

SUN CITY WEST

OPERATIONS/PROCEDURES MANUAL

December 2023



FORWARD

The information contained in this document is intended to provide information, guidance, and suggestions for volunteers who conduct the club's activities. Most these activities occur annually but new activities undoubtedly will occur with each new Board of Directors.

This document is intended to be useful, meaningful, and treated as a "living document". In order for it to succeed it will be necessary for future Board of Directors to ensure its use and that its contents stay current by way of an annual review. It can be changed and updated by a simple majority vote of the Board of Directors.

This document is the SCW Pickleball Club Operations Manual.

IMPORTANT: Club Bylaws will always supersede this document and SCW RR&P's will always supersede Club Bylaws.

SCW Pickleball Board Members: (please check current SCW PB Club website / Organization, for updated list of Board members for current year.

President

Vice President

Treasurer

Secretary

Officer-at-Large (OAL) Programming

Officer-at-Large (OAL) Social

Officer-at -Large (OAL) Facilities

Table of Contents

CHAPTER 1	5
ORGANIZATIONAL CHART	5
SCW Pickleball Club Organizational Chart	5
CHAPTER 2	6
CONDUCT OF MEMBERS AND GUESTS	6
AMBASSADORS:	6
EQUIPMENT:	6
CHAPTER 3	8
BOARD OF DIRECTORS OFFICIAL DUTIES	8
President:	8
Vice President:	9
Treasurer:	10
Secretary:	12
Officer-At-Large: Facilities	13
Officer-at-Large: Social	14
Officer-at-Large: Programming	15
CHARTER 4	16
PROGRAMS	16
Drop-In Program	16
CHAPTER 5	19
ACTIVITIES	19
Agendas	19
Graphic Designer Job Description	19
Website (Webmaster)	21
e-Newsletter	21
Nominations	22
Good Neighbor Initiative	23
Audit Committee	23
Care Bear Committee	24
Membership Chairperson	24
Bulletin Boards	25
Club Event Management & Registration	25
Historian	26
RCSCW Newcomers Event	26
Ball Dispenser	27
Outdoor Court Maintenance	27
First Aid Boxes	28
Safety Program	29
Ladder coordinator	29
Facility Court Usage Notifications	30
Court Reservations	30

Create weekly facility schedules.	31
Happy Camp Program	32
Add New Program/Group	33
Program Coordinators Guidelines	33
CHAPTER 6	34
Equipment	34
CHAPTER 7	35
Club Agreements and Understandings	35
FITS Tournament Director	35
Reciprocal Play	36
APPENDIX	38
Appendix - 1	39
Appendix - 2	39
Appendix - 3	40
Appendix - 4	41
Appendix - 5	41
Appendix - 6	42

Chapter 1

ORGANIZATIONAL CHART

SCW Pickleball Club Organizational Chart

<u>President</u>	<u>Vice President</u>	<u>Treasurer</u>	<u>Secretary</u>	(OAL)*	(OAL)*	(OAL)*
				<u>Facilities</u>	<u>Programming</u>	<u>Social</u>
Communications	Elections	Audit	Historian	Safety	Scheduling	Food
Club Representative to Governing Board	Nominations	Membership	Board Meeting Minutes	Facilities		Social
Board Meetings and Membership Meetings	Instruction & Ratings	Care Bear		Equipment		
FITS	Tournaments					

*OAL = Officer-at-Large

Chapter 2

CONDUCT OF MEMBERS AND GUESTS

Parameters for membership are covered under SCW Pickleball Club Bylaws, Article II Membership.

The following provides more detail to Article II and addresses other items necessary to maintain a safe and orderly atmosphere for all members while participating in pickleball club activities.

Members are required to sign in prior to entering the courts. Sign in may be via a Rec Card Scanner or by physically signing the sign-in sheet provided nearby. If a Rec Center monitor is present, you must also provide your Rec Card to them to verify you are a Sun City West resident in good standing. Sign in is a Rec Center requirement and a “head count” is important for the Club to show its activity level.

AMBASSADORS:

Pickleball members enjoy the game of pickleball. Part of that is because of the camaraderie they have found among other pickleball players. When a potential member or a new member is spotted at the courts, a warm welcome would be appreciated by them. A smile and an introduction are appropriate. It is important to welcome new members to play and introduce them to other members.

EQUIPMENT:

Members are required to wear their name badge while participating in any club activity. Failure to do so will eliminate members' participation in that event/activity. It is the responsibility of the event/activity coordinator/leader to ensure that all members are wearing their name badge. A one-time warning may be allowed and a second warning will not be issued.

Members shall assist in keeping the courts in an orderly and safe condition. Balls are provided by the Club and upon completion of play all Club balls shall be placed in the ball tube closest to that court. Broken balls shall be placed in the appropriate box on the court or trash container.

Personally owned balls are allowed and may be marked to distinguish them from Club provided balls.

After using tables and chairs provided at the courts, they should be neatly arranged. To prevent wind damage all umbrellas should be closed completely after use. Use of the trash and recycle bins will assist in keeping the courts in a clean, orderly and welcoming fashion.

Court gates are “pushed in” when entering a court, “pulled in” when exiting the court and closed behind the last player.

Hanging bags on the fence is not allowed. All players should use bag hangers added to the court fence line.

To ensure the safety of members and to protect Club assets some of the Club's equipment requires instruction prior to use. An example is the Club ball machines. Members may contact the OAL-Programming to obtain the name of the member who provides instruction for the ball machine.

Special events approved by the Club membership may impact court scheduling. Changes are posted on schedule, announced in the club newsletter and on the club website. These notifications are provided in a timely manner. Members and their guests are expected to honor the schedule changes as they occur.

Chapter 3

BOARD OF DIRECTORS OFFICIAL DUTIES

President:

Primary Duties:

Create agendas and preside over all board and membership meetings following Robert's Rules of Order.

Sees that the directions and policies established by the Board and approved by membership are carried out.

Serves as the Primary Club contact with the Rec Center's Recreation Activities Manager and informs the Board of meetings with the Recreation Activities Manager and General Manager.

