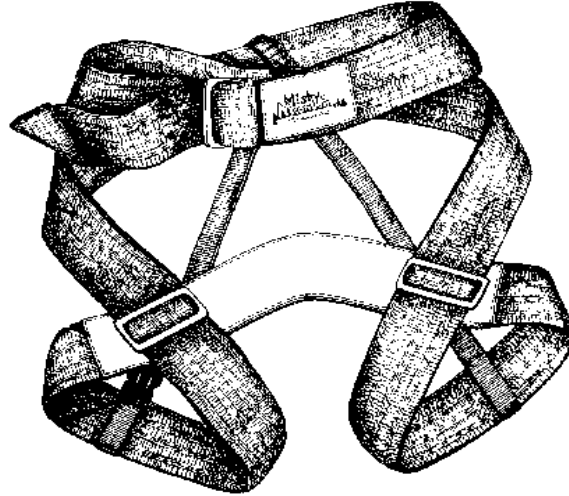
- a. Always check your partners' harness to see if the buckles are double backed and it is secured/fitted correctly.
- b. Your partners' knots are tied correctly and tied into the correct spot in the harness (i.e. belay loop in one piece harness and in two piece harness the loops the belay loop passes through.)
- c. Your partners' carabineer and ATC are set up correctly and the gate is locked.
- d. When belaying your brake hand never actually comes off of the rope.
- e. When belaying keep the rope tight but do not pull your partner off the wall.
- f. Never boulder higher than the recommend height (12 feet).
- g. **Always communicate with your partner.**

## 5. Putting on the Harness

- a. First, orient the harness so that the leg loops hang down with the buckles facing forward and the long tails point upward out of the buckles.
- b. Step into the leg loops and adjust them to a snug fit around the thighs by passing the webbing through the buckles.
- c. Wrap the remaining tails around the waist, as many times as possible. Be sure to begin with tight wraps, and to wrap behind the back first (i.e. do not cross in front of the waist on the initial wrap).
- d. Feed the remaining tail through the main buckle. ***Be sure to leave enough tail to pass back through the buckle on the side in which you first inserted the webbing.*** The newer harnesses are equipped with the Red Alert buckle system. When buckling, ***always*** pass the webbing back through the buckle so that the red bar of the buckle is covered, leaving at least 2" of tail webbing. The buckle is not designed to be used without this step.

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

- e. Pass the leg loop, hold up strap through the waist loops, and buckle on the opposite leg. Snug the strap to prevent the leg loops from dangling.
- f. When tying in with a rope, use a Figure 8 Follow-through; it is important to go through the crotch strap and all the waist straps.



