



The Well
at Bell Memorial Union
Associated Students Chico State

***Member
Handbook***

Welcome to The Well

This handbook has basic information on rules and procedures for students utilizing services at The Well. If further clarification is needed, please inquire at the front desk or call 530-898-4141.

Participation in The Well, as part of the Associated Students and California State University, Chico, is governed by the [Student Conduct Code](#) and all other University safety, security, and facility standards.

The Well is committed to creating an inclusive environment where diversity is valued, respected, appreciated, and celebrated. Any acts of discrimination, such as those based on race, ethnicity, gender expression or gender identity, should be brought to staff's attention to be addressed. Individuals who engage in unacceptable or irresponsible behavior may have their access revoked or modified indefinitely as determined by The Well Coordinator.

PART I – ACCESS

Students visiting The Well assume an obligation to conduct themselves in a courteous manner that is compatible with facility and program policies. Anyone violating the policies outlined in this handbook will be directed to leave The Well immediately and possibly face on-going suspension.

1. **Entry:** Visitors to The Well enter and exit through the main entrance adjacent to the front desk. All other doors are for emergency use only. Unauthorized entry into the facility will be grounds for immediate removal. Any member assisting with an unauthorized entry will result in suspension from the facility.
2. **Students:** All current regularly enrolled Chico State students have access to The Well and its programs. *Note – Some special programs may charge a separate fee.
3. **Faculty/Staff:** Chico State faculty and staff, current and retired do not have access to The Well at this time.
4. **Affiliated Campus Populations:** Adjunct graduate, Open University and employees utilizing the student fee waiver do not pay the Student Union Fee and therefore do not have access to The Well. These groups can purchase a \$25 semester membership to use The Well. See reception staff for details.
5. **Community/Butte College:** No community members, including Chico State alumni, or Butte College students are eligible to utilize services at The Well.
6. **Age:** For safety reasons, no one younger than eighteen (18) years of age is permitted in The Well except:
 - Currently regularly enrolled Chico State students.
 - Participants in a pre-approved and supervised activity.

PART II – ATTIRE

For health and sanitary purposes, appropriate clothing must be worn at all times throughout The Well. Bottoms covering the buttocks, genitals, and pubic region are required. Clothing displaying profane and offensive material are prohibited.

Please ask a staff member if you have specific attire questions.

PART III – HEALTH & SAFETY

To provide a safe and secure environment. Visitors are required to follow the requests and instructions of The Well professional and student employee staff members.

- 1. Safety & Supervision:** All Well members are responsible for maintaining a safe environment. Please report all unsafe conditions and non-working equipment to Well staff immediately. Use equipment according to directions provided by Well staff.
- 2. Dangerous Activity:** Activity that is destructive or appears to be unsafe is prohibited. Any activity leading to damage may result in charges for repair costs and expenses relating to the act.
- 3. Injuries:** Please report all injuries sustained in The Well to facility staff immediately. Please do the same if you see a hazardous situation or potential problem.

PART IV – CONDUCT

- 1. Standards of Conduct:** When entering The Well, patrons assume an obligation to conduct themselves in a manner compatible with safety and conduct policies of The Well, the University Code of Conduct, and Students Rights and Responsibilities.
- 2. Offensive Words & Actions:** The use of obscenity, insulting language, swearing, or profanity is prohibited. Offensive actions can include, but are not limited to, any activity that might reasonably bring embarrassment or emotional, psychological or physical harm. We ask that you respect the limits of other users based on their personal preferences about how they would like to interact.
- 3. Alcohol & Drugs:** Possession and consumption of alcohol or illegal drugs is not allowed on campus property, including The Well. Those found in possession of, or under the influence of, alcohol or drugs will be prohibited from using the facilities for a period of time determined through the disciplinary process. Sanctions for violating the Campus Alcohol and Drug Policy can range from Education & Remedial to Disciplinary Probation,

Suspension, or Expulsion from the University. The Well staff may inspect your beverage container at any time.

4. **Disorderly Conduct:** Conduct in violation of activity area policies is grounds for dismissal from the facility. Repeated disorderly conduct is grounds for suspension from The Well.
5. **Acts of Violence:** Any Well patron that, in the judgment of a Well staff member, engages in violent behavior, or the threat of violent behavior, will be disciplined.
6. **Discipline:** Violation of conduct and/or program policies will result in immediate removal from the facility, at minimum, to lifetime suspension, if applicable. Students who violate The Well guidelines may be restricted from use of The Well at the discretion of the Wellness Center Coordinator. Depending on the nature of the incident, reports will be forwarded to Student Conduct, Rights, and Responsibilities and University Police.

