Venture Outdoor Leadership Program
University of North Carolina at Charlotte
Cone University Center
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Charlotte, NC 28223
(704) 687-0697
http://venture.uncc.edu

Assistant Director for Adventure Leadership……………...704-687-0691
SAC building manager, radio………………………………..704-687-1101
Phone near climbing wall (next to women’s restroom)……704-687-6970
(Does not accept calls from off campus)

Emergency (from CAMPUS phone)……………………….911
Emergency (MOBILE phone)……………………………..704-687-2200

Venture’s indoor climbing wall follows current climbing wall standards and adheres to the standards set forth by the Association for Experiential Education. Venture Outdoor Leadership program is accredited by AEE.
This manual has been created for Venture’s indoor climbing wall staff members. It is your guide to the expectations of working at the climbing wall and the policies and procedures you need to know.

Table of Contents

INTRODUCTION ..........................................................................................................................6
MISSION & VISION .....................................................................................................................7
POLICIES .....................................................................................................................................8
LOCATION .................................................................................................................................8
HOURS OF OPERATION ...............................................................................................................8
INDOOR CLIMBING WALL POLICIES (GENERAL) .................................................................8
BELAY POLICIES ......................................................................................................................9
CLIMBER & BOULDER POLICIES ............................................................................................9
MOCK LEADING .......................................................................................................................9
ALTERNATIVE BELAY DEVICES ..............................................................................................9
JOB EXPECTATIONS & DESCRIPTIONS ....................................................................................10
CLIMBING WALL STAFF COMPETENCIES ..............................................................................10
STAFF CONDUCT & PROFESSIONALISM ..............................................................................10
TIMESHEETS & PAYROLL INFORMATION ..............................................................................10
SCHEDULING ..........................................................................................................................10
GENERAL RESPONSIBILITIES ...............................................................................................11
CLIMBING WALL APPRENTICE .............................................................................................11
CLIMBING WALL INSTRUCTOR ..............................................................................................12
CLIMBING WALL LEAD ..........................................................................................................12
CLIMBING WALL MANAGER ................................................................................................13
PROCEDURES ..........................................................................................................................14
OPENING & CLOSING PROCEDURES ......................................................................................14
Opening ......................................................................................................................................14
Closing .......................................................................................................................................14
CHECKING IN CLIMBERS .........................................................................................................15
First-Time Climber/ First Climb of the Semester .....................................................................15
Returning Climber ...................................................................................................................15
ENTRY FEES ............................................................................................................................15
RENTING EQUIPMENT ............................................................................................................15
Equipment Check-Out ..............................................................................................................15
Returning Equipment ..............................................................................................................15
Equipment Fees ......................................................................................................................15
PAYMENTS ................................................................................................................................16
MAINTENANCE NEEDS ...........................................................................................................16
Emergencies .............................................................................................................................16
Non-Emergencies ....................................................................................................................16
CLIMBING WALL CURTAIN PROCEDURES ..........................................................................17
BEFORE RAISING & LOWERING ..........................................................................................17
RAISING THE CURTAIN ..........................................................................................................17
LOWERING THE CURTAIN .......................................................................................................17
BELAY QUALIFICATION & PROCEDURES ........................................................................ 18
  INTRODUCTION TO CLIMBING WORKSHOP ........................................................ 18
  BELAY CHECKS ...................................................................................................... 18
  BELAYER-CLIMBER CHECK & CLIMBING COMMANDS .......................................... 19
    Belayer-Climber Check ...................................................................................... 19
    Climbing Commands ......................................................................................... 19

GROUND ANCHORS ................................................................................................ 20
  Daisy Chains & Personal Anchor Systems ............................................................. 20
  GROUND ANCHOR PROCEDURE ........................................................................ 20

EQUIPMENT ........................................................................................................... 22
  INSPECTION AND MAINTENANCE ...................................................................... 22
  ROPEs ................................................................................................................ 22
  HARNESSes ........................................................................................................ 23
  HELMETS .......................................................................................................... 25
  BELAY DEVICES .................................................................................................. 26
  CARABINERS ..................................................................................................... 27
  EQUIPMENT STRENGTHS ................................................................................... 28

ROUTE SETTING ................................................................................................... 29
  ROUTE SETTING POLICIES & PROCEDURES ....................................................... 29
  DIFFICULTY RATINGS ........................................................................................ 29
  ROUTE SETTING BY PARTICIPANTS ................................................................... 31
  METHODS FOR SETTING .................................................................................... 31
  TYPES OF HOLDS ................................................................................................ 31
  ATTACHING HOLDS ............................................................................................ 31
    Loose Holds, Stuck Holds & Spinners ............................................................... 32

EMERGENCY ACTION PLAN ................................................................................. 33
  FIRE ALARM ....................................................................................................... 33
  MEDICAL EMERGENCY ...................................................................................... 33
  NEAR MISS ......................................................................................................... 34
  GENERAL FIRST AID .......................................................................................... 34
  BLOOD SPILLS .................................................................................................. 34
Introduction

Rock climbing is both a physical and mental challenge. According to a 2014 Huffington Post article by Abigail Wise, rock climbing builds muscle and endurance, boosts brain function, and reduces stress. Climbing pushes personal boundaries, forces climbers to rely on one another for safety and support, and often results in the creation of tight-knit, supportive communities.

At UNC Charlotte, you will serve climbers who climb for a variety of reasons:

- To exercise
- To develop skills for climbing outside
- To overcome a fear
- To develop friendships and participate in a supportive community

You have the opportunity to be a part of the growth of each climber by encouraging good technique, mindfulness, and pushing through the physical and emotional challenges of climbing.

NOTE: Climbing on an indoor wall is different from climbing outside on real rock cliffs and requires further and extensive training to ensure your and others’ safety.

Some of the differences include:

- Environmental hazards (e.g. weather; loose rock; insects and animals; etc.)
- Technical knowledge (e.g. setting anchors)
- Impact of other people in the area
- Area knowledge (e.g. route finding)

Other hazards may be known or unknown.

Wall Construction

Each feature was hand carved and formed on site. The natural features give the look and feel of real rock, but the wall also has numerous movable holds to give flexibility in route setting.

The wall has a natural rock texture and color reminiscent of local North Carolina climbing areas. It appears granite in nature with quartzite veins similar to Yosemite climbing.

The wall also offers two cracks. One is perfect for fingers and hands. The other has some thin fingers and is slightly more overhanging, ending in a crescendo of beautiful fingers and hands in a dihedral. There is also a chimney offering some off-width body techniques.

**Designer:** Arête Climbing Systems, Auburn, CA

**Date Built:** November 1997  
**Climbable Surface Area:** 1,440 sq. feet

**Max. Height:** 34 feet  
**Min. Height:** 30 feet

**Width:** 30 feet

*Arête meets and exceeds the CWIG (Climbing Wall Industry Group) standards for construction.*
Mission & Vision

The mission of the Venture program enhances the educational mission of the University of North Carolina at Charlotte. We foster student development using experiential, “hands-on” learning.

