



# Recreation Center Policies & Procedures Revised Spring 2012

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# WELCOME

Campus Recreation welcomes you to the Recreation Center. As members of the campus community and patrons of the Recreation Center, we need your assistance in maintaining a safe and healthy environment. We strongly encourage our patrons to read, understand and abide by the policies and procedures herein summarized. This information is also available on our website at [www.umass.edu/campusrec/facilities/indoorfacilities/recreationcenter/policies/index.html](http://www.umass.edu/campusrec/facilities/indoorfacilities/recreationcenter/policies/index.html).

Campus Recreation strives to provide a safe and enjoyable atmosphere for all participants and reserves the right to immediately affect any new policies and/or procedures to protect our patrons. Your comments and suggestions are welcome.

## ASSUMPTION OF RISK

- Each participant is responsible to determine whether he/she has the proper fitness level to participate in activity at the Recreation Center. Participants are strongly encouraged to consult with their health care provider(s) before starting any exercise program.
- Participation in activity at the Recreation Center is voluntary. By voluntarily using the Recreation Center, participants assume all risk for any harm or injury sustained.
- Consider the consequences of your actions and do not engage in behavior that may harm other patrons or damage equipment.

## PATRON ACCESS

- The Recreation Center is a controlled-access facility and is intended for use and enjoyment of current UMass students and other authorized members of the UMass community. Only authorized users are permitted past the entry turnstiles.
  - Prior to the entry turnstiles, the Recreation Center includes the Courtside Café and adjacent seating area, the Grand Stairs, restrooms, vending machines and views of the gymnasium and other activity areas.
- Appropriate ID must be presented for entry to the Recreation Center:
  - Valid UCard for currently enrolled full-time (12+ credits) undergraduate students
  - Valid UCard with membership for current faculty/staff, graduate & continuing education students, alumni and associate members
  - NO UCard = NO Entry
  - If the photo, name, and SPIRE number are not legible on the UCard, or if the UCard does not scan, the card is not valid.
  - Photocopies of the UCard are not acceptable.
- UCards are for the exclusive use of the person named on the card and nontransferable. UCards will be confiscated and involved parties subject to disciplinary action if presented by anyone other than the rightful owner.
- Misuse of IDs and/or improper entry is subject to disciplinary action, including immediate removal and suspension from the Recreation Center and further University discipline.
- Participants must possess, and display upon request, appropriate identification. Campus Recreation reserves the right to request identification at any time.

- Non-members, suspended members or expired members are not permitted access to the Recreation Center.
- Guest passes are available for individuals without a membership.
- Associate members and guests must be at least age 18 to use the Recreation Center.
- For membership eligibility and fees, contact Member Services or visit our website at [www.umass.edu/campusrec/facilities/memberservices/eligibility](http://www.umass.edu/campusrec/facilities/memberservices/eligibility).

## **Guests**

- Recreation Center members may host a non-member by purchasing a guest pass.
- Guest passes are available at Member Services at the daily rate of \$10 per guest.
- Recreation Center members may host a maximum of 2 guests per day.
- Guests must be at least age 18.
- Picture ID (with name and date of birth) of the guest is required at the time of purchase.
- The sponsor's membership must be validated prior to purchasing a guest pass.
- A guest pass is valid only for the date of issue as shown on the receipt.
- The sponsoring member must accompany the guest while using the Recreation Center and is responsible for the conduct and actions of the guest. Guests are not permitted to use the Recreation Center if the sponsoring member is not present.
- A guest cannot host another guest.
- Campus Recreation staff on their work shift are not permitted to sponsor a guest.
- A guest cannot check out equipment from Equipment Checkout.
- Individuals age 18+ who are staying at the Hotel at the Campus Center are eligible to purchase a guest pass.
  - A guest referral must be obtained from the Hotel at the Campus Center.
  - A guest of the Hotel at the Campus Center must provide the completed guest referral form with his/her picture ID (with name and date of birth).
  - The guest may either pay \$10 at the UMass Hotel (with stamped "Paid" on the form) or at the Recreation Center.
  - A guest of the Hotel at the Campus Center can check out equipment at Equipment Checkout with proper ID left as security.
- Campus Recreation reserves the right to deny access to any guest(s).