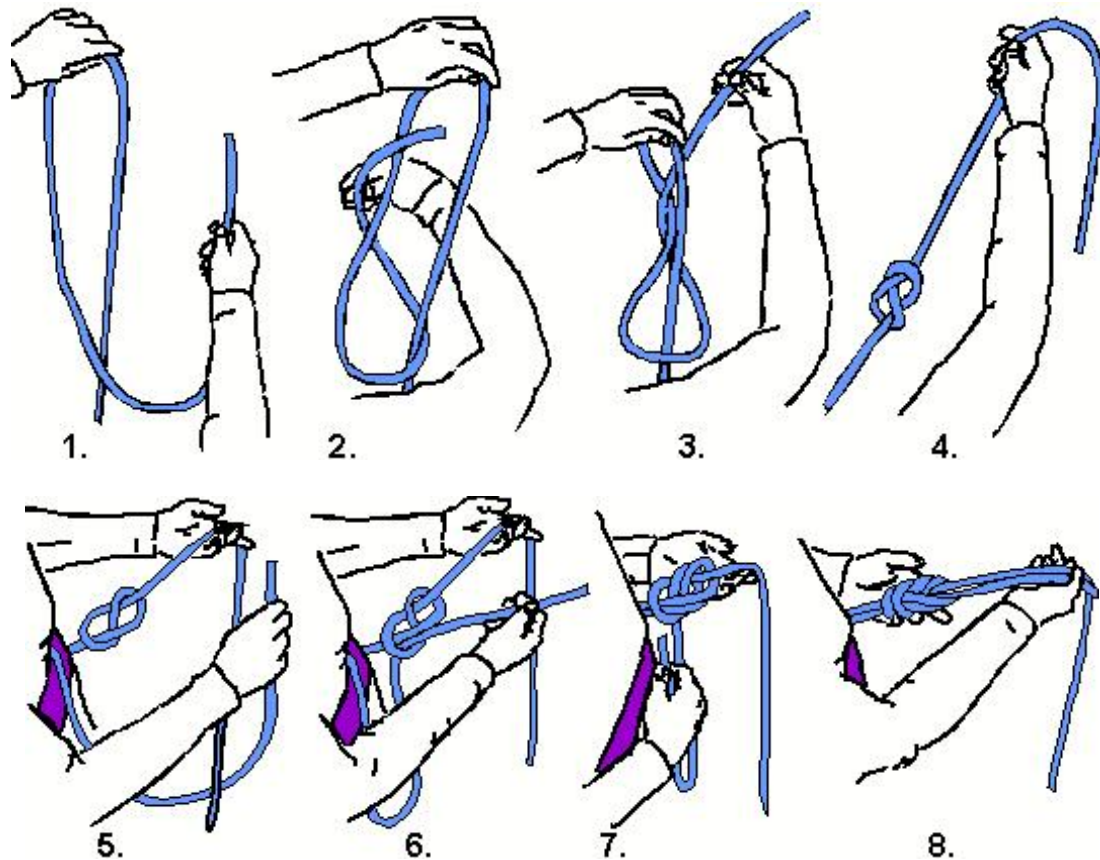
---

## 6. How to Tie-in to a Climbing Harness

One of the most important safety procedures that one can do before climbing is tying into the rope and anchor system properly. The knot that is most commonly used for tying into a harness is the Figure 8 Follow-through (or rewoven Figure 8). The Figure 8 follow-through has a variety of advantages over other knots, as it is easy to tie, strong enough to hold the forces generated by a fall, and is relatively easy to untie after it has been loaded by a fall.

1. To tie into a harness with a Figure 8 Follow-through, tie a Figure 8 knot in the rope approximately 3 - 3.5 feet (1 - 1.5 meters) from the end of the rope (Figures 1 - 4)
2. Feed the running end of the rope through both the crotch loop on the harness (the one joining the two leg loops) and the waist loop of the harness.
3. Feed the end of the rope back through the existing Figure 8 knot (follow the Figure 8 back through), starting at the end closest to the harness and finishing up with the live end of the rope (Figures 5 -8). Make sure the knot is properly "dressed;" the follow-through should always maintain the same relative position to the original Figure 8. (In other words the original and the Follow-through eights do not overlap or cross.)
4. Make sure that there is at least 3 inches of tail leaving the knot. Tie off the extra tail of rope to the live end of the rope using several overhand knots or a double fisherman's knot.

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL



## Setting up an ATC for Belaying

### Setting up an ATC for Belaying

1. Insert a loop of rope into the small end of either hole.



2. Clip the loop of rope and the ATC's wire cable through a locking carabiner attached to your harness.

3. Lock the biner.

4. Make sure the ATC's wide end is toward the biner.



To avoid unnecessary cable wear, be sure the rope does not cross over the wire cable.



5. Clip a locking carabiner through both the groin loop and the waist loops of your harness (the same loops you tie into).
6. Take a loop (bight) of rope from the end which the climber is not tied into and pass it through one of the two slots in the ATC (both slots are identical).

