



2024 THOMASTON-UPSON PARKS AND RECREATION COMPREHENSIVE FACILITIES MANUAL

UPDATED: 1/17/2024 SJ

UPDATED: 12/6/2023 @ 8:47AM review w/ Heath English
12/6/2023 @ 11:28AM review w/ Chief Glenda Renee Harris

HOURS OF OPERATION

Thomaston-Upson Civic Center

Monday-Friday: 8:00 am – 9:00 pm

Saturday: 8:00 am – 5:00 pm

Sunday: Closed

Community Parks

Sunday- Saturday: 8:00 am - sunset

FALL SEASON

October – November: 8:00 am - 6:00 pm

WINTER SEASON

December – March: 8:00 am - 6:00 pm

SPRING SEASON

March – June: 8:00 am - 9:00 pm

SUMMER SEASON

June – September: 8:00 am - 9:00 pm

- Hours of Operation are a guideline for when normal office procedures are required to be conducted at a facility.
- Normal office procedures are defined as, but not limited to, staffing the front counter, greeting participants, taking registrations, answering phones, and building tours.
- Hours of Operation do not include extended hours for programs and rentals.
- Staff must be present during any activity during or beyond the Hours of Operation.
- Staff covering the Civic Center for activities beyond the normal Hours of Operation are not required to conduct general office procedures; however, staff will be required to provide adequate service to all participants using the facility at that time.
- All Civic Center doors will remain locked at all times with the exception of the front door. Please note that these doors will have a means of egress at all times. Accessible persons will have the ability to enter through other doors upon request.
- Holiday Hours may vary

CONTACT INFORMATION

Thomaston-Upson Civic Center

101 Civic Center Drive

Thomaston, GA 30286

PHONE: (706) 647-9691

STAFF DIRECTORY

NAME	TITLE	NUMBER
Shaka Johnson	Recreation Director	706-647-9691
Kimberly Raines	Special Service Manager	706-647-9691
VACANT POSITION	Athletic Superintendent	706-647-9691
Wesley McCard	Athletic Coordinator	706-647-9691
Donna Brown	Receptionist	706-647-9691
Jeffery Bloodworth	Maintenance Superintendent	706-647-9691



THOMASTON-UPSON CIVIC CENTER FEATURES

QTY	FACILITY	ADDRESS
1	Gymnasium (regulation-size)	101 Civic Center Drive
1	Skate Park	101 Civic Center Drive
1	Indoor Pickleball Court/ Basketball Court	101 Civic Center Drive
1	Racquetball Court	101 Civic Center Drive
1	Outdoor Volleyball Court	101 Civic Center Drive
1	Flag Football Field	307 S. Bethel Street
1	James Dawkins Football Complex	307 S. Bethel Street
4	Softball Fields (Upson Lee HS Complex)	268 Knight Trail
4	Baseball Fields (Complex)	101 Civic Center Drive
4	Tee-Ball Fields (Complex)	101 Civic Center Drive
12	Soccer Fields (Complex)	101 Civic Center Drive
2	Recreation Pools (1 Leisure & 1 Kiddie)	709 East Main Street
1	Game Room	101 Civic Center Drive
4	Rental Spaces	101 Civic Center Drive
2	Locker Rooms	101 Civic Center Drive
1	Stage	101 Civic Center Drive
1	Stage Dressing Room	101 Civic Center Drive
1	Basement	101 Civic Center Drive

CIVIC CENTER CAPACITIES

*Rentals are inclusive of tables and chairs

*Set ups are pre-determined and selected by the contractual renter

The Great Hall

- Building and zoning persons capacity 70
- Center ideal capacity 50

Mindy Daniel's Corner

- Building and zoning persons capacity 50
- Center ideal capacity 50

Game room

- Building and zoning persons capacity 25
- Center ideal capacity 25

James Dawkins Square

- Building and zoning persons capacity 50
- Center ideal capacity 30

Multi-purpose

- Building and zoning persons capacity N/A
- Center ideal capacity 50

Gymnasium

- Building and zoning persons capacity 912
- Center ideal capacity 550

Mezzanine I

- Building and zoning persons capacity 200
- Center ideal capacity 100

Mezzanine II

- Building and zoning persons capacity 200
- Center ideal capacity 100

COMMUNITY PARKS

Eddie Collier Park: 112 Worthy Drive North, Thomaston, GA 30286

Includes: Inside seating for 80 people, 6 picnic tables, kitchen, bathroom, playground, tennis court (lights), baseball field, basketball court, outside pavilion with power, in-ground grill

Lincoln Park: 235 MLK Jr. Drive, Thomaston, GA 30286

Includes: Indoor gymnasium seating for 125 people, kitchen, bathroom, playground, basketball court, pavilion, baseball field

LogTown: 130 Kendall Road, Yatesville, GA 31097

Includes: 8 picnic tables, outside pavilion with power, bathrooms, playground, walking track, basketball court/pickleball court, in-ground grill

