

SCA Computer Club Policies and Procedures

1. Introduction

1.1. Definition of Terms

- 1.1.1. **Association:** The Sun City Anthem Community Association, Inc.
- 1.1.2. **Board:** Sun City Anthem Computer Club Board of Directors.
- 1.1.3. **Club:** The Sun City Anthem Computer Club.
- 1.1.4. **Eligible Resident Guest:** An individual who holds a valid SCA activity card and is not a member of the Club.
- 1.1.5. **Monitor:** A Club member who has been properly trained to oversee the proper use of the Club's facilities and equipment.
- 1.1.6. **Non-Resident Guest:** An individual who does not hold a valid SCA activity card and is not an Association member.

2. Disclaimer

- 2.1. The Sun City Anthem Computer Club is an information only club.
- 2.2. We cannot and do not endorse any product or claim made by any presenting speaker.
- 2.3. Any decisions regarding a purchase, adoption or implementation based upon any speaker, presenter, instructor or house call technician recommendations are entirely your own.

3. Facilities

- 3.1. The Computer Club facilities are open during the Official Open Hours published on the Club web site subject to the following exceptions:
 - 3.1.1. The classroom is not available when a class is in session.
 - 3.1.2. Both rooms are subject to closure if no Monitor is available.
 - 3.1.3. Both rooms will be closed for New Year's Day, Thanksgiving, Christmas Day and special Club events.
 - 3.1.4. Occasionally a monitor will open the facilities outside of these official hours.
- 3.2. No food or drink is permitted in the Computer Club facilities, with the exception of bottled water with cap.

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3.3. Lab/Controlled Entryway

- 3.3.1. There are computers for member use, 3 of which are configured for special use, and priority will be given to members requesting that special use.
- 3.3.2. All member use computers in the lab by default display the Windows operating system but can be switched to the Mac operating system by following the directions on the computer screen. After use, return the computer to its default configuration by following the directions on the computer screen.
- 3.3.3. The lab is considered a “quiet work area” with no phone calls or loud discussions allowed. The monitor will enforce this policy by reminding members when necessary.

3.4. Classroom

- 3.4.1. The classroom contains 24 computers with relatively complete suites of software. Limited use software required for some of the classes will be loaded on a limited number of computers and generally those will be in the first two rows.
- 3.4.2. The teacher computer on the front desk is restricted to instructor use only.
- 3.4.3. The classroom is considered a teaching area prior to, during, and after a class or anytime a house call person or instructor is conducting training. During these sessions the door between the classroom and lab will be closed. If other members are in the classroom the instructor will announce that training will be conducted so that there is no expectation of quiet.
- 3.4.4. The classroom is considered a “quiet work area” with no phone calls or loud discussions allowed. The monitor will enforce this policy by reminding members when necessary.
- 3.4.5. To prevent disruption of the lab, students should exit through the door at the rear of the classroom.

3.5. Equipment

- 3.5.1. If a piece of Club equipment fails or jams it should be reported to the Monitor on duty. Members or Guests should not attempt to repair or clear a jam.
- 3.5.2. Members or Guests may not use their own media (paper, card stock, labels, etc.) in Club printers.

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- 3.5.3. Printing is limited to a total of 10 pages (pieces of paper) per day per Member or Guest. An exception for printing a tax return may be granted to Members by the Monitor on duty
- 3.5.4. Printers may not be used in connection with a business where the Member or Guest is either an owner or an employee of that business.

4. Use of Member Information

- 4.1. The Club's roster of members is considered the property of the Club, and should therefore only be used for corresponding with the members concerning Club business. This applies to all contents of the roster, which includes the members' names, addresses, telephone numbers, e-mail addresses, and SCA membership ID numbers.
- 4.2. Only members of the Board can initiate communications to all Club members.

5. Membership

- 5.1. The 12 month membership fee is \$10.00. Renewals will run from the current date or the end of the current membership, whichever is later.
- 5.2. If an individual's membership expires, they may not take advantage of the Eligible Resident Guest policy.
- 5.3. Non-computer club member spouses of computer club members, who pass away or become physically or mentally unable to use the club services, may assume the remainder of the deceased or disabled member's membership.

