

GRAND PICKLEBALL CLUB MONITOR PROCEDURES

BE SURE YOU ARE WEARING YOUR OFFICIAL CLUB NAMETAG AND HAVE YOUR CAM CARD!!!

1. Monitors must be on duty at all times and may not play or abandon their position, except as noted below.
2. Set up the monitor station in the Pavilion at least 15 minutes prior to the start of drop-in. The monitor storage chest is located on the stainless steel counter in the northwest corner of the Pavilion.
3. Wear the Monitor Nametag.
4. Post the "Grand Pickleball Club Drop-in" sign.
5. Set up clipboards with several "Pickleball Sign-in Sheets". Record your name and today's date on each sheet.
6. As members sign in, they should present you with their Nametag and CAM card.
7. Verify every member's pickleball nametag has the current year's sticker and check the appropriate box on the sign-in sheet.
8. Verify every member has a valid CAM card and check the appropriate box on the sign-in sheet.
9. Players without an Original CAM card must be told that they cannot play until they present their card for verification.
10. Players without a nametag, entitled to play at drop-in, must be issued a temporary nametag if they are on the printed roster and present an original CAM card. Sign them in and inform them that they must wear their nametag in the future. If they are not entitled to be at drop-in, politely explain the rules and ask them to leave the courts.
11. Non-resident household guests of member's and non-local resident guests are permitted if they are with a current member. Complete the sign-in sheet and issue them a temporary nametag.
12. For SCG **NON**-member residents, check the blue "Temporary Tag/Visitor Sheets" in the binder to see how many times they have played drop-in (MAX=3 per year). If less than 3, complete the sign-in sheet, issue a temporary nametag if they have presented a valid original CAM card, and record their name & date on the blue "Temporary Tag/Visitor Sheet" or place a check mark in the box labeled 1, 2, or 3 if they are already on the list. If they have already played drop-in 3 times, inform them that membership dues must be paid before they can play drop-in again and ask them to leave the courts.
13. Guests under 16 must wait until after drop-in to use the courts.
14. If you see any players with inappropriate footwear or clothing (such as flip flops, no shirts, swim suits, etc.) ask them to leave the courts.
15. If an accident occurs, provide an incident report in the binder to someone who witnessed it and ask him/her to complete it. Completed reports must be turned in to the monitors desk at the Cimarron.
16. Monitors leaving the monitor station, for a short period of time, should leave a sign-in sheet for members to complete. It is sufficient, for a short period, to allow members to sign in without verification, as done at CAM facilities.
17. Monitors shall complete a Code of Conduct Incident Report for all violations of the SCG Code of Conduct policy during all club sponsored events. Members are required to report Code of Conduct violations to the monitor on duty. Monitors shall turn the reports in at the Palm Center Executive Directors Office. **DO NOT** confront any member if they resist following the rules or are verbally/physically abusing other members. Go and notify the CAM monitor on duty at the Cimarron that you need security at the pickleball courts. It is important that difficult members are handled by CAM security only. Call the Surprise Police Department in the event of a serious situation or call 911. Also complete a Code of Conduct Incident Report.
18. At the close of the drop-in session, place today's sign-in sheets in the proper section of the binder ("Completed Sign-in Sheets"). Place all supplies in the monitor storage chest and return it to the storage location under the counter. Turn in any Code of Conduct Incident Reports to the monitor on duty at the Cimarron Center.