Salem: 103 LC Wonnum Road, Culloden, GA 31016

Includes: 3 picnic tables, outside pavilion with power, bathroom, inside kitchen, playground, baseball field, basketball court (lights), volleyball court

Thurston: 4172 Crest Highway, Thomaston, GA 30286

Includes: 8 picnic tables, outside pavilion (no power), bathroom, baseball field, playground

STANDARD OPERATION POLICIES AND PROCEDURES

STAFF TRAINING CHECKLIST

TRAINING FOR: _____

TRAINEE NAME: _____

TRAINED BY: _____

TRAINING DATE: _____

ITEM	COMPLETED	
	✓	SIGNATURE
Sign & Date Job Description		
Employee Handbook & Sign		
Knowledge - Chain of Command		
Work Schedule		
Attendance		
Staff Uniforms		
All Policies		
Cash /Credit Card / Checks/ Money Order / Refund Policy		
In -Person Welcome Greetings		
Phone Etiquette (script)		
Emergency Phone Numbers		
Incident/Accident Forms		
Tour of Building		
Locations of First Aid/AED Kits		
Thermostats / Security Alarm / Fire Alarms & Extinguishers		
Working knowledge of basketball goals & lights		
Working knowledge of projector / sound system		
Emergency Evacuation Procedures		
Rental Equipment (Pickleball, Basketballs etc.)		
Opening / Closing Procedures		
Keys		
Add to Civic Rec Facility Schedules		
Add to GroupMe		
Add email to scheduled reports / Maint. Care		
Add to Shared Drive		

OPENING / RECEPTIONIST PROCEDURES CHECKLIST

NAME:

DATE:

TIME:

OPENING PROCEDURES	INITIALS
Unlock Front doors and main office door	
Turn on receptionist computers	
Ensure appropriate temperature is set in offices and the other spaces (AC/Heat)	
Ensure trash is picked up in each room	
Ensure restrooms are restocked with toilet paper and soap / trash is picked up	
Sweep and mop all floors	
Make sure each room is set up appropriately (Check CivicRec)	
Make sure all flyers and papers are stocked in lobby, main office, and computer lab	
Check building for damages and/or missing items inside/outside of facility	
Turn on mist machine	
Spray air freshener	
Turn on monitor/cameras	
Count money in petty cash and concession bags	

CLOSING / RECEPTIONIST PROCEDURES CHECKLIST

NAME:

DATE:

TIME:

CLOSING PROCEDURE	INITIALS
Ensure all equipment, tables, and chairs are stored properly (pushed in), in each room	
Turn off equipment and lights in every room	
Wipe off lobby countertops, desk, chairs, phones, and computers (including computer lab)	
Gymnasium is cleaned and equipment is stored	
Ensure restrooms are restocked with toilet paper and soap / trash is picked up	
Sweep all floors	
Make sure each room is set up appropriately (Check CivicRec)	
Make sure all flyers and papers are stocked in lobby, main office, and computer lab	
Ensure trash is picked up in each room	
Secure and lock all doors	
Check building for damages/missing items inside/outside of facility	
Turn off mist machine	
Turn off monitors/cameras	
Count money in petty cash and concession bags	

RECEPTIONIST GREETINGS

TELEPHONE SCRIPT

Thank you for calling the Civic Center, this is {name} – How may I help you?

PHONE ETTIQUETE

Do not answer the phone while eating or drinking

Make sure that you get the caller's name and create a personal connection to help them feel valued, no matter why they're calling.

Take time to recap the call and summarize things to ensure the caller's needs were met, either before you transfer the call or before you end it completely.

Be an active listener. What you hear is more important than what you say—make sure that you know how to listen to what the callers need so that you can assist them properly.

Avoid slang and filler words. Don't just answer the phone with "yeah." That sounds short and rude. Also, avoid words such as: um, like, you know, I don't know, etc. Be direct and clear and say what you mean.

IN PERSON GREETING

1. Stop what you are doing
2. Smile
3. Make Eye Contact
4. Tone – Cheerful

GREET – Welcome to the Civic Center – How may I help you?

As soon as a guest enters the office, approach and greet them! Follow that greeting with a friendly "How many I help you?"

SEAT – Offer the guest a seat

TREAT – Offer the guest a snack or water. Let the team member know their guest has arrived. Check in with the visitor if he/she has been waiting for more than a few minutes.

TAKING PHONE MESSAGES

*Messages will be sent through email

Always Ask:

1. Who – who is calling and who would you like to speak with (Caller's name)
2. What – What is the nature/reason for the call (i.e., parent's name, child's name, sport, age, etc.)
3. When – When did the person call (Time/Date)
4. Where – Where can the caller be reached (i.e., Caller's phone number, email etc.)