Serves as principal liaison to the SCW Rec Center Chartered Club Committee.

Serves as liaison with the Event Sponsorship Chair.

As requested, attends meetings called by the SCW Rec Center Chartered Club Committee.

Ensures the required Rec Center forms are assigned, completed, and turned in by the deadline dates and by the designated Board member/newly elected Board member:

These forms are appended to the Rules, Regulations & Procedures for Chartered Clubs.

Attends Chartered Club Officers Mandatory Meetings.

Upon receipt of monthly sign in numbers from Rec Center, forwards to the Long-Range Planning chair.

Ensures the membership votes on all events which include non-residents of Sun City West, such as: Day for Charity, Fun in the Sun Tournament (FITS), and Reciprocal /League Play. The votes are taken on a yearly basis. Copies of meeting minutes with membership approval are required and provided to the Rec Center's Recreation Activities Manager.

Serves as ex-officio member of all Club committees except the Nominating Committee

Fills in for Treasurer when unavailable.

Possesses a copy of Robert's Rules of Order for Dummies.

Serves as liaison with the FITS, Day for Charity, and Ball Drop Committees.

Ensures all Board Members are aware of the location on the web of the Sun City West Inc. Rules and Regulation for Chartered Clubs (RR&P's).

Maintains appropriate Club keys relative to Board duties.

Assists the newly elected President.

Serves a 2-year term. (Maximum of 4 consecutive years)

Committees:

Media/Communication

AFC FITS/Ball Drop

Vice President:

Primary Duties:

Performs the duties of the Club President when the Club President is unable to do so or when appointed.

Is responsible for appointing an election nominating committee and carrying out the yearly elections.

As needed coordinates the use of the Rec Center laptop and operates the Power Point software at General Membership Meetings.

Serves as liaison with the Pickle Skills Plus Committee.

Serves as liaison with the Ratings Committee.

Is responsible for accurate count for V-Club Banquet

As assigned, completes and submits all necessary CR-14 forms for Equipment needs for all events. (See President's position description – Primary Duties)

Is responsible for responding to all “Contact us” forms/messages from the webpage. Research answers for those questions or comments.

Maintains/Updates the Operations Manual – ensures publication on the webpage.

Maintains Pickleball Participation Tallies (sign in data)

Carries out other duties as assigned by the President.

Board Liaison to Good Neighbor Initiative.

Attends all Club Board and Membership meetings.

Is aware of the Recreation Centers of Sun City West, Inc; Rules, Regulations and Procedures For Chartered Clubs (RR&Ps) and can locate the website.

Maintains appropriate Club keys relative to Board duties.

Assists the newly elected Vice President.

Serves a 2-year term. (Maximum of 4 consecutive years)

Committees:

Elections/Nominating

Tournaments

Instruction

Ratings

Treasurer:

Primary Duties:

Responsible for timely payment and reimbursement of all Club bills

Maintains and balances Club accounts Operations, Capital Reserve, Membership, and Fundraising. (Accomplished monthly)

Club banks require the Treasurer's personal address.

Maintains an up-to-date ledger of all financial transactions.

Performs functions on the Club's computer software currently - QuickBooks.

Provides account status at Club Board and General Membership Meeting.

Provides an electronic copy to all Board Members.

Responsible for completing and submitting CR-7, Annual Financial Statement, by Feb 1 as required in the Rules, Regulations and Procedures.

Responsible for ensuring CR-7 is audited by a non-board member of the club, prior to submission. (Traditionally this is done by the previous Treasurer.)

As a 501 (c7) organization Federal and State forms must be submitted: IRS Form 990EZ must be submitted by May 15th and must be reviewed by the Rec Center's Chair of the Insurance Sub-committee prior to the submission to the IRS. Arizona State (AZ) form 99 must be submitted by May 15 and sent to the IRS. A copy of this form must be provided to the Rec Center's Chair of the Insurance Sub-committee.

Equipment purchases of \$300 or more must be approved by the Recreation Center Activities Manager through submission of form CR-10, by the Club President. Upon approval, Recreation Center Activities Manager forwards form to a Charter Club Specialist for inclusion on the Club Inventory List for insurance coverage. The Club inventory List is forwarded to the Club Treasurer annually for verification, again, for insurance purposes.

Provide the Board with a yearly budget. Includes projection of income and expenses for the upcoming year based on previous year.

Provides businesses the Club interacts with the Treasurer's personal address.

Keeps and maintains all financial records for seven (7) years prior to the current year.

Turns over all files to the succeeding treasurer. Records are stored at Helping Hands.

Works with the Chair of Social Fundraising relative to invoicing sponsors.

Responsible for maintaining inventory of balls for membership and equipment for Pickleball Orientation.

Prepares and files with the IRS any necessary 1099s.

Carries out other duties as assigned by the President.

Attends all Club Board and membership meetings.

Is aware of the Recreation Centers of Sun City West, Inc; Rules, Regulations and Procedure For Chartered Clubs (RR&Ps) and can locate the website.

Maintains appropriate Club keys relative to Board duties - PO Box keys.

Assists the newly elected Treasurer.

Serves a 2-year term. (Maximum of 4 consecutive years).

Committees:

Audit

Membership

Care Bear

Ball Inventory

Secretary:

Primary Duties:

Take minutes of all Board, General Membership, and Special Meetings.

Provide drafts of all meeting minutes to the Board for final approval. Once approved, ensure they are posted to the club website.

Furnishes all meeting minutes requested by the Rec Center and/or Chartered Club Committee.

Maintains and stores meeting minutes for 3 years, both electronic and hard copies.

Handles all Club correspondence.

Releases all materials to the succeeding Secretary.

Attends all Club Board and Membership meetings.

Completes other assignments as presented by the President.

Is aware of the Recreation Centers of Sun City West Inc Rules, Regulations and Procedures for Chartered Clubs and can locate the website.

Maintains appropriate club keys relative to Board duties.

Assists the newly elected Secretary.

Serves a 2-year term. (Maximum of 4 consecutive years).