1. We engage people in meaningful and challenging experiences to address individual, leadership, community, and environmental issues with a goal of increasing their capacity to serve.
2. We strive to be a catalyst to increase the students’ sense of self-worth and personal responsibility.
3. We provide opportunities for the development of leadership qualities through trainings and positions of responsibility.
4. We design activities for small groups in which participants experience a sense of community, open communication, and teamwork.
5. We regard the development of stewardship for the earth as an inherent component of all we do. We promote awareness and sense of personal responsibility for preserving the natural environment.
6. Through service, participants can actively contribute to their communities, while creating connections, learning compassion, and developing character.

Our ultimate commitment is to provide transformative experiences for individuals and groups through the judicious application of tailored challenges and guided reflection.
Policies

Location
James H. Barnhardt Student Activity Center
2nd floor adjacent to the track
Formal location ID: BSAC 185A

Hours of Operation
Monday – Thursday 5:00pm – 8:00pm

Closed for
- University breaks
- Summer sessions
- Accommodation of athletic and campus events occurring in the BSAC

Indoor Climbing Wall Policies (General)

- Participants must follow Student Activity Center policies and procedures, available at http://sac.uncc.edu
- Wall staff have the right to deny access to and remove participants from the wall who they assess as a safety risk to themselves or others.
- Participants must be one of the following:
  - A current UNC Charlotte student
  - A UNC Charlotte faculty/staff member
  - An escorted guest of one of the above who is at least 18 years old (see the SAC website for guest policies and fees)
  - A participant in a scheduled Venture program. Program participants may be under 18 years old with permission of Venture administrative staff.
- Participants must wear a shirt at all times.
- Participants must wear closed-toe shoes at all times.
- Participants must have a current waiver on file. A new waiver must be completed each academic year.
- Participants should remove all jewelry, tie back long hair, avoid wearing loose clothing, and remove items from their pockets before climbing or belaying to avoid injury to themselves and others.
- Loose chalk is NOT permitted to help limit the impact of chalk dust on the air quality and facility. Climbers may use chalk balls.
- Each visit and before climbing/ belaying, personal carabiners, personal belay devices, and personal harnesses must be inspected and approved by the climbing wall staff. Carabiners must be locking.
- Helmets are available upon request.
- At least one qualified staff member (i.e. climbing wall lead or Venture administrator) must be present at the climbing wall at all times while the climbing wall is in use. Standard ratio of staff to participants is 1:12 for open climbing. The preferred ratio is 1:10 and can be as high as 1:15 when participants are experienced belayers. For training workshops and classes, the ratio should be no greater than 1:7.
- Use of the climbing wall by non-Venture personnel, other than during Open Climb, must be approved by a Venture administrator.
Belay Policies
• Belayers must be qualified at Venture’s climbing wall. Certifications and belayer cards from other establishments will not be accepted.
• To become a qualified belayer, participants must:
  • attend an Introduction to Climbing workshop or have adequate belaying experience as judged by the climbing wall staff;
  • successfully complete the belay test no sooner than 24 hours after completing the Introduction to Climbing workshop;
  • successfully complete the belay test at least once per academic year.
• A belayer who has not passed the qualification, may retest after 24 hours. Attendance at another Introduction to Climbing workshop may be recommended if the qualification is not passed after multiple attempts.
• Belayers must be attached to the provided floor anchors in accordance with the Belay Qualifications & Procedures and Ground Anchors sections of this manual (pg.18 and pg. 20).
• Belayers must have a knowledgeable back-up belayer at all times.
• Primary belayers must stand while belaying- no sitting or lying down. Backup belayers may take an active kneeling or squatting position.

Climber & Boulder Policies
• Climbers will not climb faster than their belayer’s ability to keep an appropriately tight belay.
• Climbers will climb directly under their belay bar such that they do not interfere with other climbers on the wall or create a “swing” factor when they fall.
• Climbers will not climb directly above or below other climbers.
• Spotters are required for each boulderer.
• Boulderers’ feet will remain below their spotters’ shoulders at all times.
• Boulderers will not climb under other climbers, including roped climbers.
• Boulderers may make vertical dynamic moves only- no horizontal dynamic moves.
• Crash pads should be repositioned by spotters as the climber boulders.

Mock Leading
• Leading is not permitted at the climbing wall. The wall is not built to support lead falls.
• Mock leading and mock lead belaying is allowed by staff with permission from a Venture administrator.
• Staff must be under the supervision of a trained staff member/ administrator and/or have passed the mock lead/ belay test.
• The mock lead belay rope must never be weighted by the climber.

Alternative Belay Devices
• Assisted braking belay devices (i.e. Petzl’s Grigri) may be used by staff members when they pass the designated belay test and consistently demonstrate safe belay techniques using the device.
• Participants may not belay with a Grigri or other assisted braking device without passing the designated belay test and consistently demonstrating safe belay techniques using the device.
• Prior to use, personal belay devices must be inspected by a knowledgeable staff member. If it is a staff member’s device, then a Venture administrator must inspect it.
• All belay policies remain in effect with the use of assisted braking belay devices.
Job Expectations & Descriptions

Climbing Wall Staff Competencies
Climbing wall staff members are selected because of their interest in teaching others and improving their climbing skills and risk management practices. They are hired from among the current VOLT staff and must have been promoted to the Apprentice level (minimally) with Venture, including completion of the Apprentice competencies and Introduction to Outdoor Adventures or VOLT Foundations.

Interested students will interview with the climbing wall manager and/or supervising administrator. The interview will ensure the student understands the expectations of the position and for the supervisors to explore the student’s goals in working at the wall.

You are encouraged to continue to work on your competencies throughout your time at the climbing wall so that you progress to Lead. The most current competencies are on the Venture website: [http://venture.uncc.edu](http://venture.uncc.edu)

Staff Conduct & Professionalism

- You are expected to follow Venture’s Staff Expectations (found at [http://venture.uncc.edu](http://venture.uncc.edu)) to ensure we maintain a professional environment that is conducive to learning.
- You may not be under the influence of drugs, including alcohol, or have the smell of drugs on your person. You may lose your position at the climbing wall and with Venture.
- You may not open the wall for personal use.
- You should arrive for your shift at least 20 minutes early to allow enough time to open the wall.
- Expect to work until 20 minutes after your shift to allow enough time to close the wall.

Timesheets & Payroll Information
Climbing wall Instructors and Leads are paid positions and are required to record their hours worked in order to receive their paychecks.

- Enter all hours eligible for pay on Banner Web Time Entry.
- Email the same hours to the assistant director of adventure leadership.
- Web Time Entry and email are due by the last working day of the pay period (last day of the month).
- Timesheets can not be changed once they have been submitted on Web Time Entry. Contact your supervisor if there is a problem.