EMPLOYEE CODE OF CONDUCT

To ensure orderly operations and provide the best possible work environment, employees are expected to follow rules of conduct that will protect the interests and safety of all employees and the Organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Misuse of credit cards or gas cards

Employment is at the mutual consent of Upson County and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

PROGRESSIVE DISCIPLINE

Disciplinary action may call for any four steps -- verbal warning, written warning, suspension, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

EMPLOYEES / PROBATION

Seasonal Employee: A seasonal employee is hired to perform County functions on a seasonal basis. No hourly restrictions, maximum or minimum, apply to seasonal personnel. Seasonal personnel may include grass cutters, recreational personnel, and any others deemed necessary by the County Manager. A seasonal employee is terminable-at-will, is not entitled to grieve personnel actions, does not receive benefits, does not accrue leave and is not guaranteed any minimum number of working hours.

Contract Employee: A contract employee is any individual who enters into a contract with Upson County for providing a service for a specified period of time. A contract employee is terminable-at-will, is not entitled to grieve personnel actions, does not receive benefits, does not accrue leave and is not guaranteed any minimum number of working hours.

All new and rehired employees work on a probationary basis for the first 180 calendar days after their date of hire. Employees who are promoted or transferred must complete a secondary probationary period of the same length with each reassignment to a new position. Any significant absence will automatically extend a probationary period by the length of the absence. The probationary period may be extended for a specified period if it is determined that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance.

In cases of promotions or transfers, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary probationary period.

Upon satisfactory completion of the initial probationary period, employees enter the "regular" employment classification. Performance review will be completed by the manager at the time the employee enters into the "regular" classification.

WORK SCHEDULE

The normal work schedule for all employees is 8 hours a day, 5 days a week. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved.

However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

ATTENDANCE

To maintain a safe and productive work environment, employees are expected to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Leaving a message with another staff member or on voicemail does not constitute as an accepted notification of absence. Contact must be made with direct supervisor.

If you become ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation. In the event of inclement weather, we remain open for business during regularly scheduled working hours. You are expected to report for work in inclement weather if it is at all possible to do so safely. In the event we close due to inclement weather, someone in your work group will contact you. Please keep your work group and manager informed on how to reach you on such occasions.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

PERSONAL APPEARANCE

Work attire should complement the County's core values, reflecting a customer-oriented and professional organization. Employees who are required to wear uniforms shall follow the personal appearance policy as well as their departmental standard operating procedures governing the issuance and wearing of uniforms.

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image presented to customers and visitors.

During business hours or when representing Upson County, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

In order to balance the image with the employee's freedom to make wardrobe choices, casual business wear will be acceptable in the office environment during regular business hours.

Casual business wear means clean, professional, properly sized, appropriately maintained and neat clothing, in good repair, that communicates a professional attitude and is appropriate to the duties of its wearer and the reasonable expectations of all persons with whom the employee will come into contact in the course of the employee's normal duties.

The general parameters for casual business wear include using good judgment about what to wear during work days and apply to both men's and women's attire. Department directors will establish and announce in writing specific workplace attire policies, as necessary needed. The policy may

vary based on safety regulations, the tasks the employees perform and the customers they serve. These standards may be modified from time to time as deemed necessary.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. When necessary, reasonable accommodation may be made to a person with a disability.

USE OF PHONE / MAIL

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

We recognize that periodically, personal phone calls must be made or be received during the business hours. Such calls should be held at a minimum so that they do not interfere with the workflow. Also, in order to provide an optimum work environment, employees are expected to have personal cell phones turned off during work hours. Personal cell phones should only be used during breaks/lunches and outside of the office.

The use of County -paid postage for personal correspondence is not permitted.

GENERAL REGISTRATION POLICIES

- A. Cash Policy: Cash payments are permitted. If paying with cash, please pay with exact change.
- B. Debit/Credit Card Policy: Visa, MasterCard, American Express, **CashApp**, and Discover **cards** are accepted. All other cards are not permitted. Card holders must present a picture I.D. at the time of processing and sign a copy of the receipt.
- C. Transactions: **Debit**/Credit card transactions will be refunded back to the original card. Cash transactions will be refunded by check and may take up to 60 business days to process.
- D. Check Policy/Money Order: Money orders should be made out to the Thomaston-Upson Recreation Department. Payee must show a valid driver's license. License number and expiration date should then be written on money order. Checks are not permitted.
- E. General Refund Policy: No refunds are permitted for building rentals. In the event of an unforeseen circumstance, as approved by the Recreation Director, a one-time allotted schedule change can be made. If rental changes occur, a \$25.00 fee will be applied **per occurrence**.

Rental Refunds/Cancellations: If the renter cancels an event, no security deposit or refund shall be granted. The Thomaston Upson Civic Center reserves the right to terminate the rental contract for any reason.

Rental Changes: Any requests to change rental time(s) or location(s) after the initial reservation, will incur a \$25.00 fee per modification.

Athletic Refund Policy: If you wish to withdraw from an athletic program, please submit a request to recreation@upsoncountyga.org. Requests must be submitted before drafting occurs and/or uniforms are ordered. After drafts and/or uniforms are ordered, refunds will not be issued. Refunds will not be given because the participant did not receive a certain coach, practice/game time or day or due to players academic or behavior concerns. Refunds due to medical concerns must be submitted **promptly upon knowledge** and accompanied by an official doctor's note for review.