## **PATRON CONDUCT**

- Use of the Recreation Center is a privilege. Members and guests shall respect the rights of others and display acceptable and appropriate behavior while participating in the Recreation Center. Campus Recreation reserves the right to refuse access or remove any individual(s) whose behavior is inappropriate or in violation of University rules and regulations and/or the Code of Student Conduct. Your cooperation is appreciated.
- Inappropriate behavior includes, but is not limited to:
  - Verbal abuse
  - Physical abuse
  - Harassment
  - Obscene gestures or actions
  - Abuse of staff in any form

- Profane or indecent language
- Failure to follow an established policy
- If a participant, member or guest in a Campus Recreation program or facility is directed to leave a facility, program, contest or activity for misconduct:
  - He/she must leave the facility immediately.
  - He/she must meet with the designated Campus Recreation senior staff responsible for the program/facility in which the misconduct occurred. He/she shall immediately be ineligible for further access or competition in any program or facility until he/she has met with the designated senior staff.
- Once the Campus Recreation staff has informed a participant, member or guest of the necessity to see the appropriate person over the program/facility for misconduct, inappropriate behavior or ejection, it is that individual's responsibility to schedule an appointment to meet with the designated senior staff member. If a sanction is imposed, it will begin after the meeting with staff.
- If a sanction is necessary from a specific program, the individual may still participate in other programs or have access to facilities managed by Campus Recreation.
- If a sanction is necessary from the Recreation Center, he/she may not participate in any programs within the Recreation Center.
- Any incident that involves a participant, member or guest who strikes, hits, pushes, threatens, spits at/on, kicks, verbally abuses a Campus Recreation employee, participant, member, guest, or spectator, or improperly uses his/her UCard identification will result in immediate suspension from all Campus Recreation programs and facilities. Further, if deemed appropriate, information regarding the incident may be forwarded by Campus Recreation staff to the Dean of Students and/or the UMass Police Department.

## **General Expectations**

- Participants are responsible for reading, understanding and abiding by all rules and regulations of the Recreation Center.
- Not all rules are posted in immediate areas. If a staff member requests your cooperation, please adjust your behavior. If you have questions about a specific policy, please see Campus Recreation staff.
- Failure to comply with staff instructions and proper facility use may result in loss of facility and/or membership privileges.
- Campus Recreation reserves the right to render judgment and decisions on policies not specifically covered.
- Campus Recreation reserves the right to call the UMass Police Department as necessary.
- Participants using the Recreation Center facility and equipment assume the liability of and agree to compensate Campus Recreation for any damages other than normal wear and tear.
- Contact Campus Recreation staff should an accident, injury, or related incident occur. In addition, report immediately any piece of equipment that is not functioning properly so it can be evaluated and serviced promptly.
- Use of informal activity spaces when not scheduled/reserved, including priority scheduling, is first-come, first-served.
  - Exception: Activity rooms 118, 121, 210 and 215 are not available for open recreation beyond approved reservations.

- No organized activities except those sponsored or approved by Campus Recreation are permitted.
- The Recreation Center may not be used for private or commercial purposes unless such activity has been approved by Campus Recreation. Examples of prohibited activity include, but are not limited to:
  - Organized athletic team/individual practices or workouts
  - Personal training
  - Private instruction
  - Sales
  - Solicitation