PART V – FACILITY USAGE

All patrons participate at their own risk. Students will be required to sign a waiver and release of liability.

1. **Reservations:** Reservations are required for our nap pods, hydromassage lounge, massage chairs located in the Massage Den, and to see one of our massage therapists. Please visit <https://wreconline.csuchico.edu/booking> to make a reservation.
2. **Reservation Limits:** Students can reserve a nap pod, a massage chair, or the hydromassage bed once daily. Consecutive reservations for the same piece of equipment are not permitted. The allotted reservation time for each piece of equipment are as follows: Nap pod/30 minutes, hydromassage bed/15 minutes, and massage chair/20 minutes.
3. **Reservation Check-in:** Students must check-in at the reception desk prior to use of The Well for any reason. You will be checked into the space by reception staff. If you have a reservation, please inform the reception staff and they will check you in for your reservation at the appropriate time.
4. **Food:** Food is not permitted in The Well unless part of a programmed event.
5. **Water Bottles:** Non-breakable, leak-proof drinking containers are permitted. Glass containers are not allowed.
6. **Smoking/Tobacco:** Chico State is a smoke free campus. The use of tobacco, in any form, and electronic cigarettes are prohibited inside and outside The Well and throughout campus.

7. Equipment: Daily use equipment, for use inside The Well, can be checked out against a patrons account. Patron will be charged for lost, damaged, or non-returned equipment.

8. Equipment Use Guidelines

- Hydromassage Lounge - Shoes must be removed and pockets must be emptied
- Massage chairs - Shoes must be removed and pockets must be emptied
- Nap Pods - Shoes must be removed and pockets must be emptied
- Prayer and Reflections Space – Please remove shoes prior to entering

* A shoe rack is provided in all spaces that require shoe removal

9. Cleaning of Machines & Equipment: All massage/relaxation chair users must use the wipes provided to wipe down equipment after use. This helps ensure the long life of the equipment, and prevents the spread of germs.

10. Noise Level Expectations: The Well is a place to relax and reset. In consideration of others, we asked that students utilizing these spaces avoid talking or keep talking to a minimum. If talking is necessary, please speak quietly.

11. Quiet Space Etiquette: We have four areas in The Well that we have deemed quiet spaces. These spaces include the Quiet Space directly behind the reception desk, the Massage Den/hydromassage area, The Pods/nap pod area, and our Meditation and Mindfulness room.

12. Personal Electronics/Listening Devices: Personal electronics should be kept on silent mode. Talking on cellphones or video chatting is not permitted. Personal music is permitted with the use of earbuds.

13. Picture Taking and Video Recording: Members may use media devices to take photographs and videos in The Well, with exception of the nap pod room/relaxation room. Media determined to be inappropriate, degrading, harassing, misused, or not authorized by the subjects captured is prohibited.

14. Sales/Advertising: No flyers, banners or advertising materials of any kind may be placed in, or outside, The Well without the permission of The Well professional staff.

15. Solicitation: Solicitation of any kind is not permitted in The Well.

16. Project or Class Related Audio/Visual Recording: Any individual(s) who seek to film (photographs/video), interview, or conduct class projects in The Well must contact the Wellness Coordinator.

- 17. Personal Gain:** The Well may not be used for teaching/coaching/training for personal gain. Training and coaching is only allowed by Associated Students or California State University, Chico employees.
- 18. Lockers:** Lockers are available for students utilizing one of the nap pods. Please use the locker next to your nap pod. Remove the key and wear the key around your wrist during nap pod use. Please make sure to return the key to the lock prior to leaving. Lockers are emptied on a nightly basis.
- 19. Personal Property:** The Well is not responsible for lost or stolen items. All items left unattended will be removed and can be collected from lost and found at the reception desk.
- 20. Animals:** Service animals are the only animals allowed in The Well. Patrons of The Well are required to follow service animal guidelines found on the California State University, Chico Accessibility Resource Center page.
- 21. Bikes/Skateboards:** For maintenance of the facility and the safety of our members, bicycles, skateboards, and scooters must remain outside The Well. Skateboard and bike racks are located outside of the BMU.
- 22. Weapons and Firearms:** NO weapons or firearms of any kind are allowed in The Well.