Athletic Game/Practice Schedule: Due to limited availability and the uncertainty of the ages and number of registering participants, game and practice schedules cannot be determined until after drafts occur. Also, there is no guarantee which days of the week the participant could practice or play. See refund policy.

Class/Program Refund Policy: **Refunds will be granted to** enrollments cancelled with an email submission to recreation@upsoncountyga.org up to 48 hours before the start of the class/program. Any cancellation within 48 hours of the start date will not be refunded. Refunds due to medical concerns within 48 hours must be accompanied by an official doctor's note and reviewed for approval.

- F. **Same Household** Discount: Regarding athletics, a **household** consisting of two or more children, a \$5.00 discount will be given to the second child. The fee for additional children, will be the same price as the second child.
- G. Employee Discount: Thomaston-Upson employees (**County/City**) receive a 50% discount.
- H. County Resident Registration: A county resident is defined as any person whose primary legal domicile is located within the corporate limits of Upson County.
- I. Non-Resident Registration: A person living outside the domicile of Upson County who wishes to register for programs will be charged an out of county fee of \$20.00.
- J. Minimum Registration: All programs have a predetermined minimum number of paid participants (5) who need to be enrolled in order for the class to “make.” If the minimum enrollment is not reached before the program begins, the class may be cancelled or postponed.
- K. Maximum Registration: All programs are limited in size **based on the type of program/class** and are filled on a first come, first serve basis. If a program has reached its capacity, names will be placed on a waiting list. Upson County residents will be given priority on the wait list as space in programs becomes available.
- L. Equal Opportunity: Thomaston-Upson Civic Center provides equal opportunity without regard to race, color, religion, sex, national origin, age, veterans’ status, and disability. Thomaston-Upson Civic Center complies with the American Disabilities Act (ADA) of 1990 and will provide reasonable accommodations to members of the public.

PROGRAMS / SPECIAL EVENTS

The Thomaston-Upson Recreation Center hosts several programs and special events throughout the year. Please view the calendar.

OPEN PLAY POLICIES AND PROCEDURES

A. VISITOR SIGN-IN POLICY

All visitors to the Thomaston-Upson Civic Center should check in with the front desk staff **upon entering the facility**. When signing in, please list your full name. No nicknames are allowed. All persons visiting the facility and wanting to play open activities such as basketball, pickleball, and racquetball must have an account. For youth visitors, waivers must be signed by parent/guardian before play.

B. EQUIPMENT CHECK-OUT

The Thomaston-Upson Civic Center reserves the right to accept or deny use of equipment to any or all person(s). Equipment including but not limited to basketballs, paddles, rackets, etc. can be checked out at the front desk if the following is met:

1. All persons visiting the facility and wanting to play open activities including but not limited to basketball, pickleball, and racquetball must have an account. For youth visitors, waivers must be signed by parent/guardian before play.

C. MONITORING POLICY

The gymnasium and other areas will be monitored by full time and/or part time staff throughout the day according to the level of need. Anyone not adhering to the rules will be asked to leave.

D. OPEN PLAY RULES – BASKETBALL, PICKLEBALL, RACQUETBALL

1. Rubber sole shoes only; **no slides, crocs, or foam runners**
2. No food, **gum**, or drink allowed in the Gymnasium (**with the exception of water**)
3. No hanging on basketball rims/nets
4. No profanity, fighting, or horseplay
5. No rollerblades, hoverboards, or electrical apparatuses
6. No drugs including but not limited to **vapes**, tobacco **and/or** alcohol products of any kind
7. Only staff is allowed to move or adjust equipment
8. Sitting on the gymnasium stage is not permitted
9. Reserving court time will not be permitted (see rentals)
10. Open play is first come – first serve

E. OPEN AVAILABILITY POLICY

Those interested in open play must check with facility staff prior to utilization. Availability is always changing according to program needs, facility rentals, etc.

F. CENTER PROGRESSIVE DISCIPLINE

Disciplinary action may call for any four steps -- verbal warning, written warning, suspension, ban -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

PARTICIPANT CONDUCT

Participants must adhere to the rules set forth by the Thomaston-Upson Civic Center. Each program offered may have their own set of rules for participants to follow. If a participant(s) should break the rule(s) of conduct, the Thomaston-Upson Civic Center reserves the right to ban said individual from the grounds of the Civic Center and other (all) Upson County facilities. Further dealings will result in action by the local authorities.