Committees:

Historian

Officer-At-Large: Facilities

Primary Duties:

Safety

Ensures needed safety procedures are posted.

Responsible for purchasing needed first aid materials for court side first aid kits.

Ensures first aid materials are readily available courtside. Conducts checks of supplies at least twice per week.

Ensures Rec Center Accident/Incident/Injury form (RC 20-5) are readily available courtside.

Alerts members when AED and First Aid classes are being offered. Such information will be provided to the club President for posting.

Facilities

Serves as Club (look out) to ensure facilities are maintained and in playable condition. Actual maintenance is the responsibility of the Rec Center.

Recommends, as needed, replacement of equipment - such as chairs, court rollers/brooms, balls, clocks, nets and court flags.

Provides a container for Lost and found items, maintains and recycles lost and found items.

Maintains an updated inventory of Club equipment stored within all storage cabinets, boxes and areas including the shed, sound room, the Foundation, Helping Hands and any other locations.

Obtain volunteers for care, display and storage of banners, including sponsorship, events and tournaments etc.

Obtain volunteers for distribution of balls on the courts.

Attends all Club Board and Membership meetings.

Completes other assignments as presented by the President.

Is aware of the Recreation Centers of Sun City West Inc Rules, Regulations and Procedures for Chartered Clubs and can locate the website.

Maintains appropriate club keys relative to Board duties. Maintains all combination locks and passwords and changes them as needed.

Keeps a key log of all keys held by Board Members

Assists the newly elected OAL.

Serves a 2-year term. (Maximum of 4 consecutive years)

Committees:

Facilities/Equipment

Safety

Officer-at-Large: Social

Primary Duties:

Meals

Responsible for all food and beverage needs at meetings and club events.

Social

Responsible for the V Club banquet.

Note: Monthly socials have historically been held in Oct, Nov, Dec, Feb, March, April and May.

Present event and date to the Board for approval.

Activity Report available for guidance.

Information Form available for guidance.

Is aware of the Recreation Centers of Sun City West Inc Rules, Regulations and Procedures for Chartered Clubs and can locate the website.

Maintains appropriate Club keys relative to Board duties.

Carries out duties as assigned by the President.

Attends all Club and membership meetings.

Assists newly elected officer-at-large.

Serves a 2-year term (Maximum of 4 consecutive years).

Committees:

Social

Meals

Officer-at-Large: Programming

Primary Duties:

Creates master weekly program schedule online in Hold My Court software.

Will assist members and the board with creation of new programs as needed.

Creates club calendar in hard copy and electronic copy for postings.

Creates and updates coordinator and drop-in guidelines.

Oversees online reservation process. Assists RH Johnson Rec Center Staff with online reservations.

Evaluates and suggests changes to the Board concerning court usage issues.

Serves as liaison with Program/Group coordinators.

Serves as liaison with Happy Camp Coordinator.

Serves as liaison with appropriate Rec Center personnel and outside club coordinators as needed for reciprocal play.

As needed creates newsletter notices and forwards them to the newsletter editor for publication.

Carries out duties as assigned by the President.

Attends all Club Board and membership meetings.

Assists newly elected director-at-large.

Serves a 2-year term. (Maximum of 4 consecutive years)

Committees:

Scheduling

Charter 4

PROGRAMS

Drop-In Program

Purpose:

The purpose of our Drop-In Program is to provide the opportunity for ALL club members to play during peak times. All club members are welcome. Drop-in is a good time to practice your game and meet new people. We encourage players to introduce themselves and mix up play when possible. Be a Pickleball Ambassador!

During scheduled Drop-In time the courts may be used for games, drills, or ball machine practice **until all the courts are full and players are waiting**. With all courts full and players waiting, drills and ball machine practice ceases and only games are allowed.

When the courts are full and players are waiting

Raise the red flag at the corner of court 5. This indicates to all players that the courts are full and players are waiting and the following procedures are in effect:

Players engaged in drills or ball machine practice should finish their current drill, or bin of balls, then vacate the court.

Players waiting to play will place their paddles in the holders between courts 7 and 16. Only one paddle per player. When a court opens the first four players will proceed to that court.

Order for players waiting is Left to Right, Top to Bottom. To preclude a constant movement of paddles a ball will be hung above the next set of paddles in line. When they depart to play the ball will be moved above the next set of paddles. The top left paddles go first then the next set of paddles on the top. Once all the paddles on the top have gone the leftmost paddles on the bottom will play. When the bottom row is complete it will start again at the top left.

Four players will play a game to eleven (11) points and then vacate the court. When vacating the court they will announce, loudly and clearly, that court #XX is open.

The next four paddles in line will then play on the vacated court and continue the process.

All players waiting to play should be ready to enter the courts as a group.

Should there be less than 4 paddles in a grouping, the player or players should proceed to the vacated court and ask those vacating to play with them. Hopefully, they'll be good pickleball ambassadors and play.

When passing through another court, wait until a point is completed, ask for permission to enter and pass through, and thank the players while passing. Only four (4) players should be on any court when the courts are full.

Once there are open courts and no players waiting the red flag should be stowed.

When players ARE NOT waiting to play and there are available empty courts

- 1) Four players will play a game to eleven (11) points.
- 2) If no other players are waiting to play, the same four players may continue to play another game on the same court.
- 3) More than four players can be on a court, i.e., there may be rotating players sitting/waiting on the bench. HOWEVER, once the courts are full, only four players can be on the court i.e., no players can be sitting/waiting on the bench.

PICKLEBALL Introduction:

Available to all SCW Residents with a current rec card. This class is an Introduction to Pickleball. Participants will learn the rules, how to score, and how to hit basic shots. Equipment will be available for participants.

LADDERS:

Competitive play working your way up the ladder. You do not need a partner. You will play one game with each of the other three people on your court. Club members of all skill levels are welcome. Highest score in each group moves up and lowest score moves down. The play schedule each week is posted on the web page. You must contact the ladder coordinator to play in this program.

PICKLESKILLS PLUS:

The primary goal of this group is to provide the opportunity for all club members to improve their skills and enjoy the game of pickleball. Lessons are offered for all skill levels.