## **Attire**

- Exercise attire and footwear are required (exception: locker room areas).
  - Footwear: non-marking, rubber-soled athletic-type/sport shoes are required. Footwear must completely cover the foot, including instep, toes, arch and heel. Footwear not permitted includes, but is not limited to, high-heeled shoes, spikes, open-toed shoes, turf shoes, cleats, boots, flip-flops, sandals and footwear that is muddy or dirty.
    - Exception: Bare feet and/or stockings are acceptable for some group fitness classes and/or group reservations in the activity rooms.
    - “2-Shoes” – Participants are strongly encouraged to bring a second pair of clean footwear that is free of pebbles, road salt, gum, sand, etc. to use during their workouts. This helps protect the equipment and flooring.
  - Shirts: Upper body clothing should fully cover the back and torso.
    - Cutoff t-shirts, cropped tanks, halter-tops and sports bras (only) are not permitted.
  - Bottoms: Athletic-type apparel is required.
    - Jeans, khakis and pants, with or without buttons, metal zippers, metal rivets, belts and belt loops, are not permitted.
      - ❖ Shorts must be long enough to cover the buttocks and groin when exercising or moving.
      - ❖ Shorts must be properly worn on the hips.
  - Jewelry: Campus Recreation strongly recommends no jewelry be worn during participation. This includes, but is not limited to, necklaces, rings, bracelets, wristbands, watches, earrings/studs, piercings, etc.
  - Hats and ball caps are not permitted to be worn during pick-up basketball games.
- Clothing with visible blood must be removed and placed in a biohazard bag. The participant must have a replacement article of clothing to remain in the facility.
- Clothing with offensive or profane language, designs, or pictures is not acceptable.
- Campus Recreation decisions pertaining to appropriate attire is final.

## **Personal Belongings**

- Campus Recreation is not responsible for lost, stolen, damaged or unattended personal belongings and strongly recommends that participants leave personal items at home.
- Campus Recreation strongly encourages participants to secure personal items.
  - Locks are available at no charge from Equipment Checkout.
  - Participants may bring their own personal locks to secure belongings.
- Locks placed on day-use lockers or cubbies must be removed prior to closing.

- Locks checked out must be returned to Equipment Checkout.
- Personal locks remaining on lockers/cubbies at closing will be cut off.
- Personal items remaining in lockers/cubbies will be bagged and submitted to Equipment Checkout as lost & found.
- Campus Recreation staff shall not hold equipment, valuables or bags for participants.
  - Exception: Skateboards and large items that do not fit in lockers or cubbies can be stored temporarily at Equipment Checkout.
- No items should be placed directly in front of emergency access doors.
- Personal items, such as sweatshirts and additional articles of clothing, should not hang on cardiovascular and weight equipment. Items can fall and become lodged in moving equipment, such as treadmills.

## **CUBBIES**

- Cubbies are available on levels 2 & 3.
  - Bags, backpacks, sweatshirts and other personal items may not be left unsecured, block pathways or present a safety hazard in the gymnasium or in the free-weight, selectorized and cardiovascular areas.
  - Unsecured belongings may be considered abandoned property and turned in to Equipment Checkout as lost and found.

## **LOCKER ROOMS**

- Campus Recreation requests that the locker rooms be used for storing personal items, changing attire and showering.
- In the Recreation Center, lockers are available for rent on a semester or annual basis. For further locker rental details (cost, size, eligibility, etc.), see staff at Member Services. Campus Recreation supplies a combination lock for rental lockers.
  - Personal locks are not permitted on rental lockers.
- All other lockers are designated as 'day-use' available at no cost during hours of operation.
  - Personal locks may be used on the 'day-use' lockers.
  - Locks are available at no cost at Equipment Checkout (UCard required).
  - Belongings in these lockers must be cleared and any lock removed prior to closing.
  - Any locks remaining at the end of the day are subject to being cut off at the owner's expense and all items confiscated. Confiscated items will be placed at Equipment Checkout.
  - Campus Recreation is not responsible for theft or damage to personal property left in lockers.
- Shower shoes are suggested for use in locker rooms and showers.

## **LOST & FOUND**

- Campus Recreation is not responsible for lost, stolen, damaged or unattended personal belongings.
- Lost items are turned in to Equipment Checkout. UCard or other photo identification is required to claim lost-and-found items.
- Small items and/or items that may have significant value (i.e. jewelry, cell phones, MP3s, wallets) are locked in a cabinet at Equipment Checkout. If unclaimed, these items are turned over to the UMass Police Department.

- Unclaimed University keys are turned over to Physical Plant.
- Unclaimed towels, clothing and other personal items are donated or discarded.
- Lost patron UCards are at Member Services. Unclaimed UCards are turned over to the UCard office in Whitmore.