THOMASTON-UPSON PARKS & RECREATION CODE OF CONDUCT

Thomaston-Upson Parks and Recreation Department is committed to creating a safe, comfortable, and enjoyable experience. Users of the Civic Center, Fields, Aquatic facility, and Community Parks have a right to expect an environment where:

- Users will be treated in a consistent, professional, and courteous manner by all Center staff.
- Users will enjoy their time at the Center and all properties operated by the recreation department free from disruptive behavior, including foul or abusive language or obscene gestures.
- Users will assist in maintaining a drug, alcohol, vape, and tobacco free environment. There is not a designated smoking section.
- Users who engage in fighting, gambling, throwing objects, disrupting programs, using obscene gestures, using foul or abusive language, and/or destroying Center property will be immediately removed from the premises – (see Center Progressive Discipline)
- Users will not wear any clothing with obscene or indecent messages.
- Users will comply with requests from center staff regarding center operations and emergency response procedures.
- Users will also be responsible for their own good time by reporting inappropriate behavior.
- Loitering is not allowed- Includes: inactivity, blocking access, or hindering the movement of others; standing, walking, dancing, or sitting which may cause an inconvenience to others, on Upson County property and all property operated by the Civic Center. This includes loitering in vehicles.
- The use of offensive language such a profanity or racial slurs as well as inappropriate hand gestures, including but not restricted to gang signs or symbols, loud or boisterous behavior, or throwing of objects, is not allowed.
- Running, jumping, yelling, skating, skateboarding, rollerblading, riding bikes/scooters on sidewalks, climbing on Thomaston-Upson Civic Center property, or sitting in non-designated areas is not allowed.
- The playing of music on any electronic device or instrument that may cause a disruption or disturbance, including playing vehicle/motorcycle stereos too loud.
- Shirts and shoes must be worn at all times.
- No cleats permitted in the Civic Center.
- Only tennis (athletic) shoes are allowed on basketball, pickleball, and racquetball courts. No crocs, slides, and/or foam runners.
- Users must present photo identification with proof of age for the required purpose of enforcing rules, information gathering, and the enforcement of curfew.
- All persons under the age of 18 are expected to be in school during school hours.
- Soliciting, panhandling, including the exchange of personal information, picketing or literature distribution are prohibited.
- Only service animals are permitted. Owners/handlers are responsible for all animal waste.
- No food or drinks in the computer lab.
- Users are responsible for their own belongings. Upson County will not be held responsible for any lost/damaged or stolen property.

EMERGENCY PHONE NUMBERS

FACILITY NAME

Thomaston-Upson Civic Center

FACILITY ADDRESS

101 Civic Center Drive
Thomaston, GA 30286

FACILITY PHONE NUMBER

706-647-9691

UPSON BOARD OF COMMISSIONERS

106 E. Main Street
Thomaston, GA 30286
706-647-7012

THOMASTON-UPSON RECREATION DIRECTOR

Shaka Johnson
Phone: 706-647-9691

UPSON COUNTY MANAGER

Jason Tinsley
Phone: 706-647-7012

CRIMINAL ACTIVITY

It is the responsibility of any staff, full time and/or part time, to report any criminal activity to the local law enforcement. Staff is asked to call the police non-emergency numbers if the criminal activity is non-threatening at 706-646-7912 (County - anytime) or 706-647-5455 (City) which operates Monday – Friday 8am - 5pm. Otherwise, call 911 for all emergency situations.

The Civic Center staff is required to report all criminal activity to local law enforcement and abide by their instructions.

All staff must fill out an Accident/Incident Report Form. Once the form is filled out copies of the form should be dispersed to the appropriate **personnel** including: Civic Center Director, County Manager, and Human Resources. At the time of occurrence, pictures of the accident/incident must be taken.

MEDICAL EMERGENCIES

It is the responsibility of **all** staff, full time **and/or** part time, to assess **any** medical situation(s) and determine whether it is a medical emergency or **non-emergency**. If in doubt, treat it as a medical emergency and call 911.

All staff must fill out an Accident/Incident Report Form. Once the form is filled out copies of the form should be dispersed to the appropriate personnel including: Civic Center Director, County Manager, and Human Resources. At the time of occurrence, pictures of the accident/incident must be taken.

BOMB THREATS

All bomb threats will be taken seriously and the Thomaston-Upson Police Department should be contacted immediately by dialing 911. They may ask for a brief description and an exact location. Please clear all areas.

VOLUNTEERS

There may be times when volunteers will play a role in the safety and security at the Civic Center. Volunteers may be witness' to a crime, may discover/report a crime, or may be the victim of a crime. The Thomaston-Upson Civic Center staff, through formal training and/or communication, should ensure that all volunteers are knowledgeable of procedures to follow in the event of a safety issue or crime in the facility.

All athletic and program volunteers must complete and pass a background check prior to engaging in programs/events.

ANIMAL POLICY

Service animals are allowed inside of the Civic Center and on the premises of Upson County. Emotional support animals are not considered service animals. Owners/handlers are responsible for all animal waste.

PHOTO/VIDEO/MEDIA RELEASE & WAIVER

The Upson County and Thomaston-Upson Civic Center employees/staff which includes, its personnel and volunteers reserves the right to take photos and video footage of anyone who is on the Upson County and/or Civic Center premises or at a Civic Center event which includes yourself and/or child(ren) without your consent for the use of social media, flyers, brochures, posters, digital print, etc. I understand that by entering the premises I authorize Upson County, **City of Thomaston**, and Thomaston-Upson Civic Center employees/staff, personnel and volunteers to use these images/videos which I may or may not be aware of. I understand that these photos, images and/or videos are the property of the Thomaston-Upson Civic Center and I do not own rights to these photos, videos, or images. I hereby release, indemnify, waive, discharge and covenant not to sue, Upson County, **City of Thomaston**, Thomaston-Upson Civic Center, and/or any of the employees/staff, its personnel, officers, servants, agents, or volunteers from any and all liability, claims, demands, actions, and causes of action.

