

## MizzouRec

### Fitness Programs Conduct and Discipline Guide

This document serves as a guide for client and member conduct issues, offenses, and disciplinary follow-up procedures for all MizzouRec Fitness Programs. These include, but are not limited to:

- TigerX and BoxMaster classes
- Personal Training Sessions
- Boot camp Offerings
- Virtual offerings

All conduct issues that rise to the denial of entry, removal from facility, or general conduct issues for members will result in an "Incident Report" which will be filled out by a Facility Lead on shift.

Listed below are offenses and the level of follow-up recommended for the incident that occurred. All offenses/incidents are subject to review and final decisions will be made by Fitness Programs Professional Staff members.

#### TigerX Group Fitness

##### Level 1:

- Types of Incidents/Offenses:
  - Violation of any of the TigerX Guidelines not related to conduct issues
    - Which can include, but not limited to showing up to class more than 5 minutes after class has started, not wearing the proper shoes for class, etc.
- Follow-up required
  - TigerX Instructor will have a conversation with member. No external documentation to member necessary, but internal documentation in TigerX forms is expected
  - TigerX Instructor will deny entry to member for that specific class
  - If it is discovered that the member(s) has repeat offenses in the Level 1 category, the member(s) will be declared suspended indefinitely from all TigerX until they meet with the Fitness Coordinator

##### Level 2:

- Types of Incidents/Offenses:
  - Violation of any of the TigerX Guidelines which leads to disorderly or disruptive behavior
    - Which can include, but not limited to showing up more than 5 minutes after class has started which leads to berating the instructor
  - Repeated violations of any of the TigerX Guidelines
- Follow-up required
  - TigerX Instructor will radio for a lead to document to incident on a Facility Incident Report
  - A meeting with the Fitness Coordinator is necessary. The member and the Fitness Coordinator will meet to discuss the situation and the Fitness Coordinator will provide a

decision on possible suspension and reinstatement no more than 24 hours after the meeting.

- Level 2 offenses may result in a minimum 1-week suspension from all TigerX classes
- Level 2 offenses may result in MizzouRec Services & Facilities suspension

Level 3:

- Types of Incidents/Offenses:
  - Violation of any of the TigerX Guidelines and/or behavior that fall into the Prohibited Conduct and Related Policies as outlined by the office for Civil Rights and Title IX and/or University Regulations as outlined in chapter 200 of the Collected Rules and Regulations of the University of Missouri System
    - Which can include, but not limited to verbal or physical harassment of TigerX instructor staff or other TigerX members, misuse and/or destruction of TigerX equipment and property, etc.
- Follow-up required
  - TigerX Instructor will radio for a lead to document to incident on a Facility Incident Report
  - Incident will be reported to the Office for Civil Rights & Title IX or the Office of Student Accountability & Support
  - All Level 3 offenses will result in suspension from TigerX until the conduct process is complete
  - All Level 3 offenses will result suspension from all MizzouRec Services and Facilities until the conduct process is complete

## Personal Training Services

### Level 1:

- Types of Incidents/Offenses:
  - Violation of any of the Personal Training Guidelines not related to conduct issues
    - Which can include, but not limited to showing up more than 15 minutes late to a session without any communication to the Trainer, not completing the PAR-Q or necessary paperwork prior to first session
- Follow-up required
  - Personal Trainer will have a conversation with client. No external documentation to client necessary, but internal documentation into the Personal Trainer Supervisor is expected
  - Personal Trainer may revoke and charge client the session
  - If it is discovered that the client(s) has repeat offenses in the Level 1 category, the client(s) will be declared suspended indefinitely from all Personal Training Services until they meet with the Personal Training Specialist or designee

### Level 2:

- Types of Incidents/Offenses:
  - Violation of any of the Personal Training Guidelines which leads to disorderly or disruptive behavior
    - Which can include, but not limited to showing up more than 15 minutes late to a session without any communication to the Trainer and then berating Trainer and zouLIFE specialists for enforcing no-show policy
  - Repeated violations of any of the Personal Training Guidelines
- Follow-up required
  - Personal Trainer will radio for a lead to document to incident on a Facility Incident Report
  - A meeting with the Personal Training Specialist or designee is necessary. The client and the Personal Training Specialist or designee will meet to discuss the situation and the Personal Training Specialist will provide a decision on possible suspension and reinstatement no more than 24 hours after the meeting.
  - Level 2 offenses may result in a minimum 1-week suspension from all Personal Training Services
  - Level 2 offenses may result in MizzouRec Services & Facilities suspension

### Level 3:

- Types of Incidents/Offenses:
  - Violation of any of the Personal Training Guidelines and/or behavior that fall into the Prohibited Conduct and Related Policies as outlined by the office for Civil Rights and Title IX and/or University Regulations as outlined in chapter 200 of the Collected Rules and Regulations of the University of Missouri System

- Which can include, but not limited to verbal or physical harassment of Personal Training staff or other Personal Training clients, misuse and/or destruction of Personal Training equipment and property, etc.
- Follow-up required
  - Personal Trainer will radio for a lead to document on a Facility Incident Report
  - Incident will be reported to the Office for Civil Rights & Title IX or the Office of Student Accountability & Support
  - All Level 3 offenses will result in suspension from all Fitness Programs until the conduct process is complete, if sessions expire during this time period, no refunds will be issued
  - All Level 3 offenses will result suspension from all MizzouRec Services and Facilities until the conduct process is complete