Scheduling
The climbing wall manager coordinates the semester schedule. Generally, you will be asked for your availability prior to the new semester and the schedule will be created to accommodate:

1. The needs of the climbing wall and Venture
2. Staff members’ needs
3. Staff members’ preferences

You are responsible for finding an appropriate substitute except in the case of a family or medical emergency. When you have found a sub, notify the climbing wall manager and the staff members for that shift of who the substitute is and what date the sub is for. If you are experiencing an emergency, contact the climbing wall manager and/or a Venture administrator as soon as possible.
**General Responsibilities**

As a climbing wall staff member, you are responsible for the safety of participants, visitors, and co-workers. Safely managing the wall requires both technical and interpersonal skills. You are required to use your judgment to evaluate a person’s skills and abilities regarding safety. You must be professional yet friendly while supporting a safe climbing community. These expectations do not change based on whether you are paid, unpaid, on the clock, or off the clock.

1. **STOP unsafe behaviors**, regardless of a climber’s apparent skill or their position relative to yours. Politely but firmly inform participants when they are not using the techniques we endorse. You have the right to ask participants to leave the climbing area when you find them to be a risk to themselves or a danger to others.

2. **Never leave the climbing wall unattended**. A climbing wall Lead staff member must be present at all times the wall is in use.

3. **Be a lifeguard**. Walk around the area (don’t stay in the same place) and evaluate harnesses, climbers’ knots, belaying techniques, use of climbing commands, lowering speeds, etc.

4. **Do not belay**, unless there is at least 2 staff members working. While a part of a belay system, the single climber becomes your priority. If a problem were to arise while you were belaying you would be unavailable to attend to the problem.

5. **Check all climbing equipment**. Equipment that is rented and returned as well as personal climbing equipment should be checked every time it is used.

6. **Be positive and encouraging with climbers**, but do not give advice on routes unless the participant asks for it.

7. **Be available**. It is generally discouraged to climb while you are on the clock. A participant should never “feel bad” for asking you to stop climbing so they can get help. You should never be on rope or belaying your co-worker in case a participant arrives. Bouldering may be okay, but do not do so if you will need to change your shoes before helping a participant.

8. **Be a considerate professional**. Act in a manner that exudes safety, customer service, and engenders trust between you and your participants. Encourage supportive and inclusive conversations at the wall whether on the clock or not. Wear a current Venture staff shirt and a nametag. Show respect for your co-workers by showing up to work on time and communicating about substitutions early.

**Climbing Wall Apprentice**

An apprentice at the climbing wall must meet the VOLT apprentice competencies, have completed Introduction to Outdoor Adventures or VOLT Foundations, and been promoted to a Venture Apprentice. Climbing wall apprentices may also be interviewed prior to being hired as an unpaid volunteer at the wall.

- Assist Instructor and Lead with opening and closing.
- Assist the Instructor with checking in participants as they arrive, including signing waivers and taking payments.
- Assist the Instructor with monitoring the area for unsafe behaviors.
- Correct behaviors that are unsafe or are contrary to a supportive climbing culture.
- Belay climbers as a primary belayer or backup belayer.
- Encourage participants to backup belay.
- Provide information on routes and climbing techniques that is consistent with your experience and training.
**Climbing Wall Instructor**

Climbing wall instructors must meet the climbing wall instructor competencies.

- Assist the Lead with opening and closing.
- Check in participants as they arrive, including signing waivers and taking payments.
- Monitor the area for unsafe behaviors.
- Correct behaviors that are unsafe or are contrary to a supportive climbing culture.
- When you are not otherwise engaged, belay climbers as a primary belayer or backup belayer.
- Provide information on routes and climbing techniques that is consistent with your experience and training.
- Supervise apprentices, providing positive and constructive feedback throughout the shift.
- When the climbing wall has no climbers, instruct apprentices in areas they are working toward on their climbing wall instructor competencies. Instruction should not exceed your experience or training.

**Climbing Wall Lead**

Climbing wall leads must meet the climbing wall lead competencies.

- Open and close the wall. The wall may not open or remain open without your physical presence.
- Administer first aid in accordance with your training and following the established emergency action plan. Complete an incident report and submit to the climbing wall manager and/or assistant director.
- Supervise instructors and apprentices providing positive and constructive feedback throughout the shift. Encourage them to speak with participants who are engaging in unsafe or inappropriate behaviors.
- When instructors and apprentices are not available or able, correct behaviors that are unsafe or are contrary to a supportive climbing culture.
- Provide information on routes and climbing techniques that is consistent with your experience and training.
- When the climbing wall has no climbers, instruct instructors and apprentices in areas they are working toward on their climbing wall competencies. Instruction should not exceed your experience or training.
- Notify the climbing wall manager of any paperwork needs, including waivers, sign-in forms, belay cards, and participant cards.
- Notify the SAC building manager, climbing wall manager, and/or assistant director as soon as possible of any facility maintenance needs.
- Complete accident/ incident reports each night for participant behavior incidents, first aid treatment (including minor cuts and abrasions), and any facility maintenance needs. Submit all reports to the climbing wall manager or assistant director.
Climbing Wall Manager
The climbing wall manager is typically hired from among current climbing wall Leads.

- While working a standard shift, responsibilities include all those for Leads.
- Provide regular positive and constructive feedback to the climbing wall staff.
- Assist with climbing wall staff training, including yearly all-staff training, individual training, and staff meetings.
- Manage the semester schedule and monitor substitutions.
- Assist with hiring new climbing wall staff members, including reviewing applications and conducting interviews.
- Conduct monthly and semester inspections of the climbing wall and equipment.
- Complete administrative tasks on a regular basis, including:
  - entering participant use data at least once per month (before the 28th of each month) to the monthly report document;
  - making clean copies of paperwork and forms for the climbing wall;
  - depositing monies from fees with Venture’s office manager at least weekly.
- Recommend changes to policies and procedures based on staff and participant feedback.
- Coordinate workshops, such as introduction to climbing, including scheduling and staffing.
Procedures

Opening & Closing Procedures

Opening

1. Collect any paperwork from the Venture office that the climbing wall manager or assistant director may have left for you (e.g. copies of waivers).
2. Retrieve the keys from the key box on the 1st floor loading dock of the SAC.
3. Retrieve the shoe bin and box from the cubby on the 2nd floor track.
4. If basketball goal needs to be raised, the building manager’s number is x72950 and the remote control number is A8.
5. Raise the curtain (see curtain procedures).
7. Screw in eye bolts for the floor anchors into the floor.
   a. Starting left to right, set eyebolts #1 - #6 (they are labelled).
   b. Using two washers, screw the bolts as far into the floor as possible.
8. Carefully conduct the daily inspection (see Daily Inspection)
9. Set up the belay devices and carabiners on each rope.
10. Set up the shoe bin, box, barriers, sign-in sheet, card boxes, etc.
11. Talk with your co-workers about roles and responsibilities for the shift.