ACCIDENT/INCIDENT REPORT

Date of Accident/Incident: _____ Time of Accident/Incident: _____

Location Where Accident/Incident Occurred: _____

Number of Persons Involved: _____ Police Notified ____ Yes ____ No EMS Notified ____Y ____N

Information on Persons Involved in the Accident/Incident:

Name: _____ Under the Age of 18 ____

Day Phone: _____ Evening Phone: _____

Name: _____ Under the Age of 18 ____

Day Phone: _____ Evening Phone: _____

Name: _____ Under the Age of 18 ____

Day Phone: _____ Evening Phone: _____

Information on Witnesses to the Accident/Incident:

Name: _____

Day Phone: _____ Evening Phone: _____

Signature: _____

Name: _____

Day Phone: _____ Evening Phone: _____

Signature: _____

Accident/Incident Summary: _____

Did the injured party waive treatment? ____Y ____N Photos of accident/incident site taken? ____Y ____N

Person Completing Form _____

(Print Name)

(Signature)

(Date)

(Day Phone)

(Evening Phone)

*** Take photographs of the accident/incident site as soon as possible but within 24 hours of the accident/incident.*

FACILITY RENTALS

The Thomaston-Upson Civic Center is owned by Upson County/City of Thomaston and is available for use by businesses, non-profit organizations, and the general public which are subject to certain rules and regulations.

I. FACILITY PURPOSE

The primary purpose of the Thomaston-Upson Civic Center is to provide recreation, cultural affairs programs, and events for the citizens of Upson County.

II. RENTAL RATES

Rental rates are set by the Civic Center and approved by the Upson County Manager and/or Board of Commissioners.

An individual cannot receive non-commercial rates or an “open to the public” rate, if the rental is for or in association with a business. Marketing and promotional materials should not mention a business.

III. RENTAL SET UP

Rentals held at the Thomaston Upson Civic Center requires the renter to choose a specified room set up. Set ups are managed by the Civic Center staff only. The chosen room style is permanent for the rental and should not be moved, these items include, but are not limited to: tables, chairs, podiums, microphones, televisions, etc. Any deviation from the desired room set up will result in a loss of security deposit.

Rentals held at community parks will not be required to choose a specific room set up. Set ups are managed by the primary renter and the renter will be held liable for all damages to the property.

IV. RENTAL RULES & REGULATIONS

- All renters must be at least 21 years of age or older
- Renters must submit a facility application, **sign waivers**, pay deposits/fees, and **provide** a valid driver's license (ID)
- **Identification will be checked upon arrival to verify the contractual renter**
- Reservations are on a paid first come, first serve basis
- The contractual renter must be present for the duration of the rental which includes but is not limited to the contractual opening and closing time
- The renter must provide adequate supervision during the event and will be held responsible for all guests
- The renter is responsible for cleaning up and breaking down of the equipment after use
- Renter must bring their own decorations
- No alcohol is allowed
- No smoking/vaping
- No helium balloons
- No glitter
- No tape allowed on walls, ceiling, **and/or** floors
- Hanging items from the ceiling is prohibited
- No painting (brush/spray) allowed in any facility or property
- Service animals are permitted. Owners/Handlers are responsible for **all animal** waste
- Upson county (recreation) is not responsible for any lost or stolen items
- Personal or rental equipment should not be left at any facility after an event
- Any outside items brought into the facilities that are not removed becomes the property of the center
- **Rentals (which includes the athletic fields) during the holidays are at the discretion of the county. Hours may vary. ****

V. FIELD/GATE PROCEDURES **

Field gates will remain open at the following complexes: soccer, flag football, baseball/softball, and tee ball. The tackle football field will remain closed.

During the season, fields may be closed due to field maintenance and/or game preparation.

VI. RESERVATION PROCEDURES

In order to request space at the Thomaston-Upson Civic Center, **fields**, community parks, and/or pool – renters must submit: Facility Rental Contract, **sign waivers**, **submit** payment(s), and **provide** a valid driver's.

The Thomaston-Upson Civic Center Director may decline any rental contract or request for any event on the basis of sports programs and events, credit references, prior experience or financial ability, or to an organization and/or person(s) who has failed to perform any obligations under a prior agreement with the Civic Center, **fields**, community parks, and/or pool, and/or has cancelled/failed to proceed with a confirmed reservation. Rentals may be denied for any reasons that may be in the best interest of the Thomaston-Upson Civic Center.

VII. RENTAL DEPOSIT / PAY IN FULL PROCEDURE

Deposits may be refunded within **60** days after the rental depending upon the following factors, which are included but not limited to: cleanliness of rental room/property after rental is complete, room set up modifications, damages to property and/or equipment, and timeliness **(In the event that the contractual renter is 20 minutes late or more, the security deposit will not be refundable.** The balance will be due 14 days prior to the **date** of the event. The Thomaston-Upson Civic Center Director reserves the right to request the total estimated charges at any time it is believed to be in the best interest of the Civic Center. All charges due to the Thomaston-Upson Civic Center are payable on demand to the Center Director.

