



Standard Operating Procedure (SOP): Member Access & Use Policy

Effective Date: [Insert Date]

Applies To: iHub Members

Approved By: Director, iHub Erin Sharpe

1. Purpose

To establish clear policies regarding member access, responsibilities, safety expectations, and behavioral standards while using the iHub facility. This ensures a consistent, respectful, and secure experience for all users.

2. Scope

This policy applies to all individuals holding active iHub memberships, including youth (ages 12–17), adult members (18+), and any registered guests participating in public programming.

3. Eligibility & Age Requirements

- Members must be at least 12 years old.
- Members age 12–17 must be accompanied by an adult or guardian member at all times.
- Members aged 18 and older are eligible for full access privileges after completing required training.
- All members must register with iHub staff and agree to the terms of use prior to participating.

4. Orientation & Safety Training

- New members must complete a scheduled orientation and general safety training prior to using the facility.
- Equipment-specific training is required before accessing or operating certain tools or machines.
- Records of completed trainings will be maintained by iHub staff and may be verified at any time.

5. Access Privileges

- Members may use the facility only during posted iHub operating hours.
- Entry is granted only after completion of all required orientation sessions.



- Use of certain spaces or tools may be limited based on age, experience, or certification.
- Membership may be suspended for non-compliance with policies or staff instructions.

6. Shop Use Guidelines

To promote safety, professionalism, and respect in all shared spaces, members must follow the shop guidelines listed below. These apply to all fabrication labs, studios, and equipment zones within the iHub.

- Treat fellow members, staff, and guests with courtesy and professionalism at all times.
- Closed-toe, fully enclosed footwear is required in all fabrication areas—sandals, slides, and open-toed shoes are prohibited.
- Loose jewelry, scarves, long sleeves, or other clothing that could catch in equipment must be secured or removed prior to working.
- Jackets, backpacks, and outerwear are not allowed in shop areas. Please use designated storage areas.
- Clothing with profanity, offensive graphics, or suggestive imagery is not permitted in the facility.
- Personal headphones are not allowed in the woodshop, metals lab, or other areas with heavy machinery.
- Eye protection must be worn at all times in the wood and metal fabrication areas. Safety glasses are provided by the iHub.
- Running or horseplay is strictly prohibited in all shop and studio areas.
- Weapons or weapon-related accessories (e.g., grips, optics, receivers) are not allowed in the facility. If you're unsure about an item, ask staff before entering.
- Long hair must be tied back and secured when using tools or machinery.
- Respect other members' projects, workspace, and personal belongings. Do not touch or move items that aren't yours.
- Follow all posted safety signage and verbal instructions from staff without exception.
- Any damage, malfunction, or unsafe condition must be reported immediately to iHub staff.

Non-compliance with these guidelines may result in loss of access or membership privileges. Safety and respect are non-negotiable at the iHub.

7. Restricted Areas & Equipment

- Members under age 18 are restricted from using the woodshop and metalworking tools.
- Minors may access electronics, 3D printers, laser cutters, software, and the art studio with supervision.
- Specialized or high-risk equipment may require certification or instructor approval before use.



8. Behavior & Conduct Expectations

- Members are expected to treat others with respect and courtesy at all times.
- Harassment, discrimination, or disruptive behavior will not be tolerated.
- All members must follow posted safety signage and staff instructions.
- Any damage to equipment or misuse of tools must be reported immediately to iHub staff.

9. Violations & Consequences

To ensure the iHub remains a safe, respectful, and functional environment for all users, members are expected to follow all safety protocols, operational guidelines, and conduct expectations. Staff have the authority to take appropriate action when these standards are not met.

Examples of Violations

The following are examples of behaviors that may result in disciplinary action, up to and including removal from the facility:

- Operating equipment without required training or supervision.
- Disregard for safety signage, protocols, or staff instructions.
- Disrespectful, discriminatory, or aggressive behavior toward staff or members.
- Unauthorized access to restricted spaces or equipment.
- Theft, destruction, or misuse of iHub property.
- Repeated violations of posted shop or facility rules.

Disciplinary Actions

- Verbal Reminder or Warning – Issued on-the-spot for minor first-time infractions, with education about expectations.
- Written Warning – Formal documentation of repeated or moderate violations. Copies are maintained on file.
- Immediate Removal from Facility – Members may be asked to leave the facility at any time if their behavior or actions pose a safety risk or create disruption.
- Temporary Suspension of Access – May be issued with or without prior warning. Duration is determined by the Director or designee based on the situation.
- Termination of Membership – Reserved for serious or repeated violations. Access may be permanently revoked at the discretion of the iHub Director.



Facility Discretion

All consequences are applied at the discretion of iHub leadership. The Director (or their designee) may bypass any warning stage and proceed directly to suspension or termination when necessary to protect safety, operations, or the integrity of the space.