



June 2026

**MENTOR GUIDE
FOR TRAINING EVENT MONITORS**

“Kindness over Competition”

MENTOR GUIDE FOR TRAINING EVENT MONITORS

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EVENT MONITORING

WELCOME!

PCPC owes its tremendous success to members like you who donate their time to help ensure the smooth and efficient flow of organized play! Thank you for volunteering.

As a new Event Monitor (EM) you will be buddied up with one of our current Admin who will help guide you and show you the ropes. Any questions you have can be directed to your assigned Admin buddy. You may also use our WhatsApp Admin Chat to communicate with the entire Admin Team anytime. We use this chat to discuss things that affect the whole team or club. It's also where we brainstorm new ideas for better workflow and discuss our policies and procedures. The chat traffic can be overwhelming at times, so if being on the Admin Chat feels like too much for you ... just let your buddy know and feel free to step out. You can still do your job without being a part of the chat, if that is what you prefer.

Our purpose?

1. Promote player safety and minimize the risk of injury.
2. Organize events to achieve optimal or near-optimal participation and that operate smoothly.
3. Uphold our reputation as responsible, respectful tenants with all facility owners.
4. **Kindness over competition.**

This Event Monitor Manual has been developed to answer most questions. It is a living document, so please send your questions which haven't been addressed, or any updates/suggestions/feedback to info@communitypickleballclub.org.

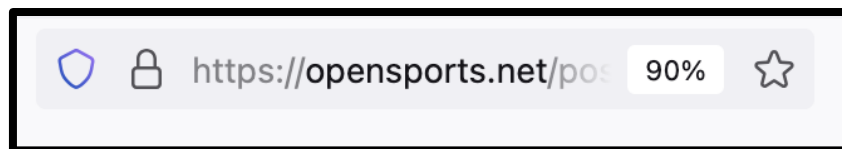
Cindy, President PCPC

THE BASICS

Weirdness with Computers vs Mobile Phones

FYI, if you are using an iMac, iMac Mini or iMac Pro, to get the best screen, go to the [PCPC home page](#), click on your photo or name in the top right corner, then click on Groups > Peninsula Community Pickleball Club. Click on Events and you will see all the events listed.

If you are using Open Sports on an Apple product other than an iPad or iPhone, or on a desktop computer, there is no Share icon. This is because Open Sports is an App. You need to complete this function on the iPad, iPhone, or android; or you can always copy and paste from the address bar at the top of the screen. It looks like this or similar based on the device you have:



Navigating our website

Please familiarize yourself with the Peninsula Community Pickleball Club (PCPC) website. <https://communitypickleballclub.org/> Did you know that if a play session is promoted on Facebook, that means it is short of players and there is no waitlist? It has been switched from **private** to **public** and shows up on the website under **Play Opportunities**. Don't worry – you will learn how to make an event public and post it on Facebook. So if non-members say they aren't on Facebook, they can check the website **Play Opportunities** any time.

The exception to this is when an ERNE session, which needs 3 players, is short. In this case, you will post on Facebook FOR MEMBERS ONLY. Please refer to Low Attendance protocol on page 10.

If anyone asks for the rules of play, or how ranking is done, you may direct them to our website [Guides](#).

How to use the ERNE ball machine, which resides at Langtry Walk, is found on the website [Guides drop-down](#).

Dead or broken balls can be stepped on/crunched and saved to be added to specially designated pails for the Re-Bounce recycle project. A designated container/bag is available at Kittyhawk. Ken at Langtry Walk retrieves them from the garbage bin for recycling.

Logging into the Admin portal on the website

Once you have been confirmed as an Event Monitor, you will be given access to the Admin section. On our website, go to About Us >Admin Site. When asked for the password, it is **DINK**. When asked if your computer should remember that password, say **YES** or make a note of it where you keep your passwords.

You will see several links to pages. Check them out; there is lots of excellent material there. (Please remember that any contact information of members is confidential and not to be shared.)

Open Sports

You are a member, so you have some familiarity with booking your spot on a particular day in Open Sports. You can also find out who will be in your group, where it will be held, and the app sends a reminder the day before your booking. Through the event booking, you can also send a message to the **Event Monitor** of that booking in case you need to withdraw at the last minute. When you are confirmed as an Event Monitor, Senior Admin will arrange for you to be added to the Admin side of Open Sports. There is much more about Open Sports, but let's continue with the basics.