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

7. Clip both the wire cable on the ATC and the bight of rope into the locking carabineer, and screw the gate of the carabineer shut.
  8. Clip a second carabineer into your harness at the waist and groin loops on the side opposite your braking hand. Clip this carabineer into one of the pre-tied loops on the anchor ropes attached to the floor at a point which offers the least slack in the anchor rope. This prevents the belayer (you) from being pulled off the floor in the event the climber takes a fall (or if the climber weighs more than you do).
- 

## 8 Final Check Before Climbing

Once both climber and belayer are tied in so set up, stop and both partners should check the setup. Make sure of the following:

- a. All harness buckles are doubled back.
  - b. All knots are properly tied and dressed.
  - c. All carabineers are properly aligned, and screwed shut.
- 

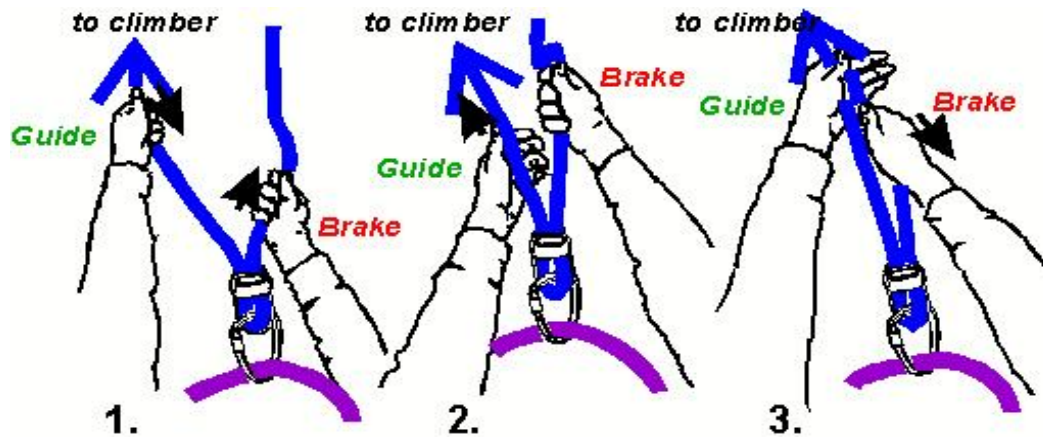
## 9. How to Belay

Belaying itself is relatively simple provided one is always paying attention to your climbing partner. The end of the rope which passes through the top-rope anchor and goes back down to the climber is called the "live" end of the rope. The "live" end is handled by the "guide" hand. The other end of the rope is the "brake" end which is handled by the "brake" hand. You must always have at least one hand on the brake end of the rope at all times. If you don't, and the climber begins to fall, you will not be able to regain control of the rope, and the climber may be injured. As the climber proceeds up the wall, it is the belayer's job to take up the rope and make sure there is no slack in the system. This limits the distance the climber can fall. ***Make sure both hands never leave the rope!***

### Taking Rope In (as the climber ascends)

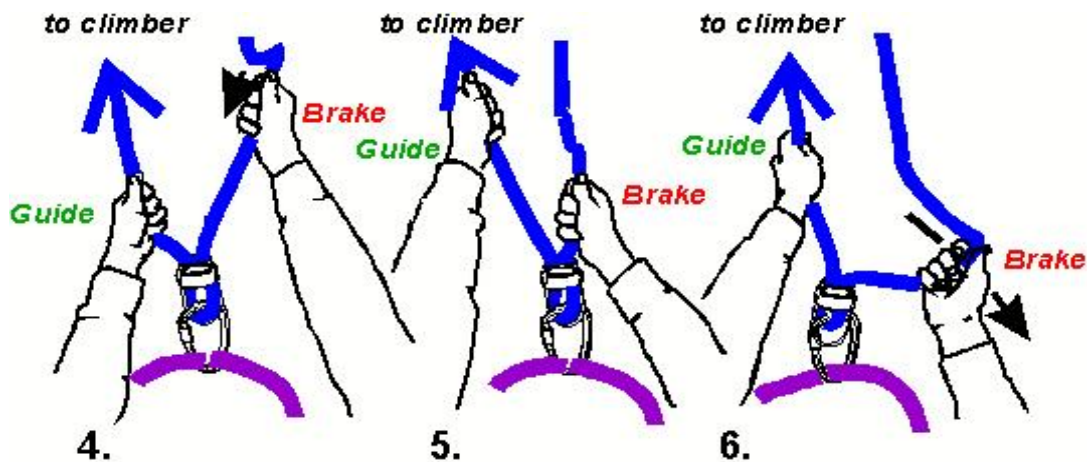
1. With both hands firmly on the rope, the guide hand pulls the rope towards the ATC as the brake hand pulls rope out and away from the ATC (Figure 1).
2. When the guide hand reaches the ATC, hold the rope fast with the brake hand, while sliding the guide hand up the live end of the rope until it is above the brake hand (Figure 2).
3. The guide hand now grasps both ends of the rope and pinches both off with the thumb while the brake hand slides back down the rope to the ATC. The hands are now back in position to repeat step 1 (Figure 3). ***The brake hand never leaves the rope!***