MEMBER RATINGS: See Appendix 3

ROUND ROBINS:

Round Robins are organized groups for players of a select rating/skill level, gender and/or age. These groups are intended for club members to play on a set, recurring schedule. Round Robin is a generalized name as not all groups use a round robin format.

RRC (Round Robin Competitive). Players in these groups hone their skills as they try to progress to a higher rating or be the top of their current rating. To play in these groups you must have the corresponding rating or demonstrate to the coordinator that you have the appropriate skill level to play in that group.

RRS (Round Robins Social). These groups meet to get exercise and play in a more social setting. The associated rating is designed to help a player find an appropriate group for their skill level. It is a suggestion, not a requirement.

Chapter 5

ACTIVITIES

Agendas

Responsible Board Member: President

Purpose:

To conduct all club business in an orderly and useful manner.

Procedure: The President, with input from Club Board and membership, prepares agendas for all Board and General membership meetings prior to the meeting date and posts them to the website.

Specific items to be included on the agenda discussed and then voted upon by Club members during specific months include:

April – A Membership vote is taken, when a quorum has been met (100 members), to approve the Fun In The Sun (F.I.T.S.) pickleball tournament and Reciprocal Play for the next year. Voting will be done in person (voice vote or show of hands), by paper ballot, or any generally accepted other technologically assisted solutions and retained on Club records. There will be no proxy votes.

April – At this Board Meeting a confirmation of dates for all Club events will be made. This allows for the submission of CR-6 which is due May 1 of every year.

Duties: President will request input from Board members prior to finalizing the agenda. Once final, the document will be sent to Board members prior to the appropriate meeting. The agenda should be posted on the website within two days of the meeting.

Graphic Designer Job Description

Responsible Board Member: President (Media Committee Chair)

Purpose:

The Club Graphic Designer is responsible for a variety of projects supporting the activities and projects of the SCW Pickleball Club. Projects are initiated by the Board - final sign off is from the Club president.

Procedure:

Work is completed for the Club events and advertising events. These tasks include but are not limited to - seasonal posters of membership meetings, board meetings, officers, sponsors and list of activities. —Court signage, banners, rack cards, bulletin board needs as directed by the Board

Membership activity posters (i.e. Fall Classic, Food drive, Toys for Kids, Snowbird vs. Sweatbirds, V-Club, Ice Cream Social, etc.)

Electronic Monitor Artwork design and posting

Nomination committee posters/ballots as directed.

PickleSkills banner and other needs as directed by the Board.

SCW Club Championship medals, banner, plaque, etc. as directed by Club Championship team.

FITS projects (advertising pieces and medals) as directed by tournament director —

All for Charity and ball drop projects as directed by coordinator —

Logo design as directed by club Board.

Maintain the website calendar using information obtained from posters created and from information supplied by Club President (date of meetings, etc.)

All other projects as directed by the SCW Pickleball Club Board

Duties: Must be a trained graphic designer that understands visual communication.

Must be proficient in Adobe software, i.e. InDesign, Photoshop, and Illustrator.

Must know how to prepare files for a variety of vendors (printers—offset & color copiers, silk screeners, sign companies, embroiderers, specialty advertising, website usage and others.)

Must be able to build relationships with vendors and others.

Responsible for invoices (sending to the treasurer for payment/using your own credit card for payment and then sending to treasurer for reimbursement).

Must have own equipment (Mac preferably) and software (Adobe) and be able to convert all projects to .pdf files (sometimes .jpg) for use by others.

Must be able to create files for the pickleball club webmaster and newsletter preparer.

Must maintain sponsor logos, sometimes recreating at high resolution.

Using graphic design expertise and marketing abilities offer expertise and ideas for club communication to the Board.

Is responsible for club logo usage. Must protect branding.

Is responsible for FITS logo usage. Must protect branding.

Must be organized, and able to follow projects from beginning to completion, sometimes calling vendors to check on progress, must meet deadlines.

Must maintain projects in a personal computer in an organized manner for easy retrieval.

Number of volunteers needed - 1-2

Website (Webmaster)

Responsible Board Member: President (Media Committee Chair)

Purpose:

To publicize the SCW Pickleball Club activities for members and non-members alike in a timely manner.

Procedure:

Volunteer maintains the operation of the website, works with the web host, and ensures web bills are paid. Maintains the security of the website. Oversees club members authorized to edit web pages. Manages the web-host email. Works with Club officers to post updates of schedules, maintains a calendar of club events, uploads pictures and documents to the website. Reports directly to the Club President via the Media Committee Chair.

Skills necessary for this position are working knowledge of Website Design and Web Hosting. To include domain registration and maintenance.

Volunteers needed - 2

Media Committee Chair

Responsible Board Member: President (Media Committee Chair)

Purpose:

As the Media Committee Chairperson for the SCW Pickleball Club, the individual in this role holds the responsibility of overseeing the club's digital presence.

Duties:

Responsible for managing and updating the club's website, cultivating public relations within the community to attract new members, and strategically utilizing multimedia platforms like Facebook, the SCW Rec News website, and the Community Newspaper Webpage for effective club promotion among SCW residents.

Additionally, the Chairperson is dedicated to enhancing member engagement through the regular publication of an entertaining and informative Club e-Newsletter, ensuring timely communication of club events, board announcements, and engaging Pickleball news on a weekly basis. The overarching goal is to not only bolster the club's online visibility but also foster a vibrant and connected community of Pickleball enthusiasts within the SCW neighborhood.

Volunteers needed - 2

Nominations/Elections

Responsible Board Member: Vice President

Purpose:

To seek candidates for Board member openings. To run elections in accordance with the By-Laws.

Procedures:

A slate of prospective officers is prepared for presentation to the membership at the October General Membership Meeting. Any member can stand for any open Board position – the committee does not approve or disapprove any member for a Board position. The committee runs the election process as per the By-Laws. Once advised of the winner(s) the President makes the announcement to the membership in person or via an e-blast.

Duties:

Flyers, posters, newsletter and website notifications may be used to solicit candidates.