Acronyms etc.

AED	Automated External Defibrillators at Langtry and Kittyhawk
OS	Open Sports
ERNE	Erne ball machine, located at Langtry Walk
EM	Event Monitor
KM	Key Monitor (Kittyhawk)
CA	Court Ambassador (non-admin volunteer added by @Darcie)
Event Chat	Used via OS to message players in an event
Admin Chat	Used via WhatsApp to message other EMs and senior admin
Secret Event	Status of events BEFORE members can register, invisible to club members
Private Event	Status of normal events, visible to club members only
Public Event	Status of events that don't have enough registrants, visible to the public
Web Admin Portal	Special section on the web site only visible to admin

Accessing the WhatsApp Admin Chat

Once you have been paired with a mentor, you are ready to be added to the WhatsApp Admin Chat. Advise your mentor when you have downloaded WhatsApp on your phone. You will be added by the senior admin. There are documents or videos saved or “pinned” on the app and the most relevant will **need to be re-posted each time a new EM or admin is added**. This manual is one document that will be re-posted whenever it is updated, and the old version will be deleted. The shorter QuickGuide and one page “It’s my Week” will also be on the PCPC Admin Chat on WhatsApp. Click on the logo at the top of the page, scroll down to Media, links and Docs.

LinkTree

In the PCPC Admin Chat on WhatsApp, click on the PCPC logo and title at the top of the page. Scroll down to “A place to ask questions and share information...”. There you will find <http://linktr.ee/PCPCAdmin>. In this link you will find all kinds of wonderful treasures! Please familiarize yourself with all the helpful documents available. Many of them are also available on the admin section of the website.

The Admin Chat is incredibly helpful. It is intended to be used only for issues which are not covered in this manual. Challenges raised will likely resonate with every EM. To prevent the Admin Chat from going overactive, causing many pings on your phone, only use it when you have something relevant to the entire group.

Here are some examples of proper use and improper use of the Chat:

- ***@Diane, please add person A as a Key Monitor on Thursday at 11:00.***
PROPER because you should send the message using @Diane or @Cindy on the Chat. **Do not send private messages** via WhatsApp chat or OS chat because senior staff need to know when to cancel court bookings.
- *Just a reminder when posting events on FB, it’s very helpful to put the date and time **right up front** to save having to go into the event link.* **PROPER**
This is important for all EMs to know.
- ***Congratulations to our players A and B who won the Snazzy tournament!***
Technically, this is **IMPROPER** because it could be publicized in the monthly newsletter, but it was worthy of celebrating.
- ***EMs, this is our new rain policy going forward... etc.*** **PROPER** (and be sure to tag @Nancy so she can update the manual.)

The bottom line is you don't want peoples' phones pinging with your communication with one other person. The **PROPER** use of the Admin Chat is that the information you post is important for everyone and senior leaders to know about.

EVENT MONITORING 101

Event Monitoring (EM) procedures and duties

Around the middle of the month, the calendar is prepared for next month by senior admin. You will select your preferred week of days when you wish to be EM. You do this by going to the [PCPC Admin site](#) and opening the Monitoring Duties Spreadsheet. At the bottom is a list currently called January 2026 - December 2026. Find the next month and add your name beside the 7-day block you have chosen.

You are the Primary EM. That means that you are responsible for monitoring everything related to events on your days. This includes every event within your 7 days (AC+, ERNE, Victoria Pickleball Centre, Saturday Night Jingle, and Keating play). Exceptions include Rehab and Relaxed Play, private bookings at Langtry, and lessons or mentoring sessions. Note that all events at Kittyhawk require a Key Monitor. All EMs have been trained to be Key Monitors and a few trusted members who live nearby also can be Court Ambassadors. Once you are confirmed as an EM, your mentor will help set up training to be a Key Monitor. (Open lockbox, use key to unlock the building, replace key in lockbox, set up for play per [instructions](#), etc.)

EMs are also responsible for noting any absences and following up with the missing player. Please see page 13 for more details.

Checking a member's playing level

A member might reach out to you to ask why they can't register in a particular session. If you check that they are confirmed members, it is likely because they are trying to register in a session higher than their level. To check their level, go to our admin website and review the steps under [Checking Admin Member Details](#).