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL



## Letting Rope Out (when the climber needs slack)

1. With both hands firmly on the rope, the guide hand shuffles the rope away from the ATC (Figure 4 - 5).



## Locking Off the Rope

Locking off is to keep more rope from paying out if the climber is falling, or if you need to hold tension on the rope (for example while a climber rests).

1. Using the brake hand, bend the rope across the ATC. This collapses the ATC onto the locking carabiner and locks the rope off (Figure 6).

---

## Climbing Calls

These calls are designed to be easy to remember. The basic sequence goes 4, 3, 2, and 1 in decreasing number of syllables. There is a paired response from the climber to her belayer at each point. The

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

particular words are important because when it is hard to hear, the intonation and order of the syllables may help distinguish which call is being given.

---

## VII. CERTIFICATION REQUIREMENTS FOR BELAYING

### Top Rope Belay Training Test

Applicant's Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Applicants will be tested for ATC certification in the following areas:**

**Applicant check list**

1. Did the applicant harness properly?
2. Can the applicant tie a figure eight knot?
3. Can the applicant tie a back up fisherman's knot?
4. Did the applicant complete all climbing commands from memory and without assistance?
5. Did the applicant demonstrate loading a belay device properly?
6. Did the belayer demonstrate a good belay stance?
7. Can the applicant catch a fall?
8. Do they display proper belay technique?
9. Does the applicant understand proper lowering of a climber?
10. Can they lower a climber?
11. Does the applicant understand pendulums?
12. Would you trust this person to belay you?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_ (Rock Wall Manager), certify that this person is qualified to belay with an ATC.

***Points that must be covered during certification:***

- Always belay standing up.
- Only ATC is allowed for belaying. No figure eights.
- Show them where the rules are located and tell them to read over at their discretion.



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## VIII. ROCKWALL MANAGER JOB DESCRIPTION

<b>TITLE:</b>	Rock Climbing Wall Managers
<b>DEPARTMENT:</b>	Campus Recreation
<b>PAY METHOD:</b>	Hourly (current rate \$8.50/hr)
<b>TERM:</b>	Hired by semester & summer term
<b>CLASSIFICATION:</b>	II (proposed)
<b>POSITIONS:</b>	Approximately 1

### Position Responsibilities:

1. Provide leadership and supervision to all rock wall staff.
2. Schedule and train all Rock Climbing Wall Assistants.
3. Have a thorough knowledge of the equipment manufacturer's instructions for the operation of the fixed ACS.
4. Person shall understand the manufacturer's instruction for the use, care, maintenance, and inspection of any associated equipment such as ropes, harnesses, carabineers, belay devices, or automatic belay systems.
5. Person shall understand the limitations of the fixed ACS, including age, height, weight and loading.
6. Daily climbing wall operations, special climbing wall operations and equipment rental and repair.
7. Assist Campus Recreation professional staff members with the day-to-day operations of the rock wall.
8. Opening and closing the Climbing Wall and Equipment Center, checking-in climbers, inspecting climbers and equipment, route setting, providing participants with necessary information and skills, completing required paperwork, meeting professional standards in various skill areas and maintaining participant safety.
9. Complete opening, closing and maintenance checklists as they pertain to your shift.
10. Enforce that proper work out attire are worn (tennis shoes, sweats, shorts, t-shirts, no flip-flops or street clothes \*See Rules and Regulations\*).
11. Document hourly count of members in the using PE Complex Daily Report Form.
12. Know and enforce rules and regulations according to Campus Recreation Employee Manual Rules and Regulations sheet.
13. Other Duties as assigned by the Campus Recreation staff.
14. Must attend all staff trainings.