A slate of candidates will be presented at the October General Membership meeting. Nominations will be open until closed by the Vice President at the November General Membership meeting. The slate of candidates will be presented to the body via the website. Members may nominate themselves or another member, however, a member may not be nominated without his/her consent.

A candidate does not need to be present to be considered for a Board position.

Number of volunteers needed - Minimum - 2

Good Neighbor Initiative

Responsible Board Member: Vice President

Purpose:

The Good Neighbor Initiative is the conduit between the SCW Pickleball Club and the neighbors that surround the Palm Ridge pickleball courts. Our goal is communication. We inform approx. 60 neighbors of the club's peak season activities at the courts and invite the neighbors to join us by providing an occasional lunch or other offering. We are also a listening ear for concerns of the neighbors. We provide the SCW Pickleball Club Board with information regarding concerns of the neighbors and propose guidelines for handling/correcting the issues.

Procedure:

Each peak season (October through April), a minimum of one contact is made with the "neighborhood".

Volunteers needed - Minimum - 2

Audit Committee

Responsible Board Member: Treasurer

Purpose:

As required by the RR & P's, and Club Bylaws, Form CR-7 must be completed.

Procedure:

A non-board member must conduct a review of the procedures used to document and review all financial transactions conducted by the Club treasurer. A report of findings will be presented at the February General Membership Meeting.

Duties:

The Audit Committee shall be a current Club member in good standing. The Audit will be completed at the end of the calendar year. The CR-7 Form will be completed and forwarded to the Rec Center prior to February 1st of the following year.

Volunteers needed - 2

Care Bear Committee

Responsible Board Member: Treasurer

Purpose:

To reach out to club members in a time of need

Duties:

The Care Bear Committee will provide the appropriate message to be sent to those who have lost loved ones or have been ill or any other event that would be indicated.

Volunteers needed - 1+

Membership Chairperson

Responsible Board Member: Treasurer

Purpose:

Maintains membership information for all club members ensuring membership roster and Rec Card Scanner are as current as is possible.

Procedure:

Process membership information of new members and renewals of current members.

Handle orders, to include receiving monies for membership, badges, renewals and for the replacement of items as needed.

Download data (day, date, time, & facility usage numbers of members) from Rec Card Scanner first of each month and provide info to Rec Center (RHJ) for monthly stats.

Upload current member Rec Card numbers for next month's download.

Forward copy of monthly stats provided by Rec Center to Club fundraising chair.

Provide Sponsorship Committee with membership tally.

As required by the RR&P's, complete annually form CR-10 and submit by January 31st.

In the Treasurers' absence, the President will make monthly bank deposits and maintain invoices. All records and receipts are provided to the Treasurer upon return.

Provide to Club secretary membership-related information to include updates needing publication on the website and in the newsletter.

Respond to membership questions, via email or phone calls, from members requesting assistance.

Provide membership reports for all Board and General Membership Meetings.

Duties:

Develop and maintain membership information, payment of dues, etc. Maintain a supply of club information cards. Advise Club secretary when supplies are needed.

Provides coordination with the Treasurer on a weekly basis for membership income information. Provide breakdown of new members, prorated members renewals, and badges.

Order badges from a vendor. Notify members when to pick up badges from the green Member Pick Up Box located near Liberty Courts bulletin board.

Manages information to members for renewal.

Number of volunteers needed - 2

Bulletin Boards

Responsible Board Member: Secretary

Purpose:

To provide members with Club information in hard copy. To keep boards in a clean and organized fashion which includes removing items that have not been approved by the Board.

Procedures:

Boards should be checked at least once a week. Supplies should be maintained by volunteers.

Volunteers needed - 1

Club Event Management & Registration

Responsible Board Member: Secretary

Purpose:

The Club uses this format when registration is needed for Club events.

Duties:

Club Website Membee “Events” Segment. Club volunteer obtains necessary information from completed Advertising Form (page 2 of Event Instructions form) provided by event coordinator to create the event on Membee. This will allow club members to register online.

Volunteers needed - 2

Historian

Responsible Board Member: Secretary

Purpose:

To maintain a history of the Club's major accomplishments for the year.

Duties:

The volunteer will maintain the SCW Pickleball Club History. This collection of Club History can be accomplished in two ways. A review of the general membership meeting minutes can convey the events of every month. Or the volunteer can recall through their own experience and document the Club's events and then expound on them.

The summary should be brief and concise. It should convey the Club's accomplishments in a most positive manner. Ideally the work should be done by February of the following year.

Volunteers needed - 1

RCSCW Newcomers Event

Responsible Board Member: OAL – Facilities and Maintenance

Purpose:

To showcase our club, to add to club membership, to answer questions about our club and to promote Sun City West.

Procedures:

The Pickleball Club hosts a table at the Newcomers Event. It is essential to have two club members that are personable, familiar with Club activities and can answer questions or can direct people where to go to get answers. All questions should be answered in a positive manner, Club representatives should wear Club badges or another Club identifying item.

The club table should be set up and ready to go before opening and should remain open until after the event closes.

The Rec Center provides each club with one table and two chairs. Everything else is provided by the club.

1. A Club Banner is hung on the table. The banner is stored in the shed.
2. Club information cards should be arranged on the table.
3. A couple of pickleballs should be placed on the table.
4. Pickleball paddles, 1-2, should also be placed on the table.

Volunteers needed - 2 per event.

Ball Dispenser

Responsible Board Member: OAL- Facilities & Maintenance

Purpose:

To ensure each outdoor court has a supply of pickleballs for play.

Procedures:

On a weekly basis the court ball tubes are checked for supply.

Duties:

The volunteer will stock the courts and store supplies as needed.

The volunteer will empty the broken ball containers.

As supplies are needed the volunteer will notify the Treasurer.

Number of Volunteers needed - 1 per facility location.

Outdoor Court Maintenance

Responsible Board Member: OAL - Facilities & Maintenance

Purpose:

To ensure as much as possible the courts are presentable and in good playing condition.