Going on Holidays?

Are you planning on being away for an extended period? Please note when you will NOT be available on the vacation schedule on the [Monitoring Duties Spreadsheet](#).

PROGRAM YOURSELF AS EVENT MONITOR INTO OPEN SPORTS

- a. **Edit Event**
- b. Scroll down (way down!) to **Staff Assignments**
- c. Type your name into **Select User** under **Public Staff Assignments**
- d. Select **Event Monitor** in drop-down box
- e. Click **Save**, say **NO** to **Notify attendees**
- f. Go out, go back in and check your work!

Review all listings in your assigned days to ensure the location in the header matches the location in the description. Ensure the full description is provided. (e.g., Langtry Walk parking policy, Kittyhawk court shoe policy).

Bulk Add your name as EM to all sessions in your week

Save time! Add your name as EM to all your sessions at once! [Here is how.](#)

KEY MONITORS AT KITTYHAWK

As EM, you are responsible for identifying a Key Monitor (KM) to unlock and lock up Kittyhawk on your selected days. No other venues require a KM. A current list of KMs can be found on the Monitoring Duties Spreadsheet on the Admin Site [here](#). Ideally you will be playing at Kittyhawk on the day required. If that is the case, you can perform those duties. Please program your own name into the Open Sports event as Key Monitor.

Otherwise, check the player lists for any players that are trained as Key Monitors. As all EMs have been trained as Key Monitors, you can hopefully identify one. Contact them by going to the attendee list in the event and touching on their name. Send a message asking if they are willing to be Key Monitor. When confirmed, add them to the spreadsheet on the day in which they will be KM. Key Monitor instructions can be found [here](#).

Add them in Open Sports per these instructions:

- a. Go into OS, open the event, click on **Edit Event**

- b. Scroll down (way down!) to **Staff Assignments**
- c. Type Key Monitor's name into **Select User** under **Public Staff Assignments**
- d. Select **Key Monitor** in drop-down box
- e. Click **Save**, say **NO** to **Notify attendees**
- f. Go out, go back in and check your work!

HOW TO ADD NON-ADMIN COURT AMBASSADORS TO A STAFF POSITION

Some staff positions for events can be done by non-admin club players who have been trained. They can open and close Kittyhawk but are not in the WhatsApp chat. If the person you would like to open or close is on the list of Court Ambassadors, send them a message on Open Sports and ask if they are willing to open or close the session. Please note, you will not be able to add them as Court Ambassador yourself – this is a higher level of access to Open Sports that EMs don't have. Check the [Key Monitors](#) spreadsheet. When you receive their approval, please send **@Diane** a private message on the WhatsApp admin chat to add the name to the event. She will message you when she has added that person for you. Go to the session, check that they were added and ensure that you have added them on the appropriate day on the website's Excel list currently called May 2025 – April 2026.

OUTDOOR PLAY AT POSH

There is usually at least one EM playing at Posh on any given day, but occasionally that is not the case. Know that the nets are stored in the large storage bins beside Posh. At the beginning of the outdoor play seas, EMs are given a stash of balls. It is actually everyone's responsibility to bring balls. Balls may be picked up from Admin any time by EMs. **Please note:** Each outdoor event has a notification that PCPC will do its best to have balls available, **but each player should have personal balls available.**

The bins for Top Dogs and Underdogs are kept in the storage bins and are only needed when there are 10-12 players.

LOW EVENT ATTENDANCE PROTOCOL

Please check your sessions regularly to ensure they are full. When a player cancels from one of your sessions, you will be pinged. If the event start time is 5 or fewer days away, please take the following actions:

A waitlist exists:


- a) **Always** check to see if there is a waitlist for that session by clicking on Manage Users. It might be the case that someone dropped out, bringing the total to 5/6 but there is a waitlist which has been activated and is just waiting for someone to sign up in their allotted time.
- b) Monitor the event to see if someone from the waitlist takes the spot. If they do, great! No further action required.