### **Beverages/Food/Gum**

- Water, in a sealable and unbreakable plastic container, is the only beverage permitted in activity areas. Glass containers are prohibited at all times.
- Containers are subject to substance check at any time by Recreation Center staff.
- Food, gum and toothpicks are not permitted at any time past the entry turnstiles.

### **Alcohol/Drugs/Smoking/Tobacco Products**

- The Recreation Center is a substance-free facility.
- Alcoholic beverages, illegal drugs, steroids and tobacco products are not permitted in the Recreation Center, main lobby, or Courtside Café and seating area.
- Individuals shall not use the Recreation Center while under the influence of drugs or alcohol.
- Smoking is not permitted within 20 feet of entrances to the Recreation Center.

### **Cell Phones**

- Cell phone usage is not permitted past the turnstiles of the Recreation Center. Cell phones may only be used in the main lobby and Courtside Café area.
- Landline phones are available in the facility for on-campus calls and emergency purposes.

### **Spitting**

- Spitting is not permitted in the common areas, such as hallways and stairwells, and activity areas, such as the gymnasium courts, track, cardio, and weights and fitness areas.
- Spitting is not permitted in water fountains and hydration stations. Spitting is only permitted in cuspidors.

## **ACTIVITY AREAS/ POLICIES & PROCEDURES**

### **General**

- Equipment should be used properly and for its intended purpose and should remain in its established location.
- Prior to using equipment, read the warning labels and instructions affixed to each machine.
- Follow safe workout procedures by starting with a warm up and/or stretching and ending with a cool down and/or stretching.
- Exercises that cannot be performed in a safe and proper manner or may pose risk to others are prohibited.
- It is strongly recommended that participants not wear jewelry, including during free-play and challenge court games in the gymnasium and while using fitness and weight equipment.
- Do not touch or lean anything against mirrors and/or glass.
- Wipe down equipment after use with spray disinfectant and cleaning towels. Do not spray equipment directly; spray towel and then wipe equipment.
- If you are unsure how to use a machine, seek assistance from facility staff. An equipment orientation can also be scheduled with the Assistant Director for Fitness/Wellness.

- Immediately report to staff any piece of equipment that is not functioning properly so it can be evaluated and serviced promptly. Do not attempt to use or fix any piece of equipment that is not functioning properly.
- Drink plenty of liquids.
- To avoid falling, make sure shoes are tied tightly and laces do not fall below the bottom of the sole.
- If you feel pain, faint, discomfort and/or dizziness, discontinue exercising immediately and notify facility staff on duty.
- Personal and/or instructional training other than that scheduled through Campus Recreation is prohibited.
- Personal music devices (i.e. radios, MP3s, iPods) with headphones are permitted in activity spaces.

### **Activity Rooms**

- Activity rooms are intended for group fitness classes and reservations by registered student organizations (RSOs).
- Group fitness class schedules are posted at the entries to activity rooms and at [www.umass.edu/campusrec/fitnesswellness/groupexercise/thismonth.pdf](http://www.umass.edu/campusrec/fitnesswellness/groupexercise/thismonth.pdf).
- Fitness equipment should be used only for its intended purpose. The wrestling mat in Activity Room 118 is for use only by the Wrestling Club.
- Do not remove equipment from activity rooms.
- Use caution near mirrors.
- Personal hand weights are not permitted. Facility hand weights are provided for appropriate classes, and may only be used at the direction of the instructor.
- Clean equipment with disinfectant spray and towels before leaving class.
- Using a towel during exercises on mats is recommended.
- Personal items must be stored in cubbies and/or lockers; Campus Recreation is not responsible for lost or stolen items.
- Complete entire warm up and cool down.
- Audio and video equipment is for Campus Recreation staff or instructor use only.
- Personal or instructional training other than scheduled through Campus Recreation is prohibited.
- Multiple failures to adhere to instructor cues may result in class suspension.

### **Boxing Area**

- Gloves and/or hand wraps must be worn to use the speed and heavy bags.