Closing

1. Remove all hardware from the ropes and tie the ropes so they are off the ground.
2. Raise the boulder pads so they stand against the climbing wall. To secure them, hook them around holds on the wall.
3. Place the ropes behind the pads.
4. Lower the curtain (see curtain procedures).
5. Remove the eye bolts from the floor and return to storage box.
6. Replace equipment into appropriate boxes.
   a. If any equipment is missing or damaged, notify the climbing wall manager or supervising administrator.
   b. Log this information in the Equipment and Inspection Binder
7. File all paperwork in the appropriate binder (e.g. waivers, daily inspection/ sign-in, etc.)
8. Take down shoe bin, box, barriers, sign-in sheet, card boxes, etc.
9. Return the shoe bin and box to the cubby on the 2nd floor track.
10. Return the keys to the key box on the 1st floor loading dock of the SAC.
11. Bring any time-sensitive paperwork (e.g. incident/ accident reports) to the Venture office.
Checking in Climbers

First-Time Climber/ First Climb of the Semester

1. Sign in
2. Complete waiver
3. Complete Participant Information card
4. First climb of semester is free- hole punch appropriate box on Info card

Returning Climber

1. Sign in
2. Check Participant Information card
3. Pay fee if appropriate and record the transaction
4. Confirm belay qualification- Give belay card if appropriate

Entry Fees

<table>
<thead>
<tr>
<th></th>
<th>Per Visit</th>
<th>Per Semester</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry</td>
<td>$5</td>
<td>$20</td>
</tr>
</tbody>
</table>

Renting Equipment

Equipment Check-Out

1. Collect appropriate payment.
2. Record payment in receipt book.
3. Inspect equipment.
4. Provide equipment to climber.

Returning Equipment

1. Inspect equipment. Record any concerns in the Equipment & Inspection Binder and report to Lead staff member immediately. Remove any concerning equipment from inventory until Lead, climbing wall manager, and/or a Venture administrator has inspected it.
2. Spray shoes with disinfectant.
3. Return to storage.

Equipment Fees

- Fees are subject to change. Current prices are on the Venture website (http://venture.uncc.edu)
- Participants may pay for the rentals at the wall or at the Venture office.
- Equipment is to remain at the wall and may not be removed from the facility.
- Per visit fees will be charged until the climber pays the equivalent of the semester fee. Staff should then indicate on the climber’s information card that they have paid the semester fee.
**Payments**

1. Confirm the correct amount to charge  
2. Take payment (cash only)  
3. Give change if applicable  
4. Write receipt in receipt book and give colored copy to climber  
5. Record transaction in the Transaction Log  
6. Place money and receipt in the cash box

Inform the climbing wall manager if you need small bills, new receipt book, or blank copies of the transaction log. The climbing wall manager will deposit cash once per week.

**Maintenance Needs**

**Emergencies**

1. Any situation that can not be resolved and jeopardizes the personal safety of facility users and/or may cause property damage should be addressed immediately and appropriately.  
2. Notify the Lead and SAC Building Manager.  
3. Assess and control the situation to the best of your ability and implement building evacuation procedures, if necessary.  
4. If necessary, contact a Venture administrator.  
5. Complete an Accident/Incident report.  
6. Notify the climbing wall manager.

**Non-Emergencies**

1. For general maintenance repair needs, notify the Lead and SAC Building manager  
2. Complete an Accident/Incident report.  
3. Notify the climbing wall manager.
Climbing Wall Curtain Procedures

IMPORTANT!!
Clear all staff distractions before proceeding with opening the curtain, such as: talking to others and cell phones.

The purpose of this procedure is to prevent the curtain from swinging out when opening the wall and prevent stress on all components when closing the wall. When opening, this is accomplished by releasing the curtain from bottom to top. When closing – this is accomplished by pulling the curtain in from top to bottom. In-depth procedure follows.

Before Raising & Lowering
1. Inspect the curtain for any tears and frayed cables.
2. Ensure there are no obstructions (such as the basketball goal).
3. Inspect the motor assembly and operating switch for burn marks and loose or missing parts.
4. Raise power box lever to ON position
   a. Far right side of the wall
   b. By the bleachers
5. If any problems or questionable issues are discovered DO NOT operate the curtain. Report these problems to the SAC building manager, climbing wall manager, and a Venture administrator.

Raising the Curtain
1. LEFT SIDE
   a. Unlock and release the cable on the bottom bolt
2. Release the GREEN carabiners RIGHT SIDE
   a. Unlock and release the cable on the bottom bolt
   b. Release the PURPLE carabiners.
   c. Release the BLUE carabiners
3. LEFT SIDE- Release the RED carabiners
4. Operate lift motor
   a. Key #8025 (silver key)
   b. Turn the key to the right and hold it in that position to raise the curtain 6 feet.
   c. STOP - Make sure the curtain straps did not get caught on anything.
   d. Raise the curtain the rest of the way.
   e. The curtain will automatically stop when it has been raised all the way.

Lowering the Curtain
1. Operate lift motor
   a. Key #8025 (silver key)
   b. Turn the key to the left and hold it in that position until curtain lowers completely
   c. The curtain will automatically stop when it has been lowered all the way.
2. LEFT SIDE- Clip the RED carabiners
3. RIGHT SIDE
   a. Clip the BLUE carabiners
   b. Clip the PURPLE carabiners
   c. Secure and lock the cable on the bottom bolt
4. LEFT SIDE
   a. Clip GREEN carabiners
   b. Secure and lock the cable on the bottom bolt
Belay Qualification & Procedures

Introduction to Climbing Workshop
The Introduction to Climbing workshop is highly encouraged for all belayers who are new to Venture’s climbing wall. It introduces them to our policies and procedures, which may be different from other climbing gyms.

You will have the opportunity to shadow at least one workshop before you are allowed to facilitate. Depending on your previous experience, your strengths as an instructor, and the feedback from your shadowing experience, you may be asked to shadow multiple workshops. Not all staff will be “checked off” to facilitate.

Belay Checks

- All climbers who wish to belay must complete a belay qualification test (also known as a belay check) at least once per academic year.
- If they have attended an Introduction to Climbing workshop, they must wait at least 24 hours before being tested to ensure the information was retained long-term.
- If a climber has expressed experience belaying:
  - You may choose to belay check them if you are available.
  - You may also choose to direct them to the workshop.
  - This decision lies with the climbing wall staff members.
  - Generally, only those with a proven safe belay history will be allowed to take the belay check without attending the workshop.
  - Some of the things to ask about and consider:
    - Number of years of climbing experience
    - How recently (and frequently) they have climbed
    - Level of climbing and type of climbing experience (indoor, traditional lead, sport, etc.)
    - Demonstrated proficiency in belay skills
    - Experience in a climbing gym vs. outdoor climbing
- The standard for passing the belay qualification remains the same no matter the stated or demonstrated proficiency.
- Any hesitation or missed requirements on the belay qualification form should fail the climber.
  - The climber may retest after 24 hours.
  - You, as a staff member, are encouraged to provide feedback on how to improve and to help the climber practice if you are able. The climber must still wait 24 hours after practicing to ensure they know the skills.
  - You may choose to recommend the climber retake the Introduction to Climbing workshop without cost.
- You should not conduct a belay check if you are not able or willing to fail the climber. You may work with a more experienced staff member until you are comfortable doing so.
Belay checks are required once per academic year.

