

Uptown Jack's Court Monitor Procedures

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| <p>VOLUNTEER SHIFT TIMES</p> <p>DAYTIME SCHEDULE (WEEKLY)</p> <p>Monday - Friday: 8:00 -10:30 am Monday - Friday: 10:30 am -1:15 pm Mon/Wed/Fri: 12:45 - 3:15 pm (Bucket play volunteer)</p> | <p>WEEKEND AND EVENINGS (PRIME TIME SCHEDULE as available – not part of weekly schedule)</p> <p>Sundays: 9:00 - 11:30 am Weekdays: 4:30 - 7:00 pm, 6:45-9:15 pm</p> |
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IMPORTANT CONTACTS

Medical Emergency: 911

First Aid box and defibrillator location: front entrance of soccer centre

Saskatoon Kinsmen/Henk Ruys Soccer Centre: 219 Primrose Drive 306-975-3400

Player Contact Information: See Membership List in Binder

DUTIES FOR ALL SHIFTS:

- Soccer Centre staff will have SPI volunteer binder on SPI registration table. This includes key to SPI storage box in the storage area where balls and buckets are located. During SPI play, storage box should be open for access to first aid kit.
- Soccer Centre will provide print out of lists for daytime Reserve-a-Court and Bucket Play sessions.
- Lists for ladder leagues and lessons and Reserve-a-Court for any evening or weekend sessions will be in binder under Programs tab.
- Greet and direct people as they come to the facility and check players off session list.
- Check proof of vaccination and government-issued ID for each player.
- All players must be SPI members (during daytime play soccer centre staff will likely check this but may ask you to assist). To make sure a player is an SPI member, check the member list in binder or online using the member look up tool on Pickleball Canada website.
- If a player is not a member, they can join online through the Pickleball Canada Website and choose Saskatoon Pickleball Inc as their home club.
- If there are any substitutions or drop in players, their names must be added to the registration list.
- Direct players to remove outdoor footwear in the change room. Personal belongings may be taken to the players box or left in the change room at player's own risk.
- Remind players that they are asked to help with set up (first shift of the day) and tear down (last shift of the day).
- Make sure play ends on time.
- Fill in volunteer shift report if you want credit towards earning a punch card (after completing 10 volunteer shifts).
- See next page for additional duties specific to time of shift.

SPECIFIC INSTRUCTIONS FIRST SHIFT OF THE DAY

- Barrier nets should be set up and the bag with the net out for each court.
- Players will help set up the nets.
- After check-in is complete, the volunteer should set up remainder of nets and get things ready for the next session. (Get out balls from SPI locker and clean and sanitize them). Soccer Centre provides sanitization supplies.
- You can assist 10:30 volunteer with check in.

SPECIFIC INSTRUCTIONS MIDDLE SHIFT OF THE DAY - WEEKDAYS

- This volunteer will register the 10:45 players (Ladder/Lessons/Reserve-a-Court/Bucket Play).
- After registration is complete this person will ensure that everything is set out for the 1:00 sessions on Monday/Wed/Friday open bucket play (get balls out, sanitize, put buckets out if not already done).
- This volunteer's schedule is extended to about 1:15 as it is part of your duties to check in the 1:00 PM players.
- Once everyone is registered you can pull across the barrier and give the SPI volunteer binder to SSCI staff.
- Volunteers in this session may sign up for bucket play on Mondays, Wednesdays and Fridays. Just know that you may be joining about 15 minutes late to fulfill the responsibility for check-in.

SPECIFIC INSTRUCTIONS – BUCKET PLAY VOLUNTEERS

- Assist with initial check-in.
- Begin and end play at the designated time.
- During play, you will be in the players box assisting with court rotation, cleaning the balls and sending out the next group of players.
- You are responsible to check-in any late comers.
- SPI has a walkie-talkie so that when you are in the players box the Soccer Center staff can contact you in case there are any late arrivals.
- You would then leave your post for a few minutes and go to lobby to check that person in. Until you return, the players will run rotation themselves.

LAST SHIFT OF THE DAY

- With help of players, disassemble Pickleball nets and hang barrier nets on hooks in storage area
- Put all equipment in storage room. Balls and paddles and paddle holders must be returned to SPI storage box. Ensure it is locked at the end of the day.
- Encourage players to gather their belongings and exit courts promptly.
- Return SPI binder to Soccer Centre Staff.

ADDITIONAL REQUIREMENT FOR EVENING AND WEEKEND VOLUNTEERS

- For evening volunteers, you may also be required to ensure all players have signed a Saskatoon Soccer Centre Inc. waiver form (which will be provided)

Frequently Asked Questions

1. What do you do when a player arrives and has not signed in using Signup Genius

- a. Show them how to sign in for a membership through Pickleball Canada Org. (see instruction sheet in binder). Explain that their membership will not be active within SPI's SUG program until the following Saturday.
- b. Show them how to set up a Sign Up Genius Account (see instruction sheet).
- c. Direct them to the Kiosk to pay the drop-in fee (if court space is available).

2. What to do when a player says they are playing in place of another player who signed up but cannot come.

- a. Make sure they have been confirmed as an SPI member. Welcome them and place their name next to the person they are subbing for. Names are needed for Covid contact tracing.

3. What to do if a player has a suggestion for how to improve the experience at "Uptown Jack's."

- a. Give them your full attention and ask for permission to record their thoughts on the shift report.
- b. Ask them to submit their suggestion or concern, in writing, to saskatoonpickleballinc@gmail.com

4. What to say if a player asks for a refund.

- a. Refunds are not permitted at this time.
- b. It is recommended that you find someone to sub and have them pay you.

5. What to say when players ask about the Sign Up Genius Program.

- a. New signups are open every Wednesday at 7:00 pm for the following week.
- b. From Wednesday at 7:00 pm to Friday at 7:00 pm , each member is allowed 3 bookings. This includes Reserve-A-Court, Bucket Play and Ladders. Bookings close temporarily at 7:00 pm on Friday and when they reopen Saturday at 10:00 am, there is no quota restriction on bookings.
- c. For Reserve-a-Court bookings, the full first and last names of ALL players must be included in the comments section by the lead member booking the court. Courts can be pre-booked for doubles only.