A waitlist doesn't exist:

If there is no one on the waitlist (did you check?) you need to act. If you have 4/6 or 8/12 players **5 days before that event**, you should message players in that event to remind them to honour their commitment:

On the event main page at the top, click on **Event Chat** to send **“Good news! We have enough players to proceed with this event, but we are at a bare minimum so it’s critical that everyone show up! If you prefer not to play with (4 or 8 depending on courts), please let me know asap.”** and then monitor for responses. If someone says no, then please go to admin chat on WhatsApp and post the details there to determine cancel/don’t cancel.

When an event isn’t filling, flip it from **Private** to **Public**, then post the event on Facebook. **Please do this 3-4 days prior to the start time.**

- a. Open the session you wish to promote. Click on **Edit Event** and select **Public**.
- b. Scroll to the bottom of the page and select **Save**, say **NO** to **Notify attendees**.
- c. Exit out, then go back into **Edit Event** and ensure it is public.
- d. Go back to session page and scroll down and select the  icon. **PLEASE NOTE: THIS IS ONLY AVAILABLE ON THE OS APP VIA YOUR MOBILE PHONE OR IPAD OR TABLET, NOT ON THE WEBSITE!** This will bring you to a page with AirDrop, Messages, Mail, Facebook, Copy, Add to Reading List, etc. Click **Copy**.
- e. Open Facebook to Peninsula Community Pickleball Club. In the place where you will make a post, hit **Return** a few times and select **Paste**. The link will now be embedded on the Facebook page.

- f. Scroll up to the top of your post and type “OPEN TO THE PUBLIC! Join us at [time] on [date] for Intermediate (or Advanced etc.) play! Click **Post**.
- g. Exit out of Facebook, then back in. Check that the link works.

NOTE: If you do not use Facebook, please ask your mentor or another EM to post for you.

NEW! The window for the public price offering is now set to 7 days instead of 5. So you no longer have to worry about flipping to public unless you happen to see a low registration session in your upcoming week more than 7 days before it starts.

Please take the following steps:

- a. Click on **Edit Event**.
- b. Scroll down to price boxes, and click **Edit** in **Public Player** box.
- c. Ensure “**Position is always available**” is selected.
- d. **Save**, exit out and go back in to ensure that the 7 days before rule is gone.

You can do this at your own discretion - no need to ask in the Admin chat.

EXCEPTION: AC+ is never promoted on Facebook. EMs should inform @Cindy when AC+ is short of players.


NEW! If your session is **full**, and there is **no Waitlist**, you can flip to **Public** the night before for a next morning session, or morning of the event for an afternoon session just in case there is a last minute cancellation. Not mandatory, but good practice.

NEW! The Multi Sport Box (MSB) has a 7 days cancellation for credit window, not much that we can do with that, but if EM's happen to be looking that far ahead and see events that are obviously struggling, it would be helpful if they were brought to my attention so I can at least try to mitigate the loss (maybe we can change the event if we lost the opportunity for credit).

When ERNE sessions are short

Note that a member **MUST BE PRESENT** for ERNE sessions unless they are **private bookings**. ERNE sessions are a member perk. When a session is short (less

than 3 people), the EM can post to Facebook. **Please do this 3 to 4 days prior to the start day.**

- a. Click on **Edit Event**. Ensure the Event Type stays set to **Private**.
- b. Return to main screen for that session and scroll down to the copy  icon
- c. **PLEASE NOTE: THIS IS ONLY AVAILABLE ON THE OS APP VIA YOUR MOBILE PHONE OR IPAD OR TABLET, NOT ON THE WEBSITE!** This will bring you to a page with AirDrop, Messages, Mail, Facebook, Copy, Add to Reading List, etc. Click **Copy**.
- d. Open Facebook to Peninsula Community Pickleball Club. In the place where you will make a post, hit **Return** a few times and select **Paste**. The link will now be embedded on the Facebook page.
- e. Scroll up to the top of your post and type **“OPEN TO MEMBERS ONLY! Join us for Intermediate (or Advanced etc.) play on (whichever)day!”** Click **Post**.
- f. Exit out of Facebook, then back in. Check that the link works.