Procedures:

The Recreation Center is responsible for courts, fencing, gates, nets, windscreens, sound barriers, sound system, lights and fans. However, issues may be easily and quickly repaired such as a new clip or zip tie that has broken. The repair may be replaced by a Club volunteer who has been instructed on proper installation.

Issues that are a safety concern and cannot be easily and quickly repaired are reported to the Club OAL for reporting to the appropriate facility personnel. Club members shall be advised if Rec Center personnel need access to courts for verification of repair work. Play shall stop and play resumes when staff has completed their evaluation of repair work needed. There will be times when courts need closure for repairs, routine maintenance or due to safety concerns. Membership will be advised ASAP.

Duties:

The volunteer(s) will perform the following work:

Check the pickleball net height and make any necessary adjustments as needed.

Collect balls around the outside parameter of courts

Check clocks and windsocks.

Check the condition of courtside benches, umbrellas, storage containers, shed pickleball equipment and furniture.

Ensure the pickleball facilities Lost & Found containers are routinely emptied and the contents are recycled.

Maintain keys for access as necessary.

Storage of banners at Helping Hands.

Notify the OAL purchases are needed and forward receipts to the Club Treasurer for reimbursement.

Number of volunteers needed - 1-3

First Aid Boxes

Responsible Board Member: OAL - Facilities & Maintenance

Purpose:

To ensure the Club members have at courtside a stocked basic first aid box. The metal boxes have a red cross on the front for identification purposes.

Procedures:

Supplies are in the Facilities Manager's office at Palm Ridge. Send a receipt for purchases made to the Club Treasurer. All First Aid boxes should be checked at least 3 times per week during peak season for re-stocking purposes.

Duties:

At Liberty Courts the boxes (2) are located outside court 8 and 16. At Sands Courts the box (1) is located outside court 5.

Each box contains: Two cold packs, Antiseptic wipes, One Ace wrap, Gauze pads, tape, band aids and two injury report forms

Experience dictates that only a few 6-8 band aids should be stocked at one time.

The injured person or a witness is responsible for completing the injury form and submitting it to the facility monitor.

Number of volunteers needed - 1-2 per pickleball facility.

Safety Program

Responsible Board Member: OAL - Facilities & Maintenance

Purpose:

To remind players to play safely by use of safety tips to prevent mishaps, injuries, or accidents.

Procedures:

Tips should be written/drafted and shared with the Club President for discussion at meetings or publication in the Club newsletter or webpage.

Duties:

Develop and distribute or post brief statements addressing helpful strategies such as – not running backwards or need to stay hydrated. Information offered could announce various training classes offered by the local fire department, such as AED training, CPR training or other Sport/health classes.

Volunteers needed - 1-2

Ladder coordinator

Responsible Board Member: OAL - Programming

Purpose:

To Define the duties for the volunteer leader of a Club ladder

Duties:

Prepare a schedule for the weekly ladder matches and post on the SCW Pickleball Club website.

The coordinator responds to emails from Ladder participants throughout the week.

The coordinator prepares the score sheets and takes them to the courts. The score sheets are self-explanatory.

The coordinator checks the arithmetic on the score sheets and ranks the players. The scores are then entered on the Ladder program. The program figures the rankings and win percentages. The results are then posted on the Club website.

Volunteers needed - 2 per ladder.

Facility Court Usage Notifications

Responsible Board Member: OAL - Programming

Purpose:

To inform the membership of any changes relative to the court schedule which will impact court play times.

Duties:

Create a newsletter article for any information that club members need to know regarding the schedule, i.e. – “Liberty Courts Closed for Rec Center Cleaning on...”

Submit article, via email, to the President for posting on the website, newsletter and bulletin boards.

Volunteers needed - 1

Court Reservations

Responsible Board Member: OAL - Programming

Purpose:

To ensure coordination for court reservations for pickleball facilities.

Duties:

Create on-line reservation schedule in Hold My Court software. Make changes to this schedule as they occur. Update and maintain the reservations instruction on the club’s website. Work with the Rec Center Staff to ensure SCW residents can reserve courts.

Volunteers needed - 1

Create weekly facility schedules.

Responsible Board member: OAL - Programming

Purpose:

To ensure court availability for all membership use of courts.

To organize club courts for optimal use.

Duties:

Two schedules are created throughout the year: Peak Season and Non-Peak Season

1. Two months prior to the effective date of new schedules, contact all program coordinators via email, phone or in person to verify if they will continue as coordinator. Share their program's schedule: day, time, and number of courts. Resolve challenges.
2. Create the new schedules based on responses and board approval.
3. After all information has been collected, finalize the schedule.
4. Update reservation schedule in Hold My Court software.
5. Update and revise Hold My Court software as changes arise. If a new program is the reason for the change, submit an announcement for the club newsletter to the President.
6. Submit Weekly Program Summary to the webmaster in PDF form for posting on the website.

Volunteers needed - 1

Happy Camp Program

Responsible Board Member: OAL- Programming

Purpose:

This community wide Spring activity is sponsored by the SCW Rec Centers. They request our Club participation and ask the Club to designate one Club representative to be their direct contact. This activity introduces to grandkids, or other child aged relatives of SCW residents, the game of pickleball.

Procedure:

The courts are reserved via the court scheduler for a 1-hour time block on each of the dates pickleball is scheduled for Happy Camp by the Rec Center. Equipment for this activity is contained in the locked bins between courts 17 & 18.

Duties:

Meet with the Happy Camp representative. Set up a schedule in March, to include the dates, times and number of courts.

Notify current programs that will be impacted.

All the equipment needed for this activity is stored in the locked bins and includes paddles, hoops, extra buckets of balls, empty 5-gallon buckets, red-yellow-green colored circles. Skills introduced include service, volleys & dinks, accuracy & court position, and ball handling. Each child should have an adult partner (parent or grandparent). Extra club member volunteers are needed to serve as surrogate grandparents for children without adult partners. Each court is ideally hosted by 2 club member volunteers who will teach one of the above listed skills. Each child is given an opportunity to rotate through all the pickleball skills and then play a game. Volunteers should offer encouragement and praise for each child. Souvenirs are encouraged - small plastic pickleballs used in the past. Reimbursement is available.