- Qualified belayers must wear their current belay tag.
  - The tag color will change each year to easily identify those who are current and those who need to take the year’s belay check.
  - All new belayers will be given a bright pink belay tag to more easily identify those who the staff should keep an extra watch for.
  - After the pink tag has been hole punched the appropriate number of times (marked on the tag), they will be issued a tag for the current semester.
  - The tag should be hole punched for each visit NOT for each belay. The goal is to ensure long-term retention of safe belaying techniques and avoid a person who is qualified at the beginning of the semester and then does not return for many months or a year or more.

Belayer-Climber Check & Climbing Commands

**Belayer-Climber Check**

The climber and belayer must check each of the following on each other before climbing.

- Harnesses
- Climber’s figure eight knot
- Belayer properly attached to the ground anchor and belay device.

**Climbing Commands**

Communication is a fundamental safety concern. The following are specific commands used in climbing and belaying. They should be called out clearly and loudly as it is often hard to hear at the wall. Please use names to help identify climber/belayer partners.

**Before climb**

<table>
<thead>
<tr>
<th>Climber</th>
<th>Up rope</th>
<th>Indicated climber is tied in and for belayer to remove slack</th>
</tr>
</thead>
<tbody>
<tr>
<td>Climber</td>
<td>That’s me</td>
<td>When rope is pulled tight by the belayer</td>
</tr>
<tr>
<td>Climber</td>
<td>On belay?</td>
<td>Climber asks if belayer is ready to belay</td>
</tr>
<tr>
<td>Belayer</td>
<td>Belay’s on</td>
<td>Belayer indicates they are ready</td>
</tr>
<tr>
<td>Climber</td>
<td>Climbing?</td>
<td>Climber asks if they can begin climbing</td>
</tr>
<tr>
<td>Belayer</td>
<td>Climb on</td>
<td>Belayer gives permission to begin climbing</td>
</tr>
</tbody>
</table>

**During climb**

<table>
<thead>
<tr>
<th>Climber</th>
<th>Up Rope</th>
<th>Climber requests slack be removed from the rope</th>
</tr>
</thead>
<tbody>
<tr>
<td>Climber</td>
<td>Slack</td>
<td>Climber requests 1 arm’s length of rope</td>
</tr>
<tr>
<td>Climber</td>
<td>Falling</td>
<td>Climber indicates they are about fall/ weight the rope</td>
</tr>
<tr>
<td>Climber</td>
<td>Take/ got me?</td>
<td>Climber asks if belayer is ready to receive full weight on the rope</td>
</tr>
<tr>
<td>Climber/Belayer</td>
<td>Rock!</td>
<td>Climber or belayer indicate an object is falling from above.</td>
</tr>
</tbody>
</table>

**After climb**

<table>
<thead>
<tr>
<th>Climber</th>
<th>Off Belay?</th>
<th>Climber indicates they are steady on the ground</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belayer</td>
<td>Belay Off</td>
<td>Belayer confirms they are no longer on belay, terminating the contract</td>
</tr>
</tbody>
</table>
Ground Anchors

Every belayer must use a ground anchor. The anchor system below allows for the belayer to easily exit the belay system. When done correctly, the weight of the climber will be absorbed by the ground anchor and not the belayer.

NOTE: Daisy chains and personal anchor systems (PAS) are not permitted as ground anchors. They are not designed to absorb the force of a fall and can cause injury to the belayer.

Daisy Chains & Personal Anchor Systems

In the past, standard of practice was to use daisy chains or personal anchor systems to anchor the belayer at indoor climbing gyms. This is no longer the standard of practice and is, therefore, not allowed at Venture’s climbing gym.

For more information on why daisy chains should be used as a belay anchor, read this article:


Ground Anchor Procedure

1. **Tie figure 8 on a bight.**
   
   On the belay end of the climbing rope, tie a figure 8 on a bight at the end of the rope, with 4-6 inches of tail. The loop created should be the same size as your belay loop.

2. **Attach a pear-shaped carabiner (#1) to the floor anchor (bolt).**
   
   a. See Figure 1.
   
   b. Carabiner must be oriented so the fat end is on top and the narrow end is on the bottom.
   
   c. This will result in “screwing up” on the gate instead of the typical “screwing down.”

3. **Tie a clove hitch to the carabiner (#1) on the floor anchor.**
   
   a. See Figure 1.
   
   b. Starting with the figure 8 on a bight, measure about an arm’s length of rope.
   
   c. Tie the clove hitch to the carabiner so that the weighted strand is closest to the spine of the carabiner.

4. **Attach the figure 8 loop to your belay loop**
   
   a. See Figure 2 and Figure 3.
   
   b. Use a second pear-shaped carabiner (#2).
   
   c. **Adjust length of rope** by adjusting the clove hitch
   
   d. The anchoring rope should be snug and in-line with the standing end that is going toward the belay bar overhead (Figure 3). You may need to step forward toward the climbing wall to create the correct angle.

5. **Attach belay device**
   
   a. See Figure 2 and Figure 3.
   
   b. Attach with a pear-shaped carabiner (#3)
   
   c. Set up is the same as in other belay setups
**IMPORTANT NOTES:**

- Size of figure 8 on a bight (step #1) should be no larger than the size of your belay loop.
- Orientation of carabiner #1 (step #2) must be wide-side up and narrow-side down (gate will screw UP).
- The clove hitch must be tied to the carabiner so that the weighted strand is closest to the spine of the carabiner.
- Avoid shock-loading the system (step #4)
  i. Rope from floor anchor to belay loop must be snug; slack in the rope may cause shock loading when the rope is weighted by the climber.
  ii. Can adjust 5-8” just by stepping forward toward the climber/ wall
  iii. Ideal angle = 0 degrees from floor anchor to belay loop to belay bar/ climber

![Figure 2: Correct attachment to belay loop and ATC setup.](image)

![Figure 3: Ground anchor setup procedures.](image)
**Equipment**

**Inspection and Maintenance**

All equipment is regularly inspected. All staff complete a daily inspection form at the start of each shift and the climbing wall manager completes monthly and semester inspections.

You should emphasize with all climbers the importance of taking care of our equipment. They are used a lot and wear quickly. Generally, ask that everyone care for the equipment as if it was their own.

As staff, you should be sure to always follow this golden rule of technical equipment: Climbing equipment is for climbing. That means that you should never use climbing equipment for anything other than climbing unless it has been retired and approved for that use. For example, retired carabiners may be repurposed to help attach buckets to harnesses while setting and static ropes may be retired from the trip program to be used as haul lines. Once a piece of equipment is used for non-climbing purposes, it should not be used for climbing again. Retired equipment should be specially marked and stored separately so all Venture staff can immediately identify it as retired.

Below is a brief overview of some of the equipment at the climbing wall, including their proper use and care. You should be familiar with these basics, so you can talk with climbers about them when appropriate.

**Ropes**

Climbing rope is incredibly strong and designed to hold between 1,600 and 2,500 pounds of force. They are constructed with an inner core and an outer sheath, known as kernmantle construction. The core gives the rope its tensile strength while the sheath protects the core from damage.

There are three types of climbing ropes you should be familiar with: static, dynamic, and gym line.