### Position Requirements:

1. Must be a current Springfield College student and at least 21 years of age.
2. Must obtain CPR/AED and First Aid Certification during employment.

### General Policies

1. Smile and acknowledge all members as they enter and leave the rock wall area.
2. All staff must wear a staff uniform which consists of a staff shirt and khaki pants or shorts along with a name tag. No jeans or open toed shoes allowed.
3. Be courteous and helpful; problem solve.
4. No personal phone calls allowed on either land phone lines or cell phone (work related calls only). Cell phone should remain off while at work.
5. The computer is **NOT** to be used for personal use, homework or games.
6. Use of any fitness equipment is not permitted during scheduled working hours.
7. Complete timesheet each day of work; sign timesheet at beginning of pay period.
8. NO HOMEWORK TO BE DONE WHILE WORKING.



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

9. Arrive 10 minutes prior to shift.

## **IX. ASSISTANT ROCKWALL MANAGER JOB DESCRIPTION**

<b>TITLE:</b>	Rock Climbing Wall Staff and Staff Assistants
<b>DEPARTMENT:</b>	Campus Recreation
<b>PAY METHOD:</b>	Hourly (current rate \$8.00/hr)
<b>TERM:</b>	Hired by semester & summer term
<b>CLASSIFICATION:</b>	II (proposed)
<b>POSITIONS:</b>	Approximately 15-20

### **Position Responsibilities:**

1. Provide safe, fun and educational climbing opportunities and equipment rental services to members of the Springfield College community.
2. Rock Climbing Wall Assistants are responsible for all of the duties involved with daily climbing wall operations, special climbing wall operations and outdoor equipment rental and repair.
3. Assist Campus Recreation professional staff members with the day-to-day operations of the rock wall.
4. Opening and closing the Climbing Wall and Equipment Center, checking-in climbers, inspecting climbers and equipment, route setting, providing participants with necessary information and skills, completing required paperwork, meeting professional standards in various skill areas and maintaining participant safety.
5. Complete opening, closing and maintenance checklists as they pertain to your shift.
6. Enforce that proper work out attire are worn (tennis shoes, sweats, shorts, t-shirts, no flip-flops or street clothes \*See Rules and Regulations\*).
7. Know and enforce rules and regulations according to Campus Recreation Employee Manual Rules and Regulations sheet.
8. Other Duties as assigned by the Campus Recreation staff.
9. Must attend all staff trainings.

### **Position Requirements:**

1. Must be a current Springfield College student and at least 18 years of age.
2. Must obtain CPR/AED and First Aid Certification during employment.

### **General Policies**

1. Smile and acknowledge all members as they enter and leave the rock wall area.
2. All staff must wear a staff uniform which consists of a staff shirt and khaki pants or shorts along with a name tag. No jeans or open toed shoes allowed.
3. Be courteous and helpful; problem solve.
4. No personal phone calls allowed on either land phone lines or cell phone (work related calls only). Cell phone should remain off while at work.
5. The computer is **NOT** to be used for personal use, homework or games.
6. Use of any fitness equipment is not permitted during scheduled working hours.
7. Complete timesheet each day of work; sign timesheet at beginning of pay period.
8. **NO HOMEWORK TO BE DONE WHILE WORKING.**
9. Arrive 10 minutes prior to shift.