Volunteers needed - One lead volunteer and others as needed.

Add New Program/Group

Responsible Board Member: OAL - Programming

Purpose:

To accommodate members in the formation of a new program.

Duties:

Determine day, time and court availability. The new program must have a name, description, and two coordinators. All new groups must be approved by the Board.

Share the change with the board. Add new program to the schedule and Hold My Court reservation software. Send email to the President to post in the weekly newsletter.

Update the weekly program summary description / coordinators page and submit to the webmaster in PDF form for posting on the website.

Number of volunteers needed - 1

Program Coordinators Guidelines

Responsible Board Member: OAL- Programming

Purpose:

To provide a Club-approved means to conduct various club programs for the benefit of all club members. To indicate to all coordinators what their responsibilities are regarding the conduct of the program they have volunteered to lead. Assist in finding a new leader when a program coordinator resigns.

Duties:

Revise Program Coordinator Guidelines as needed and submit to the webmaster posting on the website.

Send Program Coordinator Guidelines to coordinators at the beginning of each season so they will know what is expected of them.

Number of volunteers needed - 1

Chapter 6

Equipment

Purchasing: Equipment purchases in excess of \$300 must be approved by the Recreation Centers Activities Manager with the submission of a CR 10 form by the Club President. All equipment valued at \$300 or more is the property of the Rec Center upon acquisition.

Inventory: Annually, a current list of inventories is sent to the Pickleball Club Treasurer by the Rec Center Charter Club Specialist for verification. This is necessary for insurance coverage. Verification and/or updates must be submitted by February 1 of the following year.

Duties:

1. Club Treasurer – will maintain a current list of all Club inventory in excess of \$300.
2. Club Officer at Large (Facilities) - maintains a current list of all equipment needs and locations for necessary Club Operations.

Donations: The Club may accept contributions/donations which may include labor only with material cost reimbursement if reimbursement does not exceed \$300. Contribution/donation if valued at \$300 or more is reported on inventory list provided to Rec Center Charter Club Specialist and is the property of the SCW Recreation Centers.

Chapter 7

Club Agreements and Understandings

FITS Tournament Director

Responsible Board Member: President

Purpose:

To oversee the organization of the club USA Pickleball sanctioned tournament – held in March. Specific areas include communications, layout of all elements of the tournament, equipment availability and avenues to repair equipment, financial aspects and Opening Ceremonies. Director will maintain close contact with the Club President who will serve as conduit with the SCW Recreation Center personnel.

Duties:

1. Obtain the past years' FITS executive committee summary reports for reference.
2. Obtain a list of executive members and sub-committee chairs who are willing to continue their functions in the coming year.
3. Confirm with Club President appropriate forms and equipment requests were filed in the previous year.
4. Before August 1st have tournament flyer created by the Club graphics designer.
5. Prior to August 1st fill out application for sanctioned tournament status on USA Pickleball.ORG website. Go to Tournaments & Ratings, then USA Pickleball Sanctioning then Sanctioning Application.
6. Upon approval request Board to pay sanction fee.
7. Schedule 1st Executive Committee meeting prior to December 1st
8. Sub-committee chairs should be in place by December 1st.
9. Verify all committees have their equipment and volunteers needs met prior to Feb 1st.

Number of volunteers needed - Approximately 150

Reciprocal Play

Responsible Board Member: OAL- Programming

Description:

What is Reciprocal Play? Reciprocal play allows Members of SCW Charter Clubs, with like interests, to form teams, leagues, groups, etc. and compete and/or socialize with other club members of like interests, from other age restricted communities. SCW has RRP's that state the rules that need to be followed and forms that need to be filled out. Each Charter Club that would like to participate may also have their own guidelines or rules for Club Member participation.

Procedures:

SCW Charter Club Request:

Key Points & Requirements:

It is the Association's policy that only members of the Association (Owner Members, Associate Members and persons with Tenant Activity Cards) may be members of Chartered Clubs and therefore, members of Chartered Club teams.

Age restricted community clubs/teams shall not be allowed to compete/meet with a SCW Chartered club/team using Association facilities unless the following conditions are met:

1. Advanced approval shall be required from the SCW Recreation Activities Manager who shall assist the club/team in developing a CR-14a.
2. The CR-14a establishes the parameters wherein SCW and the participating age restricted communities will make every reasonable effort to schedule play or visits, with a comparable number of times on similar facilities without being required to pay any fee.
3. The Chartered Club's membership MUST annually approve at a regularly scheduled meeting of the members (April) and their president or designated representative submit a CR-14a that specifies club/team reciprocal events including:
 - a. Projected activities
 - b. Participant qualifications (if applicable)
 - c. Proposed event schedule
 - d. Attach the schedule

Reciprocal Play Parameters:

1. Reciprocal Play is controlled and managed by the Club and may only use court space and court time that is approved & allocated for their use.
2. Fair use of resources between communities needs to exist. Example: Assuming a team or group from each of four communities wants to play once a week, this means that each community involved will travel to the host community for that play session. Each community involved needs to allocate their fair share of court space and time to do their part during the weekly rotation of play. In this example SCW Pickleball would allocate court space and time to host the four communities involved, once every four weeks.

3. Each reciprocal play team or group is required to have coordinators to organize the play when they are the host community and ensure all is ready for team play. The SCW coordinator(s) will provide information to the SCW PB Club Board / Liaison.

Group Options

All Club members have the equal opportunity to form a like interest group, but it also takes another like interest team or group from other communities in order for reciprocal play to work. We have listed a few examples of possible pickleball teams or groups that could be formed. Please keep in mind that the list of possible teams could include a wide variety of people and interests. 1. Skill based teams for competition – i.e., men’s 3.0, ladies 5.0, beginners, mixed, etc. 2. Age-based teams for competition or social interests – i.e.: men 70+, women 55-60, couples age? 3. Social interests’ teams or groups – i.e., 1 hour play & out to dinner group, no score just exercise group, recreational only group, etc. **IMPORTANT:** Reciprocal Play is not one couple from SCW getting together with one couple from Sun City to play Pickleball to avoid paying guest fees!