*Static ropes* have the least amount of stretch when weighted. They are often used for safety lines and anchor building. They are not used at Venture’s climbing wall, except as gear haul lines during setting. If they are used for this purpose, they must be retired rope and may not be used for climbing purposes in the future.

*Dynamic ropes* have the most amount of stretch when weighted. They are best for outdoor climbing and for indoor lead climbing. Venture’s wall may use dynamic ropes at the wall.

*Gym line* is a hybrid of dynamic and static ropes in terms of its stretch. It is less stretchy than dynamic but more than static. They are designed to minimize the amount of stretch for environments where climbers are not taking hard falls, such as top roping at an indoor gym. Venture prefers to use gym ropes.

Generally, at Venture’s climbing wall, we use a thicker diameter rope to increase the friction in the system and to extend the rope’s lifespan. For example, PMI’s Gym Rope is 10.6mm in diameter while their all-around dynamic rope, Spire, is 10.2mm. This small difference in diameter will slow down lowers making a more controlled environment as well as lengthen the life of the sheath.

**Care and Storage**

Ropes remain on the climbing wall when the wall is closed. There is no direct sunlight and the chance of contact with chemicals is minimal.

Do not walk on the ropes. This can grind in dirt and debris and makes the ropes dirty, potentially shortening their lifespan.

To avoid excessive wear, especially sheath slippage, the climber side and belayer side of the ropes will be switched as part of the semester inspection.

If a rope needs to be washed, use lukewarm soapy water, rinse thoroughly, and allow to air dry naturally. Specific soaps for ropes exist, but are not necessary as long as a mild soap is used, such as household face and body wash.

NEVER use solvents, stain removers, or degreasers.

NEVER use a high-pressure water sprayer.


**Inspection**

- Look for:
  - Excessive fuzziness and/or fraying
  - Tears and/or broken strands of sheath (due to a cut or abrasion)
  - Shiny or glossy sections of sheath (indicates heat damage - the sheath has melted due to friction).
  - Core (white threads) poking through the sheath, flat spots, and hard spots
  - Stains that do not come off with soap and water (indicates unknown chemical contact)

- Retire if:
  - Taken the manufacturer’s guaranteed number of arrested falls
  - Sustained a very hard fall (high fall factor) or the fall over a sharp edge (both are unlikely at the climbing wall)
  - More than 5 years old
  - Shows fraying or tears, core is visible through the sheath, or there are hard or flat spots in the rope
  - Enough sheath has slipped to the end of the rope such that you can tie an overhand knot with the empty sheath
  - The history of the rope is unknown and/or it may have come into contact with chemicals

**Harnesses**

Harnesses come in many styles, but all, minimally, include a waist strap, belay loop, and leg straps. You should become familiar with the ways of tying in as a climber and attaching belay devices to different styles of harnesses.

Additionally, you should be able to identify a harness that is a “quick adjust” and one that requires double backing. Some harnesses use a combination of quick adjustment and double backed buckles.

- **Quick adjust buckles** have two metal plates that pinch the webbing into place. You do not double back this style of buckle.
- **Double backed buckles** have one metal plate that requires the webbing be threaded through the metal twice. The second threading is what creates the friction to prevent the webbing from sliding through the buckle.

**Care and Storage**

Store harnesses away from sunlight and chemicals, including cement floors. Chemicals can leach into the webbing and degrade the fabric without a visual indication of the degradation. If a harness may have come into contact with a chemical, such as bleach, retire it immediately (i.e. remove it from circulation) and notify the climbing wall manager and a Venture administrator.

NOTE: Harnesses may be written on as part of the inventory process, but should ONLY be written on the tag or “comfort parts” of the harness and NEVER the safety parts. From Petzl: *Chemical components of markers, paints, adhesive tapes, and stickers may be incompatible with nylon. These components can weaken the fibers and change the structure and strength of plastics.*
**Inspection**

- Look for:
  - Fraying, tearing, and/or excessive wear of the webbing, especially at the waist, legs loops, and belay loop
  - Stitching that is coming undone
- Retire if:
  - The harness has taken any significant falls (unlikely at the climbing wall)
  - Is more than 5 years old
  - Shows fraying or tears of the webbing
  - Stitching is coming undone
  - The history of the harness is unknown and/or it may have come into contact with chemicals

**Sit Harness Use**

- Follow the “all the way on or all the way off” standard. If a climber wants to loosen their harness while waiting to climb or belay, ask that they remove the harness completely. This will prevent accidentally tying in with a loosened harness.
- Generally, follow the manufacturers recommendation for tying in and attaching belay devices.
- As a climber, attach rope in line with the belay loop (i.e. not directly to the belay loop).
- As a belayer, the belay device must be attached per the Ground Anchor procedure (page 20).
- Remove bulky clothing - it could pull out during the climb and result in a loosened harness.
- To properly fit a harness:
  - Loosen waist belt and leg loops completely before stepping into it
  - Tighten waist belt until a pull on the belay loop does not allow the climber to see the ground between their body and the harness
  - Tighten the leg loops
- Waist loop may need to be double backed
- Leg loops may also need to be double backed

**Chest Harness Use**

- Used in addition to a sit harness for those who may flip upside down while climbing. Generally, this is someone who carries significantly more weight in the upper half of their body than their lower half, such as children or someone who is overweight.
- Attach a locking carabiner to the chest harness as in the image.
- Tie a figure 8 follow through on the sit harness per usual and then pass the rope through the locking carabiner.
**Helmets**

Climbing helmets are designed to protect the head from impacts. While this is less likely to happen at an indoor gym than in an outdoor environment, there is always the potential for head injuries.

Climbing helmets will be available for climbers upon request. You should ensure that at least one climbing helmet is available for use. If there are no helmets in the storage cubby, notify the climbing wall manager.

**Care and Storage**

Helmets are stored with the climbing wall equipment. They should be kept out of direct sunlight and away from contact with chemicals. When placed on the ground, they should be placed in the “happy turtle” orientation (i.e., top of the helmet facing up) to avoid ankle injuries and keep them from rolling away.

**Inspection**

- **Look for:**
  - Dents, cracks, gouges, or any damage that could have been caused by impact, penetration, or abrasion.
  - Brittle, stiff, or faded shell
  - Suspension system—Fraying straps, cracks in attachment points, deformed or stretched plastic
- **Retire if:**
  - The helmet has taken an impact, even if it does not show visible damage (climbing helmets are single-impact safety devices).
  - Dented, cracked, or other noticeable damage to the shell.
  - The shell is brittle, stiff, or faded
  - The suspension system has frayed straps, cracks in attachment points, deformed or stretched plastic

**Use**

- Follow the “all the way on or all the way off” standard—never allow a climber to have the helmet unbuckled. If they want to unbuckle the helmet, have them take the helmet off their head.
- For anyone who requests a helmet at the climbing wall.
- Helmet should fit snugly and stay on the head even when the chin strap is unbuckled.
Belay Devices
The belay device acts as a brake on the climbing rope. No matter the type, a person must always be in control of the device and the rope with their braking hand. There are three primary types of belay devices.