### **Cardiovascular Equipment Areas**

- Hand weights and dumbbells are not permitted on cardiovascular equipment.
- Wear the safety lanyard when using the treadmills.
- During peak hours, limit your workout to 30 minutes.
- Personal items, such as sweatshirts and additional articles of clothing, should not hang on cardiovascular and weight equipment. Items can fall and become lodged in moving equipment, such as treadmills.

### **Gymnasium**

- The gymnasium courts are for basketball, volleyball and badminton. Other activities are subject to approval by Campus Recreation staff.
- Priority schedules for basketball, volleyball and badminton are posted at the entries to the gymnasium.
- Participants **MUST** seek assistance from Campus Recreation for adjustments and setup/takedown of the volleyball, badminton nets or other equipment. Disassembling and/or moving equipment that has been set up is not permitted.
- Free Play Rules:
  - Dunking is only permitted during games.
  - No hanging on the rims or nets at any time.
  - No shooting at baskets while a full-court game is in progress.
  - No kicking basketballs or any other balls in this area.
  - Deliberate abuse of the walls, ceilings, equipment, etc. is not permitted.
  - Hats and ball caps are not permitted to be worn during pick-up basketball games.
- Challenge Court Guidelines:
  - A challenge for the next game is issued verbally by waiting players. No one presently in a game may call next game.
  - Only one player needs to be present to issue a challenge.
  - Winning team players stay on the court. Losing team players rotate off the court.
  - Losing team players are not eligible for the next game unless other players are not available.
  - Challenge court activity is player-regulated. Please notify Campus Recreation staff if there are problems or concerns.

### **Stretching Area**

- Equipment must remain in the designated stretching area on level 3. Do not move equipment from this area to other areas in the Recreation Center.
- Completely wipe mats on both sides after use with spray disinfectant and cleaning towels.

### **Track**

- Track Distance: 10 laps = 1 mile
- Track Direction:
  - Sunday, Monday, Wednesday, Friday      Counterclockwise
  - Tuesday, Thursday, Saturday                  Clockwise
- Track is intended for joggers and walkers. Spectators are not permitted to stand at the rail or on the track.
- Walkers should position themselves to the outside lane and joggers to the two inside lanes. Joggers have the right-of-way.
- Jump roping and/or lunges are not permitted on the track.

### **Weight Equipment Areas**

- Use control lifting and weight you can handle with good form.
- For selectorized (weight stack) equipment, plates should not be dropped or allowed to clank together.
- Dumbbells and free weight equipment should not be slammed together or dropped to the floor.

- Exception: Platforms are the only areas where weights can be dropped to the floor. Rubber coated 'bumper' plates must be used on platforms.
- Plates are to be moved from racks to bars only.
- Plates and bars should not be left on the floor or leaning against or stacked on benches. Place on floor between sets.
- To prevent tearing, do not place feet or rest bars or weights on upholstered benches.
- Standing on benches or equipment frames is not permitted.
- Safety collars and spotters are strongly recommended.
- Chalk and/or chalk-like substances are not permitted.
- Re-rack dumbbells, free weights and plates to proper location after use.
- If performing multiple sets on equipment, allow others to 'work in' while you are resting.
- During peak hours, limit your use of a select weight station to 10 minutes.

## **BUILDING OPERATIONS**

### **Bicycles/Skateboards/In-line Skates**

- Bicycles, skateboards and in-line skates are not permitted to be used in the Recreation Center, main lobby and Courtside Café and seating area.
  - In-line skates and skateboards can be stored in day-use lockers or cubbies provided they fit in these storage units.
  - Skateboards of extended size can be checked in to Equipment Checkout.
  - Bicycles should be secured to outdoor bike racks.
  - Bicycles found locked in inappropriate areas will have the locks cut and will be moved to the bicycle rack with no lock.
- Skateboarding, in-line skating, riding bicycles or other activities that may cause damage to the landscape/exterior of the Recreation Center is not permitted.
  - Participants assume responsibility for damages to the landscaping/exterior of the Recreation Center.

### **Closing Procedures**

- All areas, including the locker rooms, shall be vacated by closing time.
- Activity areas close 15 minutes prior to facility closing time.
- Announcements are made as closing time nears.
  - A final announcement will be made when activity areas close.
- Participants are expected to finish their activity (15 minutes prior to closing), re-rack all weight equipment, return any checked-out equipment, finish showering and exit the facility prior to closing.