Forming a Reciprocal Play Group/Teams

Responsibilities:

1. Court Availability - Coordinator(s) will contact Club board members in charge of scheduling to determine court availability for desired day and time.
2. Forms - Coordinator(s) will complete and submit to Club board the following documents: SCW Pickleball Club Reciprocal Play: Team Formation* and SCW Pickleball Club Reciprocal Play Enrollment Announcement*
3. CR-14a - SCW Pickleball Club Board will complete CR-14a and submit to rec center management for approval. Rec Center also requires that the CR-14 be signed by the reciprocal partner’s Recreation Manager.
4. Enrollment Communication - Upon approval, the coordinator will send enrollment communication to the membership through the newsletter.
5. Dates - Coordinator(s) will provide specific dates for play in SCW to be included on the weekly schedule.
6. Sign-ins - Coordinator(s) will “check-in” participants from other communities... All SCW participants will sign in with the scanner or on the sign-in sheet if the scanner is not working.

APPENDIX

Appendix – 1

Program Coordinator Guidelines

PURPOSE: The purpose of scheduling programs such as drop-ins, ladders, lessons, round robins, reciprocal play, and social play is to provide a variety of opportunities for club members to play, compete, learn, socialize, and have fun in an organized setting.

REQUIREMENTS: A scheduled program must have two coordinators who are the contact person for the potential participants and is responsible for leading the group in the scheduled program. Courts are requested through the board member responsible for scheduling. Please note, courts requested should be based on average participants, not maximum participants.

Must check in all participants, verifying badges and sign-in (if there is no monitor).

Verify courts needed per participants for that day. Re-verify each round the number of participants and thus the number of courts needed.

If there are more participants than courts scheduled, rotation will take place. An open court may be used (if not being used by other players). If there are less participants than courts scheduled, the extra courts should be released for open play. If a scheduled court is released for open play and then needed, the players using that court shall be notified. When their game is finished, they will leave the court.

Appendix – 2

Event Sponsorships

Monthly Club Events:

The Club hosts events from September to May, drawing around 100 to 250 Club members each month. These gatherings primarily revolve around playing pickleball, with some adopting a more competitive atmosphere. Typically, each event receives sponsorship, and when the sponsor is present, gratitude is expressed through both signage and public-address announcements.

LIST OF SPONSORS, ACTIVITY AND STATUS OF RENEWAL

The Social Committee Chair, in coordination with the Treasurer, will oversee the upkeep of a spreadsheet to coordinate and monitor all sponsorship activities with the following:

1. contact info
2. details of sponsorship activity
3. sponsor / chair responsibilities
4. renewal status

Appendix – 3

Pickleball Skills+Committee

PS+ Committee:

Committee Leaders are SCW Pickleball Club volunteers and they select additional members to assist with implementation. Note: Leaders and volunteers must possess specific Pickleball skill level performances and demonstrate teaching and evaluation capabilities. The PS+ Committee has two primary responsibilities: Instruction and Player Ratings.

Instruction:

Provide instruction for beginners through advanced play for all club members. Provide introduction to Pickleball (orientation) for all SCW residents...free of charge. Develop, schedule, direct and evaluate a Pickleball instructional program including the posting of times, dates and other registration information on the club's website and at both Pickleball facilities. Facilitate and oversee all instructional activities, including clinics conducted by outside instructors.

Player Ratings:

Develop, schedule, and direct a player rating program for all interested club members. Club ratings will remain in the Membership Directory. Members using the DUPR system will enter their own scores in DUPR. They will not be posted on the Club website. This committee will also help provide educational resources to improve lessons, books, videos, clinics, equipment, demos, etc. as deemed necessary.

The committee will work with the Safety Committee on safe play and safe facilities; and the Facilities/Equipment Committee with inventory/needs for paddles and balls for the instructional program.

This committee shall report to the Board through the Vice President.

Appendix – 4

Volunteers

Our Pickleball Club is volunteer driven. We are extremely proud that all Club members share in any of the volunteer opportunities available to them, whether they live here all year or are snowbirds.

Members choose to volunteer for a variety of reasons. For some it offers the chance to give something back to the community or make a difference to the people around them. For others, it provides an opportunity to develop new skills or build on existing experience and knowledge. Regardless of the motivation, what unites them all is that they find it both challenging and rewarding.

Clearly, volunteers are an unpaid workforce available to further the goals and to help meet an array of needs in the Pickleball Club.

To show the Club's appreciation to all of our volunteers, a dinner dance is scheduled for January of every year. Any volunteer who has worked a specified number of hours or more in the previous year is invited.

Appendix – 5

Enrollment Procedures

Joining Club and/or Annual Renewals

1. Each club member will receive a renewal email through the Club website software
2. To join the club or renew, you use the club website [scwpickleballclub.com /membership](http://scwpickleballclub.com/membership).
Look for the appropriate tab and follow prompts.
3. If problems arise, contact the club membership chairperson
4. All payments are made using a credit card or check.

Appendix – 6

New member Welcome Letter

Thank You for joining the SCW Pickleball Club. You will be notified when your member badge will be available for pick up, at Palm Ridge Liberty Courts in the top green mailbox marked membership next to Court 5.

Wearing your Club Badge is required to participate in any and all club scheduled activities.

Remember to check our website at www.scwpickleballclub.com for more club information. You will be able to verify your personal information and find other members through the Membership tab. To access the membership roster please be sure you have set up your individual club website password. You may also manage your personal profile with the same password.

Your Pickleball Club Membership on your Recreation Center card is now activated. Please scan your card at the Liberty Courts monitor station to ensure it works. If "Pickleball" doesn't show on the Recreation Card display, please fill out the sign-in sheet provided nearby and advise the Pickleball Membership chair. Also, check with the Recreation Center Membership services to verify you are a current Sun City West resident in good standing.

When using Sands Courts at RH Johnson Recreation Center, ensure you sign in on the Club Sign In Sheet on the Meeker Rd side of the courts.