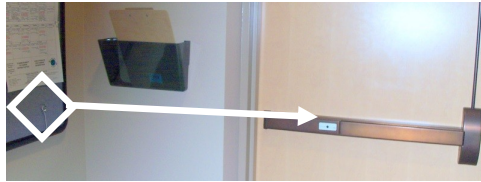


## Locking Up for the Day

Use hex key hanging on bulletin board (shown in white diamond in picture) to lock the Club door. Key fits in the center of white label on door.



Insert the hex key, turn **counter-clockwise** to allow the crash bar to release to a locked position, and **hang the hex key back on the bulletin board**.

### **Leave the Monitor Badge at the Club!**

Be sure you have all your personal items before you push the crash bar to exit the club. The door will be locked when it closes. You cannot get back in!

## **NOTES**

# ***Monitor Handbook***

## **Computer Club of Sun City**

10600 W. Peoria Ave., Sun City, Arizona 85351  
623-933-8953 - [www.firstsuncity.com](http://www.firstsuncity.com)



**For medical and safety reasons be sure members wear their name badges and sign in.**  
***NO FOOD OR DRINK, except water, is allowed in the Club.***

## **Duty Hours**

Winter Hours: September 1 thru April 30

Morning Session  
8 am to Noon

Mid-Day Session  
10 am to 2 pm

Afternoon Session  
Noon to 4 pm

Saturday Session  
8 am to Noon

Summer Hours: May 1 thru August 31

8 am to Noon

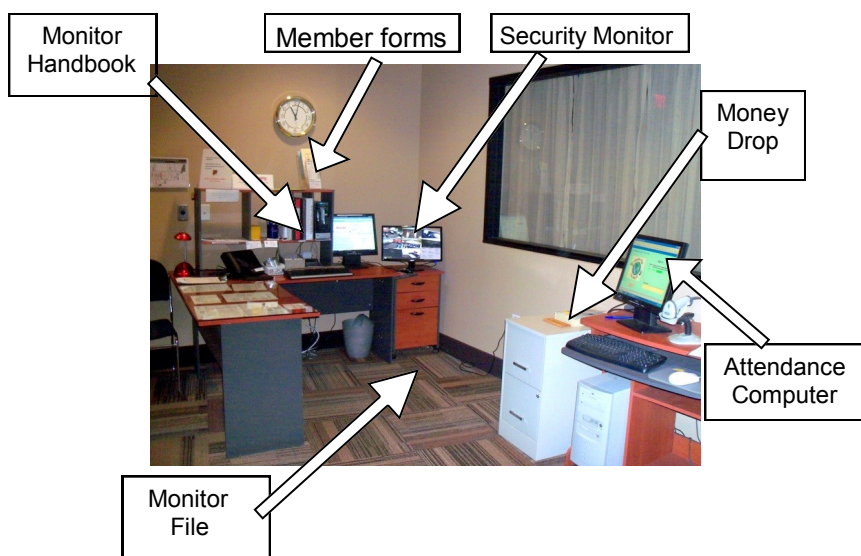
Monday thru Saturday

## AM Monitor Duties

In most cases, due to the *two-member policy*, see note in middle of page 3, there will be a member waiting for the AM monitor and then the door will be unlocked.

Should there be no one waiting, **do NOT go in alone**. Move the signboard and tripod stand outside the Club.

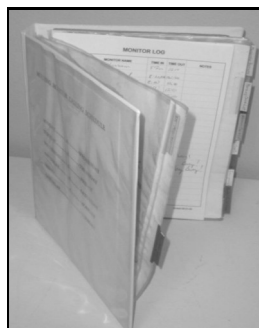
## Monitor's Station



## Monitor Sign-in Log

Please sign in and out on the monitor log sheet located in the **white** Monitor Handbook.

When the sheet is filled, please place it in the holder located on the side of the Money Drop cabinet.



## Class Registration

Course binders or notebooks are located across from the monitor's station. All instructions are posted at the table.



Once a member has selected a class, inserted the money in the envelope, and taken the reminder notice, make sure the member's name and Rec. Card number are on the front of the envelope. Seal the envelope and drop it in the Money Drop slot.

In addition to a printed class calendar, tell members that they may also go on line to the Club website, [www.firstsuncity.com](http://www.firstsuncity.com), to view class calendars, SIG meetings, and other computer club news.

Serve four 4-hour monitoring sessions and receive a certificate good for one free class of your choice.

## Before Securing for the Day

Check to see that all computers and monitors are turned off in rooms A, B, C, D, and E; turn off all lights and then **close** all doors. Board Office, Teachers' room, and Tech room are to be locked.