### **EMERGENCY CLOSING**

- Participants must stop participation within the Recreation Center during a power outage or University emergency.
- For extended power outages, the Recreation Center may be temporarily closed. A notice will be placed on the Campus Recreation website ([www.umass.edu/campusrec](http://www.umass.edu/campusrec)) and the main phone number (413.545.0022) with date/time of re-opening as soon as a decision is made by Campus Recreation.

## **WEATHER CLOSING/DELAYED OPENING/EARLY CLOSING**

- If the University is closed for the entire day, the Recreation Center will be closed for the entire day.
- If the University has a delayed opening, the Recreation Center will have a delayed opening or will be closed for the entire day.
- If the University has an early closing, the Recreation Center will close early.
- If the University remains open (i.e. on the weekend or during the evening) but the weather becomes inclement and problematic, the Recreation Center will close early or will remain open.
- Every attempt will be made to place a notice on the Campus Recreation website ([www.umass.edu/campusrec](http://www.umass.edu/campusrec)) and the main phone number (413.545.0022).

## **SCHEDULED CLOSURE**

- Areas of the Recreation Center or the entire facility may be closed and/or restricted due to a special event, scheduled cleaning, maintenance, or unforeseen circumstances.
- Scheduled closures will be posted on the Campus Recreation website ([www.umass.edu/campusrec](http://www.umass.edu/campusrec)) in a timely manner.

## **Equipment Issue**

- Authorized personnel ONLY are permitted in the Equipment Checkout area.
- Basketballs, volleyballs, badminton racquets, shuttlecocks, jump ropes, combination locks and shower towels are available for checkout at no cost.
  - Participant's UCard is required to check out equipment.
  - Participant is responsible for all issued items.
    - The equipment is for use within the Recreation Center during normal operational hours and should be returned to Equipment Checkout no later than 15 minutes prior to closing.
    - If the issued equipment is lost, stolen, damaged or not returned, the individual who checked it out will be held responsible for reimbursement.
- Note: As available, workout towels are provided in the fitness & weights areas. Deposit dirty workout towels in the towel bins provided or return to Equipment Checkout.

## **Main Lobby**

- Children or vulnerable adults must not be left unattended in the main lobby and Courtside Café area. Violations may result in notification to the UMass Police Department.

## **Music**

- Music is provided via radio, MP3 and compact disc and is regulated by Campus Recreation senior staff.
  - Music volume will be kept at an appropriate level and not overwhelming.
  - Requests to turn up or lower the music volume will be at the discretion of facility staff on duty.
  - Music that includes inappropriate content will not be played.
- Limit your personal music to headphones.
  - Portable boom boxes are not permitted in the common and activity areas and the locker rooms.

- Portable boom boxes may be appropriate and acceptable for approved group reservations in the activity rooms.

### **Photography/Videography**

- Unauthorized photography and/or videography is not permitted without prior Campus Recreation approval.
- Pictures/videos may NOT be taken at any time in the locker rooms, restrooms, and/or the assisted changing room.

### **Posting Flyers**

- Signs, posters or advertisements may NOT be placed in the Recreation Center on any walls, bulletin boards, doors, and other areas without prior staff approval.

### **Service Animals**

- Only service animals are permitted within the Recreation Center.
  - The Americans with Disabilities Act defines service animals as any guide dog, service dog, or other animals individually trained to provide assistance to a person with a disability.

### **Televisions**

- Televisions are available for viewing in the cardio and weights & fitness areas, as well as one large screen in the main lobby.
- In the cardio areas, head set connectors are available to listen to various television programming.
  - To listen, set your connector channel number to the number on the bottom right of the television you are watching.
  - For hygiene reasons, Campus Recreation does not checkout headsets.
- Televisions in the free weight and selectorized equipment areas are close-captioned with no audio.

### **Video Surveillance**

- Activity areas, entries/exits and the main lobby are subject to 24-hour surveillance.
- Live video is randomly monitored by Campus Recreation and the UMass Police Department.