The Civic Center, **fields**, community parks, and/or pool rental payments must be made at the time of reservation. Any changes made to **the** rental after **the initial** reservation, will incur a \$25.00 fee per **modification**.

All contractual renters of the civic center, **fields**, aquatic facility, and/or community parks will be responsible for arriving to the facility on time for opening the building/rooms. The Upson County staff members will not allow any persons to be inside o the building prior to the primary renter's arrival.

VIII. POLICE SECURITY FOR RENTALS

-Police Rates: \$40/hour

Security for rentals at the Civic Center, **fields**, community parks, and/or **aquatics facility** may be required depending upon the rental type or at the discretion of the Recreation Director. Extra fees are incurred if it is determined that security is needed for an event. The center staff will determine the number of security and staff personnel which is necessary to operate the event. The number of days and hours of the event will determine the exact cost of security personnel. If renters are not willing to accept the extra costs to pay for security then renting the facilities may be denied.

IX. BOOKING POLICY

When booking the Thomaston-Upon Civic Center, aquatic facilities, fields, and/or community parks, consideration shall be given by the Center management to the following factors:

1. Projected revenue and impact on the facility, both in terms of direct space rental revenue as well as projected revenue from concessions and other building services
2. Time of year (sports seasons)
3. Catered food and beverage functions
4. Size of exhibit/meeting space required
5. Potential for repeat booking
6. Prior history and experience of the potential user
7. Event attendance
8. Projected conflicts
9. Adequate staffing

The Civic Center staff shall control and maintain the booking calendar for the Center. Only the Center staff shall make and confirm final entries into the booking calendar.

X. NO COMPETE POLICY

Public events of a competitive nature will not be booked within 60 days before and 60 days after the date of the first booking

XI. INSURANCE

It is the commercial renter's responsibility to provide adequate and active insurance that would cover the hosted event in its entirety including any damages, injuries, etc. Renters should provide proof of insurance no later than 7 days prior to the scheduled event.

XII. PENDING RENTALS

Pending rentals are not guaranteed and must be approved.

XIII. COVENANT

The renter (and guests) covenants and agrees to exonerate, hold harmless, protect and indemnify the Recreation department, Thomaston-Upson, Upson County, GA, City of Thomaston, the Thomaston-Upson Civic Center (its facilities, complexes, field, community parks) which includes its employees, volunteers, staff, representatives and agents, thereof, from any and all losses, damages, claims, suits, actions, judgments and costs which may arise or grow out of any injury to or death of, any person(s) or damage to property in any manner connected with the use of the Thomaston-Upson premises by the renter.

The renter is responsible and liable for any injuries or deaths occurred to guests prior to, during, and after event (clean up, breakdown, etc.)

Any damages to the rented facilities (in connection to, or used by any guests of your party) resulting from the renter's use thereof shall be the responsibility of the renter, and renter shall pay all expenses and cost incurred by the City of Thomaston and/or Upson County in repairing the damage and restoring the premises to its original state.

XIV. EXCEPTIONS

The Thomaston-Upson Civic Center Director may negotiate special rates, handle contractual matters and establish charges for rentals and services not specifically outlined when it is determined such action is in the best interest of Upson County.

XV. SUBJECT TO CHANGE

Booking Policies of the Thomaston-Upson Civic Center, fields, community parks, and/or pool are subject to change without notice at the discretion of the Center Director.

PRICING

I. MEMBERSHIP PRICING

	Annual	Semi-Annual	Monthly	Weekly	Day
Seniors(55+)	\$100	\$50	\$10	\$5	\$2
Adults (18-54)	\$200	\$100	\$20	\$6	\$3
Youth (5-17)	\$160	\$80	\$15	\$5	\$2

II. OPEN PLAY PRICING

*Youth ages 17 and under | Adults ages 18 and up

- ADULTS: basketball, pickleball, racquetball \$1.00
- YOUTH: basketball, pickleball, racquetball - FREE
- Game room \$2.00 (all ages)

III. ATHLETIC / SPORTS PRICING

- Late Registration fee: \$25
- Sibling Discount: \$5 (off of the second child)
- Out of County Fee: \$20

Winter Basketball	\$90
Spring Baseball	\$90
Spring Tee-Ball	\$70
Spring Softball	\$90
Spring Soccer	\$75 (U4-U8) / \$95 (U10+)
Summer Basketball	\$30
Summer 7 v 7 Flag	\$30
Adult Basketball	\$500 per team
Adult Softball	\$500 per team
Fall Baseball	\$90
Fall Tee-Ball	\$70
Fall Softball	\$90
Fall Soccer	\$75 (U4-U8) / \$95 (U10+)
Flag Football	\$70
Tackle Football	\$95
Cheerleading	\$170
Track and Field	\$110

IV. RENTAL PRICING

A. NON-PROFITS

All non-profit agencies requesting rentals will be required to submit the following documentation prior to approval: 501c3, tax exemption, and business license. If approval is denied standard commercial rates will apply.