- **Tubular-** A tube that fits a bight of rope. It works due to the friction created by the bends of the rope. This is the type of device Venture uses at the climbing wall.
- **Assisted braking-** Designed to lock down on the rope when a sudden force is applied to it. This assists the belayer catch and hold a fall.
- **Figure 8-** Shaped like the number eight, a bight of rope feeds through the two openings, creating friction through the bends in the rope. This device is primarily used for rappelling.

Care and Storage

- Do not engrave the device! Can use electric engraving pen (depth less than 0.1mm) on the frame, next to the serial number; with small amount of “metal writing” paint; or adhesive tape, such as electrical tape.
- Belay devices are stored with the climbing equipment.
- Keep away from chemicals.
- Rotate which side is used to belay to ensure even wear.
- Avoid dropping
- If the device needs to be lubricated, use only fluid oils or graphite powder. Note: WD-40 is a solvent, not a lubricant, and increases the wear
- Can clean the device in lukewarm soapy water and rinse thoroughly. DO NOT USE high-pressure water sprayer.

Inspection

- Look for:
  - Dents, cracks, gouges, or any damage that could have been caused by impact or abrasion.
  - Sharp edges
• Retire if:
  o There are dents, cracks, gouges, or any damage that could have been caused by impact or abrasion
  o There is any wear that is at or greater than 1 millimeter
  o Dropped from height
  o Edges are sharp that they could damage the rope and/or indicates 1 millimeter or more of wear.
  o The history of the device is unknown or has been exposed to chemicals

**Carabiners**

Different climbing tasks require different kinds of carabiners. Generally, at the climbing wall, you may encounter two types of carabiners.

• Locking pear
• Locking D or modified D

The carabiners used at the climbing wall are aluminum. Aluminum wears more quickly than steel, but is lighter and easier to work with. You should never use aluminum and steel equipment together. Steel will very quickly wear through aluminum if there is any friction between them.

**Care and Storage**

• Do not engrave the device! You can use: an electric engraving pen (depth less than 0.1mm) on the frame and next to the serial number; small amount of “metal writing” paint; or adhesive tape, such as electrical tape.
• Locking carabiners are stored with the climbing equipment.
• Keep away from chemicals
• Avoid dropping
• If the device needs to be lubricated, use only fluid oils or graphite powder. Note: WD-40 is a solvent, not a lubricant, and increases the wear.
• Can clean the device in lukewarm soapy water and rinse thoroughly. DO NOT USE high-pressure water sprayer
**Inspection**

- Look for:
  - Dents, cracks, gouges, or any damage that could have been caused by impact or abrasion
  - Sharp edges
  - Gate snaps into place without any misalignment
  - Screwgate fully screws into the lock and unlock positions

- Retire if:
  - There are dents, cracks, gouges, or any damage that could have been caused by impact or abrasion
  - There is any wear that is at or greater than 1 millimeter
  - Dropped from height
  - Gate does not align when it snaps closed
  - Screwgate does not fully lock or unlock
  - The history of the device is unknown or has been exposed to chemicals

---

**Equipment Strengths**

Knowing the strengths of the different types of equipment used at the wall is useful for your own comfort as a staff member and to be able to assure participants of the soundness of the safety systems.

Memorizing exact numbers is not important, but it is helpful to have an estimate of how strong materials are.

By way of comparison, 2000 pounds roughly equals 1 ton.

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Strength</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harnesses</td>
<td>3500 - 4000 lbs.</td>
</tr>
<tr>
<td>Aluminum locking carabiners</td>
<td>5500 lbs.</td>
</tr>
<tr>
<td>Wall ropes</td>
<td>2113 lbs.</td>
</tr>
<tr>
<td>Floor anchors</td>
<td>4400 lbs.</td>
</tr>
<tr>
<td>Belay bars</td>
<td>4400 lbs.</td>
</tr>
</tbody>
</table>
Route Setting

Route setting is a great way to extend your climbing skills. It involves creative problem solving, spatial reasoning, and a good understanding of climbing technique and movement. Generally, you can set climbs that are one grade above your climbing level.

Naming routes is its own creative endeavor. Names at Venture’s climbing wall should be PG and not include inside jokes or references to sex or drugs. The climbing wall manager and Venture administrators may remove route names that are deemed questionable or inappropriate.

Route Setting Policies & Procedures

- The wall must be closed, unless given permission by the climbing wall manager or a Venture administrator. Staff should not be distracted from their primary purpose during open climb (serving customers).
- Re-taping and re-routing current routes may be allowed during open climb if there are no other climbers.
- The wall must be reserved through the climbing wall manager or a Venture administrator.
- Cordon off the climbing wall area so people do not think it is open climb and to prevent anyone from entering the climbing area.
- Anyone within the cordon MUST wear a climbing helmet at all times. Objects may fall on those not setting if they are in the area.
- Climbing wall staff members must attend route setting training before being allowed to set.
- Staff members who wish to use a Grigri must pass the belay test for setters.
- There should be at least 2 qualified route setters present during setting sessions. This ensures that you have someone to check your setups.
- Staff members should be in uniform and are expected to maintain the professionalism they exhibit during open climb shifts.

Difficulty Ratings

It is important that there are routes on the wall that climbers of all abilities can complete. Ideally, each rope should have a few difficulties to choose from.

To best of your ability, routes should be rated using the Yosemite decimal system (YDS) for top-rope and Vermin system for bouldering. Rating should be proposed by the route setter and then adjusted by multiple climbers after they have completed the route.
### Yosemite Decimal System (5.0 scale)

<table>
<thead>
<tr>
<th>Scale</th>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.0-5.4</td>
<td>Easy</td>
<td>* Easy for novice climbers;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Plentiful holds;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Often less than vertical face</td>
</tr>
<tr>
<td>5.5-5.6</td>
<td>Easy moderate</td>
<td>* Vertical face;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Plentiful holds with easy to find edges;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Holds can be reached by all heights (ladder-like)</td>
</tr>
<tr>
<td>5.7-5.9</td>
<td>Moderate</td>
<td>* Most popular range;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Plentiful holds;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Mostly positive holds;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Begins to require good climbing technique</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Fully vertical, but not likely overhanging, except 5.9 for short sections</td>
</tr>
<tr>
<td>5.10-5.12</td>
<td>Advanced</td>
<td>* Requires considerable technique;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Subdivided into letter grades (a, b, c, d);</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Uses very small holds, crimps, side-pulls, gastons, underclings, stemming, etc.;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* 5.10s may be overhanging with good holds</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* 5.12s often overhanging with technical movement (e.g. dropped knee)</td>
</tr>
<tr>
<td>5.13-5.14</td>
<td>Elite</td>
<td>* Almost always overhanging</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* Requires expert use of body position</td>
</tr>
<tr>
<td>5.15</td>
<td>Virtuoso</td>
<td>* Unless you’re sponsored, you probably won’t be setting this.</td>
</tr>
</tbody>
</table>