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## X. EVALUATION OF ROCKWALL STAFF

### SPRINGFIELD COLLEGE– ROCK WALL EMPLOYEE END OF SEMESTER EVALUATION

<b>Name:</b>		Date:
		<b>Evaluator:</b>

<b>Performance Scale</b>	5 - Excellent	4 - Good	3 - Average	2 – Below	1 - Poor
--------------------------	------------------	----------	----------------	-----------	----------

Professionalism/Presentation <input type="checkbox"/> Preparation/Reliability <input type="checkbox"/> Appearance/Appropriate Dress <input type="checkbox"/> Offer to belay climbers <input type="checkbox"/> Confidence/Courage <input type="checkbox"/> General Attitude/Response to Critique <b>OVERALL RATING:</b> _____	SCORE	Comments

Administration <input type="checkbox"/> Being a team player <input type="checkbox"/> Willing to switch shifts <input type="checkbox"/> Followed instructions from supervisor <input type="checkbox"/> Tardiness <input type="checkbox"/> Monitor climbing wall <input type="checkbox"/> Alphabetize belay books <input type="checkbox"/> Read staff policies <input type="checkbox"/> Copy belay test sheets <b>OVERALL RATING:</b> _____	SCORE	Comments

Organizational/Cleaning <input type="checkbox"/> Clean Work Area  <input type="checkbox"/> Brush holds <input type="checkbox"/> Replace peeling tape <input type="checkbox"/> Remove routes (after one month) <input type="checkbox"/> Wipe floor at base of climbing wall <b>OVERALL RATING:</b> _____	SCORE	Comments

Judgment/Knowledge/Safety <input type="checkbox"/> Rules Knowledge/Applicability <input type="checkbox"/> Tighten and check for loose holds <input type="checkbox"/> Responsibility of others' safety <input type="checkbox"/> Check top anchors	SCORE	Comments



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

<input type="checkbox"/> <b>Check ropes for flat spots or high wear</b> <b>OVERALL RATING:</b> _____		
---	--	--

Appearance <input type="checkbox"/> <b>Wore staff shirt</b> <input type="checkbox"/> <b>Wore acceptable hats, shorts, etc</b> <b>OVERALL RATING:</b> _____	SCORE	Comments
<b>OVERALL RATING:</b>		<b>OVERALL RATING:</b>

General Comments (what employee did well/what needs work):

---



---



---



---



---

Employee's Signature: \_\_\_\_\_ (Signature indicates you have seen this evaluation)



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## **XI. CLIMBING WALL STAFF POLICIES**

- Staff must complete the Rock Wall Facilitation Orientation and Training.
- Staff must pass the Belay Certification test at the Springfield College Climbing Wall.
- Staff must follow all the rules and policies of the climbing wall and the Campus Recreation Departmental Employee Handbook.
- During closing all ropes must be secured, crash mats stacked, lost and found taken to the lost and found storage location.
- Never leave any hardware material out unattended.
- If a staff does not show up for a shift without a valid excuse they will be terminated. In the event that you are sick you must first try and find a sub and then call your supervisor. Please call as early as possible
- You are responsible for finding subs if you cannot work your shift
- Staff shirts are required at all times.
- No eating or drinking, other than water, while working.
- Homework, reading, crossword puzzles, etc are not permitted in the climbing area.
- You must wear shoes while staffing the wall.
- Please remember that you are at work and you need to be supervising the entire wall, please keep personal conversations short and be alert of what is going on around you
- No personal belayed climbing while staffing the wall
- What to do if someone doesn't show up for a shift:
  - Check the substitution log to see if they are supposed to have a substitute
  - Check managers notes in binder
  - Call no show person
  - Only if work load is too heavy call around for other employees to come in
  - Leave a note for Supervisor



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## **XII. DAILY INSPECTION TASK LIST**

- ✓ Monitor the climbing wall and look for risk. It is your responsibility to make sure everyone is safe on your shift. I will hold you accountable if something happens that could have been prevented.
- ✓ You are responsible for cleaning all bodily fluids.
- ✓ Check for notes of things to do.
- ✓ Organize and clean.
  - Brush holds that has loose dirt and chalk on them.
  - Replace peeling tape with new pieces.
  - Remove routes that are over a month old.
- ✓ Alphabetize the top rope belay book.
- ✓ Tighten and check for loose holds.
- ✓ Check anchors and quick links.
- ✓ Check ropes for flat spots or high wear.
- ✓ Offer to belay climbers.
- ✓ Read over the staff policies.