After a few days, if you have no increase in sign-ups the session will have to be cancelled. Please follow the steps below (HOW TO CANCEL AN EVENT IN OPEN SPORTS)

Reducing or increasing the number of participants in a session

If changing the number of participants from 12 to 6 or 6 to 12 is an option, it may prevent an event from being cancelled or running smaller than necessary. Here is how:

- a. **Confirm with Cindy or Senior Admin** that this is the option preferred. You need to be an EM to do this.
- a. Click on **Edit Event**. Scroll to bottom and click **Continue** (mobile phone only). If using a desktop, it's all on the same page.
- b. Scroll down to Maximum number of Attendees = [enter new number]
- c. In the section just below, also change the number of participants next to the dollar \$ amount. Scroll to bottom of page and click Save.
- d. Have you changed the number in two places? Exit and go back in to check your work.

HOW TO CANCEL AN EVENT IN OPEN SPORTS

!! Before you think about cancelling an event, know that if you delete a session in error, it can only be reinstated by the developers of Open Sports!! If an event just won't fill and is at **less than 4/6 or 8/12**, please post a note on the WhatsApp Admin Chat suggesting it be cancelled. **Flag Cindy to cancel the court booking by typing @cindy on your post.**

Policy is to do this **at least 48+1 hours** before the event start time, otherwise we cannot get a credit if we need to cancel one or more courts. You can use your discretion to do this 3 or 4 days in advance if an event has more than one spot available. Registered players will receive an auto-message informing them the event was cancelled and that they were refunded.

- a) Go to the event
- b) Select **Cancel event**
- c) ✓ Check box on "Refund all Attending Orders" **ONLY**
- d) Deselect all other options
- e) Enter reason, i.e. **Low Attendance**
- f) Follow the steps and enter "**Cancel event and refund**" in the box when prompted
- g) Exit and go back to the event to make sure it was successfully cancelled
- h) Send a message to that event's participants to remind them to edit or remove that event on their personal calendars.

Refunding one person


Imagine someone cancels within **seven** days of their session to move to a different session. To keep them from being charged double, you can refund only them. Have them cancel their spot by **scrolling down on their session to My Order, then they can click on Cancel Order**. Now they can register and pay for the new spot. Go to their original spot and select **Manage Users**. Select **Cancelled** in the options, click on their name and follow the prompts to refund.

CHANGING OR CANCELLING LOCATION DUE TO WEATHER

EMs are not responsible for cancelling or not cancelling due to inclement weather. This is strictly a senior admin decision (Cindy). If you are the EM of a session and the weather is about to change (too hot, too wet, etc.), notify @Cindy on the Chat so she can cancel the session and cancel with Central Saanich, for

example. Once a determination has been made, Cindy will post on the Event Chat “PLAY CANCELLED TODAY DUE TO RAIN” or similar. If she is busier than usual, she may ask you to do this.

Please note that all members are expected to make their own decision about whether to play or not. Anyone who chooses not to play will be credited the court fee.

- a. **Send players an advisory** to let them know a change of venue/cancellation MAY take place. “In case of rain or a wet court/extreme heat, play will be moved indoors/cancelled. Please check event chat before proceeding to the courts.”
- b. If a change takes place, Cindy has final say because she must check with the venue to make sure it is available to us. At least an hour before the session, Cindy will change the venue on Open Sport or will ask you to do it:
 - a. **Edit Event**
 - b. **Change the event picture to the generic PCPC Logo** – cut and paste sample at bottom of this section.
 - c. Under **Event Tags**, change venue to new location. (This is the search field that allows members to search by venue.)
 - d. Scroll to title and enter an appropriate symbol, i.e.,  and change the location in the title of the event to the new location.
 - e. Delete the existing event description as it will no longer match.
 - f. Scroll mid-way down page to Location; **enter address** of new location.
 - g. Scroll to bottom and click **Continue**.
 - h. Scroll to bottom and click **Save**. Inform group? **YES!**
 - i. Exit out and see that all changes were made and were correct.
 - j. Put a note on the Event Chat in Open Sports letting the players know of the change.
 - k. Put a note on the Admin Chat noting the change and flag Cindy by typing **@Cindy** so that she knows to request an invoice credit.

You can screen shot this logo to use as the generic picture when changing event locations in Open Sports. For help with this, just ask!