### Vermin System (V scale)

<table>
<thead>
<tr>
<th>Scale</th>
<th>Grade</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>V0-V2</td>
<td>Beginner</td>
<td>V0- = 5.8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V0 = 5.9</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V0+ = 5.10a/b</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V1 = 5.10c/d</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V2 = 5.11 a/b</td>
</tr>
<tr>
<td>V3-V5</td>
<td>Intermediate</td>
<td>V3 = 5.11 c/d</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V4 = 5.11d/ 5.12a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V5 = 5.12a/b</td>
</tr>
<tr>
<td>V6-V8</td>
<td>Advanced</td>
<td>V6 = 5.12c/d</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V7 = 5.13a/b</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V8 = 5.13b/c</td>
</tr>
<tr>
<td>V9-V12</td>
<td>Expert</td>
<td>V9 = 5.13c/d</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V10 = 5.14a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V11 = 5.14b</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V12 = 5.14c</td>
</tr>
<tr>
<td>V13 and above</td>
<td>Elite</td>
<td>V13 = 5.14d</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V14 = 5.15a</td>
</tr>
</tbody>
</table>
**Route Setting by Participants**

Interested climbers can request placement of specific holds in specific locations. However, **only wall staff can change holds.** Improper technique will damage climbing holds, t-nuts, and the wall.

If a participant has shown significant interest, they may seek permission from the climbing wall manager and/or the assistant director of adventure leadership to attend a route setting clinic and be tested as a route setter.

**Methods for Setting**

**Belayed.** The ideal method to set a new climb is to set a route while climbing with a belayer. This will give you a better understanding of the movements and techniques required by the climber.

**Scissor lift.** The scissors lift may be used to remove and replace holds with a qualified staff member (typically a Venture administrator).

**Grigri.** An alternative, but less preferred method, is to self-belay using a Grigri. This requires special training and passing they belay test for setters.

**Types of Holds**

There are variety of climbing holds to choose from. They are made in a variety of shapes with a wide range of materials. Be sure to match the difficulty (or positivity) of the hold to the intended difficulty of the overall route.

- **Jugs**- most positive hold; deep and forgiving; can usually fit two hands
- **Incuts/ mini jugs**- bit smaller than a jug; has a pocket or incut on the edge that can fit a hand
- **Crimps**- small, thin, and irregularly shaped; can be used as foot hold; requires good strength and technique
- **Slopers**- rounded with no positive edge; usually have rough surface to increase friction
- **Pockets**- have a hole in the middle and no positive exterior surface; usually very small. NOTE- mono-pockets are NOT allowed due to the likelihood of finger injuries.
- **Edges**- positive edge (shallower and shorter than a jug); typically fits a couple fingers on the edge; can be used as footholds
- **Pinches**- positive edge on two opposing sides; normally angled vertically rather than horizontally
- **Volumes and features**- large “holds” that may have placement for attaching smaller holds

**Attaching Holds**

- Match the correct bolt to the correct hold. You will damage the hold and the wall if you do not do so. A hold and/or bolt may also become stuck on the wall indefinitely.
- Know the 3 types of bolts:
  - Button head
  - Flat head (aka martini)
  - Socket head
- Bolts are screwed through the hold and through the wall into the t-nut located behind the wall.
- Consider using the tap wrench to clean the t-nut prior to attaching the hold.
- Inspect every hold for cracks (especially around the bolt hole) and chips before attaching.
- Hand tighten the holds. Do not use a power drill, which will overtighten the hold causing damage.
**Loose Holds, Stuck Holds & Spinners**

If a loose hold is detected while a participant is climbing, you should attempt to tighten the hold. If unable to do so during the shift, wait until closing.

If you are still unable to tighten or remove the hold, place an “X” on the hold with tape and notify climbing wall manager.

If a hold will not loosen, spray a small amount of WD 40 around the bolt, let it sit for a few minutes, and then attempt to loosen it. If it still will not loosen, notify the climbing wall manager.

If a hold is spinning, have another staff member hold the hold still while you attempt to loosen the bolt. If the bolt spins freely, it indicates the T nut is damaged. Notify the climbing wall manager. The bolt and hold may need to be cut away from the wall.

A tap wrench (aka threading tool) is available to clean out rust from t-nuts, which may cause holds to spin or to get stuck. The tap is very sharp and should be handled carefully. Do not store the tap with other metals as the tap could be dulled or cause damage to other equipment.
Emergency Action Plan

Fire Alarm
1. Stop every person and get their attention.
2. Safely bring each climber down off the wall.
3. If appropriate, move all equipment to storage box.
4. Staff and participants calmly proceed to the nearest exit.

Medical Emergency

Climbing Wall Lead
1. Take charge of the situation
2. Tell the staff member nearest the victim to assess the condition of the victim immediately.
   - In all cases, lower immediately.
   - If back injury cannot be ruled out, stabilize the head and do as little movement of the spine as possible.
3. STOP EVERYONE where they are
   - Demand total attention.
   - Ask everyone to come down from the wall.
   - No one should start a climb.

Climbing Wall Instructors and/or Apprentices
1. Nearest staff member- assess the condition of the victim immediately
   - In all cases, lower immediately.
   - If back injury cannot be ruled out, stabilize the head and do as little movement of the spine as possible.
2. Send someone to get the AED- left of the lock boxes located by the restrooms near the climbing wall.
3. Call Campus Police
   - Campus phone- 911
   - Mobile phone- 704-687-2200
   - Location of phone- Around left side of the wall by the women’s restroom.
4. Speak with dispatcher
   - There has been an accident at Venture Climbing Wall in the Student Activity Center
   - An ambulance is needed
   - Briefly explain the injury/accident
5. Notify the SAC Building Manager
6. Remove all participants and observers from the area (protect the privacy of the victim).
7. Assist with patient care, crowd management, and/or begin paperwork, depending on where you are most needed
After the situation is stable
1. Complete Venture’s Accident/ Incident report.
2. Complete any forms as requested by the SAC Building Manager.
3. Notify a Venture administrator.
4. Submit Accident/ Incident report to Venture office by the end of the shift.

Near Miss
A near miss is any situation that could have potentially caused a serious injury.
1. Notify the Lead staff member.
2. Gather as much information from witnesses and those directly involved.
3. Complete an Accident/ Incident report.
4. Have other staff/ witnesses complete a form and/or write their own version of events.
5. Submit the form to the Venture office by the end of the shift.
6. If the situation warrants, contact a Venture administrator.

General First Aid
A basic first aid kit is provided among the climbing wall supplies. The climbing wall manager will ensure it is fully stocked.

- Only provide treatment and assistance that is consistent with your certification and training.
- Complete an Accident/ Incident form for any use of the first aid kit supplies, even if it feels like a minor injury.

Blood Spills
- First, take care of the injured party.
- On the wall
  - Staff members should put on personal protective equipment (PPE; e.g. gloves)
  - Spray the area with bleach
- On ropes
  - Staff members should put on personal protective equipment (PPE; e.g. gloves)
  - Take down the rope and place in a Biohazard bag
  - Wash the rope with soap and water (rope soap)
  - Rope is to be removed from use for at least 12 hours.
- On the floor
  - Cordon off the area to foot traffic
  - Contact the SAC Building Manager