

EVENT MONITOR



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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).

KEY MONITORS AT KITTYHAWK

A current list of EMs and KMs can be found on the Monitoring Duties Spreadsheet on the Admin Site [here](#). They are qualified to open and close Kittyhawk in your absence. First get their OK to be KM, then program their name into OS and add their name to the Excel spreadsheet when confirmed.

Adding an EM into Open Sports:

- 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!

If your KM is non-admin, s/he can be added by first sending them a message on Open Sports to see if they are willing to open or close the session. When you receive their approval, send **@Darcie** a private message on the WhatsApp admin chat asking her 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 AND MULTISPORT BOX

There is usually at least one EM playing at Posh or Multisport on any given day, but occasionally that is not the case. The nets are stored in the large storage bins beside Posh and behind Multisport. It is 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.
- 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 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.

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 the Edit **Event** and ensure it is public.
- d. Go back to session page and scroll down and select the  icon. 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! When your session is **more than 7 days out**, and there are very few sign-ups, you may want to make it Public to generate interest. 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 5 days before rule is gone.

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

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.

When ERNE sessions are short

ERNE sessions are a member perk and unless they are a private booking, they **MUST** have a member present. 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 is set to **Private**.
- b. Return to main screen for that session and scroll down to the copy  icon
- c. 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 see below.

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 the bottom of the 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! About 3 or 4 days before your event, check attendance numbers. Are they less than 4/6 or 8/12? Send @Cindy a note on the WhatsApp Admin Chat suggesting the session be cancelled.

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 five 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 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 select refund.

CHANGING 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). 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.

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. 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. *"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!"*

Note: If the EM is not present, any EM at the session should fill this role.

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 the 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](#). All sessions except private rentals must have an EM.
- Keating sessions must have an EM. If the date falls in your 7 day stretch, you are EM.
- **To message OS Support** on your phone, open the Open Sports app, click on the  at the top right. You will see the logo then the name of the club and statistics about our club. Scroll to the bottom of the page and click on Contact Support.
- **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](#).

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.