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## XIII. ATTESTATION OF PERSONNEL TRAINING

I, \_\_\_\_\_ of \_\_\_\_\_  
OWNER'S NAME (TYPE OR PRINT) ORGANIZATION NAME

hereby certify that the individuals employed as Climbing Wall Facility Managers, Climbing Wall Facility Staff, Climbing Wall Facility Staff Assistants listed below have, to the best of my knowledge and belief, received the training outlined in the Staff Training Plan. The Staff Training Plan shall be maintained at Springfield College and shall be made available to Inspectors of the Department of Public Safety upon request.

### Climbing Wall Training Outline

- Introductions with New Staff
- Climbing Wall Operations
  - General Climbing Wall Rules
    - a) Daily Equipment Inspection Log
    - b) Daily Task List
    - c) Maintenance and Maintenance Log
- Tope Rope Certification Test (Both Devices)
- Staffing Operations
  - Review of climbing operations manual
  - Completion of general Campus Recreation staff training
- Paper work for hiring
- Confirm staffing schedules
  - Review staff phone # lists
- Signed Attestation of Personnel Training Form

I \_\_\_\_\_, have completed each portion of the Climbing Wall Training and understand my expectations and causes for termination and agree to all other terms as covered:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_ has successfully completed the each portion of the Climbing Wall Training.

\_\_\_\_\_  
Signature (Campus Recreation Professional)

\_\_\_\_\_  
Date









# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## XVII. INCIDENT REPORT

<b>1. Incident Date:</b> _____ / _____ / _____ <b>Time:</b> _____ am / pm
<b>2. Specific Location of Incident:</b> (ex: north-west side of the pool by the emergency exit) _____ _____
<b>3. Describe Incident: (check appropriate box, then explain in detail)</b> <input type="checkbox"/> Argument <input type="checkbox"/> Damaged/Lost equipment <input type="checkbox"/> Disturbance <input type="checkbox"/> Disrespectful toward Staff <input type="checkbox"/> Fight <input type="checkbox"/> Fire <input type="checkbox"/> ID Violation <input type="checkbox"/> Lost ID <input type="checkbox"/> Maint. Emergency <input type="checkbox"/> Physical Abuse <input type="checkbox"/> Policy Violation <input type="checkbox"/> Power Outage <input type="checkbox"/> Schedule Conflict <input type="checkbox"/> Theft <input type="checkbox"/> Threatening Behavior <input type="checkbox"/> Trespassing <input type="checkbox"/> Vandalism <input type="checkbox"/> Verbal Abuse <input type="checkbox"/> Other _____ _____
<b>4. Activity:</b> <input type="checkbox"/> Intramural <input type="checkbox"/> Open Recreation/indoor <input type="checkbox"/> Open Recreation/outdoor <input type="checkbox"/> Sport Club <input type="checkbox"/> Special Event <input type="checkbox"/> Other
<b>5. Personal Information of Individual Involved:</b> Name _____ Telephone (    ) _____ Address _____ City _____ State _____ Zip _____ <input type="checkbox"/> Male <input type="checkbox"/> Female   Age _____ Birthdate _____ / _____ / _____ SC ID # _____ <b>Classification of Individual Involved: (check one)</b> <input type="checkbox"/> SC Student <input type="checkbox"/> SC Employee <input type="checkbox"/> Dependent <input type="checkbox"/> Guest <b>Witnesses:</b> Name _____ Cell # _____ Name _____ Cell # _____ <b>Description of Individual if Name is Not Known:</b> _____ _____
<b>6. The information on this form is an accurate account of the incident that occurred:</b> Name of Individual Who Reported Incident: _____ Cell # _____ Reporter's Signature _____ Date: _____ / _____ / _____ Employee filing Report: _____ Title: _____
<b>7. Action taken (people/departments contacted). Note date and time contacted.</b> <input type="checkbox"/> Dir. Campus Rec. <input type="checkbox"/> Asst. Dir. Campus Rec. <input type="checkbox"/> Graduate Asst. <input type="checkbox"/> Student Supervisor <input type="checkbox"/> Other _____