If the new venue is Kittyhawk and needs to be unlocked, many EMs are also Key Monitors. Refer to the [list](#) of Key Monitors and if one is attending the event, ask them to be KM. If no admin or key monitors are attending, contact Cindy. **Any time Kittyhawk is used, there MUST be a Key Monitor to open and lock up.**

Weather change when players are on the court

If the event starts off dry but rain comes while players are playing, the session **must** be cancelled because courts are very slippery when wet. **Full credit is given when the event is cancelled in Open Sports per above.**

WHEN PLAYERS DON'T SHOW UP AT YOUR EVENT

EMs should follow up with registered players who don't show up. This serves two purposes: It shows we noticed they were missing and that we are concerned. It is also a teachable moment that gives us the opportunity to explain that the waitlist isn't triggered until THEY withdraw.

- a. About 15 minutes into the session, go into the event page and click on **Check In Attendees** to confirm everyone is present. It isn't mandatory to tick people as present, but you are welcome to.
- b. If someone is a no-show, please inform the Admin Chat and send the missing player the following message: *"Hi Person X, we missed you at play today. Hope everything is OK?"* When they respond that everything is fine, you can send another message saying *"Phew! Glad everything is OK. Could you please cancel if you are unable to attend an event. This triggers the waitlist and lets someone else play who is waiting and wanting a spot. Thank you!"*
- c. Note: If the EM is not present, any EM at the session should fill this role.

Cost to play

Effective **June 1, 2026**, the cost for regular members is \$7; for non-members \$8.

All EMs are entitled to discounted fees depending on their admin level and the number of times a month they place.

Tier 1 Admin: monitoring every 8-12 weeks \$1 off up to 12 sessions per month.

Tier 2 Admin: EMs who also hold other positions with the club \$2 off up to 12 sessions per month.

1. Go to APP
2. Tap the person icon in the bottom right corner of the screen
3. Scroll down until you see GROUPS and select PCPC
4. In the screen select the box button that says MEMBERSHIPS
5. You will see your membership offer
6. Select that membership
7. "Buy" that membership

EMs may also continue to have advance sign-ups during their EM month.

Effective June 1, 2026, players will only be refunded if they cancel outside of 7 days before play. Anything within 7 days, except for club cancellations due to extreme weather, will not be refunded.

MISCELLANEOUS

- **Kittyhawk Key Monitor instructions** can be found [here](#).
- How to take down a **pickleball net** – instructions are on our [website](#).
- **AEDs** (automated external defibrillators) have been purchased for Kittyhawk (in display case as you come in) and Langtry Walk (on the table). Instructions for their use [here](#).
- **Erne ball machine** resides at Langtry Walk. It was purchased as a member perk. Bookings should have 3 people and all must be members. Instructions for its use are [here](#).
- In case there are discrepancies over who is supposed to be on a court, club invoices can be found [here](#) and on the admin page of the website.
- To send players photos of lost and found items and you weren't in their session, go to the Open Sports app on your phone, click on the ⓘ in the top right. On the next page, scroll down to Past Events and select the session you'd like to message.
- There are now **incident report forms** at Kittyhawk and Langtry Walk. They are to be completed if something happens (e.g., refusal to wear protective eyewear, poor sportsmanship, bad behavior). EMs or KMs must fill it out on site, then use that as their guide to fill in the online feedback form. This is located under [Contact Us](#).
- Should an injury occur, it must be reported by KMs or EMs on the [Injury Report Form](#), also under [Contact Us](#).

- Can players sign up for two games on the same day? Yes, with a caveat. A player cannot sign up for the second event in advance. However, s/he can only if the second event is short and has been opened to the public. A member can only play twice in one day if the only alternative is that we open the spot to a public player.
- If a member is wanting to adjust their skill level up and has been approved to do so, you can help them by having them follow the following steps:
 - Open the Open Sports App on their phone
 - Tap the green **O** at the bottom of the screen
 - Tap the **i** symbol
 - Scroll down to “Member Details” setting
 - View and update your setting

MENTORING NEW EVENT MONITORS

Once you’ve spent a few months in the EM trenches, you are now considered a Pro! PCPC is delighted to welcome new EM mentors on an ongoing basis. If you feel like you are ready to share your knowledge, please let us know! Send a note to info@communitypickleballclub.org.

Our play locations as of June 1, 2026

- [Kittyhawk](#)
- [Langtry Walk](#)
- [MultiSport Box](#) (former Lacrosse Box, Centennial Park)
- [Posh](#) (Centennial Park)
- [Victoria Pickleball Centre](#) (occasional)