**Turn off** the attendance computer and monitor, the security monitor, and the computer on the Monitor's desk.

If you have any problems or questions about closing for the day, call the building maintenance office at (623) 695-2699.

## Greeting Members

Direct members to sign in on the Attendance Computer. For safety reasons, ask members to WEAR THEIR BADGES while in the building. It's also an RCSC rule.

## Greeting Visitors

Answer questions about membership and activities and offer the guest the Club brochure and a current calendar.

A member must accompany guests to tour our facilities.

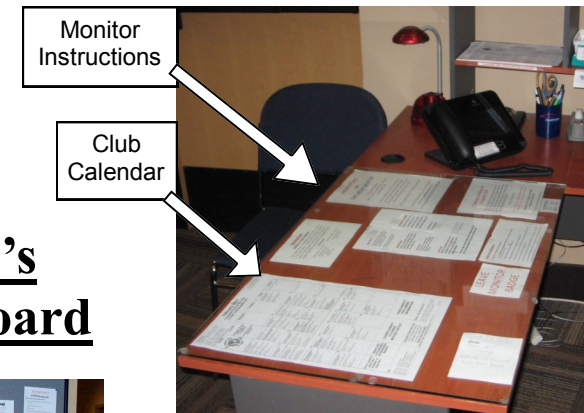
## Member Privacy

**DO NOT** give out member names or phone numbers. Take down the member's name, phone number, and a brief message; and tell them that the "appropriate person" will call them. This also applies to computer questions. We have members that will help with technical questions they may have. The list is on the Monitor's desk and you may give out this information.

## Know Your Monitor Station

Familiarize yourself with items at the monitor station. Note where monitor handbooks, calendars and forms are located. If you have questions, there is generally an instructor or board member present to help. If not, call the Monitor Chairperson or President, whose numbers are in the **white** Monitor Handbook..

## Monitor's Desk



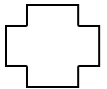
## Monitor's Bulletin Board



## Two-Member Policy

***Two members must be present at all times.*** The Club must close unless at least one monitor and one member are present.

## Emergency Procedure



1. Call 911.
2. Call the Building Manager at (623) 695-2699.
3. Send a member to direct paramedics to **Computer Club.**
4. In the Monitor's file drawer, get an **Incident Report form.**

## Phone Instructions

Identify yourself by saying:

**“Computer Club of Sun City,**



**Jane/Jim speaking, how may I help you?”**

Ask if the caller is a club member before giving out information, except on how to become a member. **DO NOT** give out member names or phone numbers. Take down the member’s name, phone number, and a brief message; and tell them that the “appropriate person” will call them.

## Membership

**New Members.** **Monitors DO NOT sign-up new members.** They must enroll at a New Member Sign-Up (see most recent calendar for dates and times).

**Renewals.** Check the “Members Eligible to Renew” list in the brown folder to be sure a person is eligible to renew.

**Those not on list MUST come to New Member Sign-Up.**

Monitors can provide current members with the 3-part white form for **Member Renewal** (on the monitor’s station top shelf) or the mailed Renewal form. You must see the member’s Rec. Card and write the month, day, and year of Rec. Card expiration on the Renewal Form. (Starting 2013, Rec. Cards **DO NOT** include **YEAR!**)

When form is complete, **paper-clip** money or check to **WHITE** and **YELLOW** copies of the form and deposit in the Money Drop slot. **PINK** copy is the Member’s receipt.

Use the one-part blue **Change Notice** form for changes in member information: name, address, Rec. Card, etc.

## Monitor Schedules

Schedules are posted in advance. Please confirm your duty hours. If discrepancies are noticed please contact the Monitor Chairperson or Sub-Caller.

Refer to the white Monitor Handbook on Monitor’s desk for the current contact information.

## Calling Monitors

### **AM Monitor**

The AM monitor is to phone all scheduled monitors two days ahead to confirm their scheduled duty time.

Note on the calendar if you talked to the scheduled person and they acknowledged, **OK**; if you left a message, **LM**; or if there was no answer, **NA**.

### **Mid-Day or PM Monitor**

The Mid-Day and PM monitors must re-call any missed calls and make any changes to the calendar.

PM monitor must notify Sub-Caller of the Month of any scheduled monitor that was not notified or cannot serve.

## Securing a Replacement

If you are unable to monitor on your assigned day, check the Monitor Calendar to see if you can trade days with another monitor.

If this fails, call the Sub-Caller of the Month, whose name is listed in the upper-left corner of the monitor calendar. They will find a replacement.