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

**8. Follow Up (to be filled out by program area director):**

---

---



# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## **XVIII. ACCIDENT OR INJURY REPORT**

<b>1. Personal Information of Participant</b>		Accident Date: ____/____/____ Time: _____ am/pm
Name _____ Telephone ( ) _____		
Address _____ City _____ State _____ Zip _____		
Gender: Male Female Age: _____ Birthdate: ____/____/____ ID Number: _____		
Emergency Contact: _____ Telephone ( ) _____		
<b>2. Classification of Injured: (circle one)</b>		
Springfield College Student    Guest    Springfield College Spouse or Dependent    Springfield College Employee		
<b>3. Location of Accident: (circle where the accident occurred and then write the specific location)</b>		
Stagg Fields    Turf Fields    Blake Track    Fitness Class    Pool		
Weight Rooms    Field House    Dana Gym    Blake Arena    Racquetball Courts		
Climbing Wall    Cardio Equip    Weight Training    Multiuse    Other _____		
Specific Location (Example: Northwest site of pool near emergency exit) _____		
<b>4. Activity at Time of Accident: (circle one)</b>		
_____ Intramural Activity                      _____ Outdoor Rec Activity                      _____ Sport Club Activity		
_____ Open Recreation                      _____ Special Event                      _____ Other		
<b>5. Specific Program Involved with at time of Accident:</b> <b>(If the victim was not participating in a program circle the informal recreation box)</b>		
Program/Event Name _____		Informal Recreation _____
_____		
_____		
<b>6. Description of incident/accident (explain in detail how it occurred) – Victim must sign below to attest accuracy of event.</b>		
_____		
_____		
<b>7. Specific Part of Body Injured: (ex. left side of lower back)</b>		
_____		
<b>8. Nature of Suspected Injury or Illness: (circle one)</b>		
<b><u>Injury</u></b>		
Bruise            Dislocation    Closed Wound    Spinal Injury    Tearing            Swelling    Bleeding            Puncture    Snapping		
Concussion    Fracture            Sprain/Strain    Cut            Dental            Other _____		
<b><u>Illness</u></b>		
Allergic Reaction    Heart (angina, arrest)    Hyperventilation    Heat Reaction    Diabetic Reaction    Respiratory            Fever    Seizure		
Faint    Sharp Pain            Gastrointestinal            Other _____		
<b>9. First Aid Rendered: (circle all that apply)</b>		
Victim self-care                      Recommended College Police be Called		Victim refused College Police Recommendation
Called College Police                      Left area, no information		Referred to health service
College Police to hospital                      Life squad to hospital		
<b>Notified Program Staff (name below)</b> _____		<b>Notified Director (name below)</b> _____
Describe care given _____		
_____		
<b>10. The Information on this form is an accurate account of the injury or illness that occurred:</b>		
Victim's Signature if STAFF PROVIDED CARE: (parent or guardian if victim is under 18) _____		Date: ____/____/____
Victim's Signature REFUSAL OF CARE: (parent or guardian if victim is under 18)		Date: ____/____/____

# SPRINGFIELD COLLEGE CLIMBING WALL OPERATIONS MANUAL

## Witness's Information

Name \_\_\_\_\_ Telephone (    ) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Witness's Account of Action: (explain in detail the events, actions, and conditions that may have contributed to the injury)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Report Filer's Information

Name \_\_\_\_\_ Telephone (    ) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Report Filer's Account of Action: (explain in detail the events, actions, and conditions that may have contributed to the injury)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Report Filer's Signature:** \_\_\_\_\_ **Position** \_\_\_\_\_

Date:        /        /

## COPIES

**This form has been copied to: (list program area and supervisor)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## OFFICE ACTION

### Follow-up Comments:

Date Call / Contact made: \_\_\_\_\_ Your Name: \_\_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviewed by: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