- Community Parks
 - Lincoln Park \$200 + \$50 refundable security deposit (for 8 hours)
 - Lincoln Park Pavilion \$50 + \$50 refundable security deposit (for 8 hours)
 - Eddie Collier Park \$150 + \$50 refundable security deposit (for 8 hours)
 - Thurston Park \$50 + \$50 refundable security deposit (for 8 hours)
 - Salem Park \$100 + \$50 refundable security deposit (for 8 hours)
 - Logtown Park \$50 + \$50 refundable deposit (for 8 hours)
- Civic Center
 - Civic Center Rooms: \$120 + \$50 refundable security deposit (for 8 hours)
 - Civic Center Gymnasium: \$475 + \$100 refundable security deposit (for 8 hours)
 - Fields (Football / Baseball): \$475 + \$100 refundable security deposit (for 8 hours)
 - Private Basketball Court (side goals C/D-by stage): \$50/hour (other half of the gym will be open to the public)

B. COMMUNITY PARKS

- Additional time: \$20/hour

Lincoln Park

\$200 + \$50 refundable security deposit (for 8 hours)

Lincoln Park Pavilion

\$50 + \$50 refundable security deposit (for 8 hours)

Eddie Collier Park

\$150 + \$50 refundable security deposit (for 8 hours)

Thurston Park

\$50 + \$50 refundable security deposit (for 8 hours)

Salem Park

\$100 + \$50 refundable security deposit (for 8 hours)

Contact: Bernice Wilder for reservations 478-954-2201

Logtown Park

\$50 + \$50 refundable security deposit (for 8 hours)

C. CIVIC CENTER

Gymnasium

- Gym will not be available for rentals during basketball season
- Prices vary for events that charge admission fees
- Additional time: \$20/hour
- Non - commercial \$350 + \$100 refundable security deposit (for 8 hours)
- Commercial \$600 + \$100 refundable security deposit (for 8 hours)
- Non – Profit \$475 + \$100 refundable security deposit (for 8 hours)

Rooms (The Great Hall, M. Daniel's Corner, J. Dawkins Square, Multi-Purpose)

*Price per room

- Additional time: \$20/hour

- Non – commercial \$80 + \$50 refundable security deposit (for 8 hours)
- Commercial \$160 + \$50 refundable security deposit (for 8 hours)
- Non-profit \$120 + \$50 refundable security deposit (for 8 hours)
- Hourly rate for non-commercial \$25/hour (2 hour minimum) + \$50 security deposit

Private Basketball Court Rentals

- Gym will not be available for rentals during basketball season
- Teams entering the facility in an “Open Play” Method (paying \$1.00 per person) will not be considered a rental
- Private Basketball Court (side goals: C/D – by stage) \$50/hour (other half of the gym will be open to the public)
*Price above is for Non-Profit and For-Profit organizations

D. FIELDS

Field Rentals (Football / Baseball)

- Fields will not be available for rentals during sports seasons
- Prices vary for events that charge admission fees
- Additional time: \$20/hour
- (Private) \$600 + \$100 security deposit includes lights (for 8 hours)
- Field Lights ONLY \$50/hour; \$25 / 30 minutes (not a private rental – open to public)
- Non – Profit \$475 + \$100 refundable security deposit (for 8 hours)

E. ADMISSION RENTALS

Admission Events

- Admission events are defined as those that require any form of payment for entry
- “Day of event” includes but is not limited to utilizing parking spaces, power, restrooms or any form of Upson County property. Day of event times are between 12:00am – 11:59pm
- “Day before event” is defined as utilizing Upson County property in any form including but not limited to parking spaces, power, restrooms, etc. Day before times are between 12:00am -11:59pm
- Additional time: \$20/hour
- Day of Event – **ENTIRE** Building (includes gymnasium + 4 rental rooms + police for 4 hours)
\$2,740 + \$300 refundable security deposit
- Day before Event – **ENTIRE** Building (includes gymnasium + 4 rental rooms + police for 4 hours)
\$3,000 + \$300 refundable security deposit
- Day of Event – **GYM ONLY** (includes gymnasium + police for 4 hours)
\$2,100 + \$300 refundable security deposit
- Day before Event – **GYM ONLY** (includes gymnasium + police for 4 hours)
\$2,700 + \$300 refundable security deposit

F. POOL RENTALS

Tuesdays- Saturdays 12pm – 3pm | 4pm – 7pm

- 2 hours max; 20 ppl total (Additional time: \$20/hour)
\$150 + \$50 refundable security deposit

Sundays 12pm – 6pm

- 2 hours max; 75 ppl total (Additional time: \$20/hour)
\$250 + \$50 refundable security deposit

** Change made after review from Heath English and Chief Harris

*The 2024 Thomaston- Upson Civic Center Manual is subject to change without notice at the discretion of the Center Director.