6. Guests

- 6.1. Eligible Resident Guests are allowed two visits for free prior to joining the Club.
- 6.2. Non-Resident Guests may use the Club facilities at no charge, no more than five times per calendar year and must be accompanied by a Club member at all times.
- 6.3. Guests may not attend any classes.

7. Monitors

- 7.1. Monitor duties and responsibilities are detailed in the Monitor Training Guide, which can be found on the Club web site under Documents.

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- 7.2. A prospective Monitor must attend a training class and shadow an experienced Monitor for at least one shift prior to being designated a Monitor.
- 7.3. A Monitor is required to work at least ten shifts a calendar year and must attend at least one monitor refresher session every twelve months(12).
- 7.4. Credit for working a scheduled shift requires the Monitor to scan their Sun City Anthem ID Card not more than twenty minutes prior to the beginning of their shift.
- 7.5. Monitors and Club members are required to scan their Anthem ID prior to being allowed into the Club.
- 7.6. The Monitor will primarily sit at the monitor's desk in the lab when acting as the monitor on duty. The hallway door to the classroom is to remain closed and locked.
- 7.7. Monitors will periodically observe members in the lab and classroom for compliance with SCA and Computer Club policies. If a member is observed violating policy remind them politely of the policy and submit a "Monitor Note" indicating the nature of the violation, the approximate date/time and the location in the club to help identify the member on our video recordings.
- 7.8. A Monitor who fails to show up for two scheduled shifts (without prior notice) or does not satisfy the requested minimum shift count or class requirements may be subject to suspension or revocation of their Monitor status.

8. Instructors

- 8.1. An instructor must complete a monitor training class and an instructor training class prior to teaching their first class.
- 8.2. An instructor is required to attend at least one monitor refresher class every twelve (12) months.

9. Board members

- 9.1. A Board member is required to attend at least one monitor refresher class every twelve (12) months.
- 9.2. Board Members are encouraged to perform at least 4 monitor shifts per calendar year.

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- 9.3. If a violation of club policies is reported by a club member or a Monitor the President will take appropriate action.

10. House Call Services

10.1. Computer Service and Repair

- 10.1.1. A service technician shall be a Club member and shall be approved by the Board.
- 10.1.2. A donation of \$20 is requested for up to two hours of service. Donation will not be requested, if the problem cannot be resolved at that time. Acceptable forms for donations are cash or checks payable to "Sun City Anthem Community Association, Inc."
- 10.1.3. The technician will determine whether they can resolve the computer problem at the member's home or if they need to repair it off site. The Club member is responsible for all costs necessary to accomplish the repair.

10.2. In-home Tutoring

- 10.2.1. A tutor shall be a Club member and shall be approved by the Board.
- 10.2.2. A donation of \$20 is requested for up to two hours of tutoring. The acceptable forms of donations are cash or checks payable to "Sun City Anthem Community Association, Inc."

- 10.3. Service technicians and tutors shall grant the Club the use of their phone numbers and e-mail addresses for publication on the Club web site, in the newsletter and on in-Club informational displays.

11. Volunteer Recognition Program

- 11.1. The Volunteer Recognition Program is a reward program established by the Board to encourage members to volunteer their time to provide services to all club members.
- 11.2. Funds are allocated in the annual budget to provide rewards for all volunteers who meet the eligibility requirements established for their particular volunteer work. The exact rewards are determined by the Board.
- 11.3. Eligible Volunteers
- 11.3.1. A Monitor who has worked at least ten shifts and attended at least one monitor refresher during the preceding calendar year.

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- 11.3.2. An Instructor, who has taught 10 classes in the preceding calendar year.
- 11.3.3. A Tutor or House Call Technician, who has completed 10 House Calls in the preceding calendar year.
- 11.3.4. A Board Member, who has attended at least 6 board meetings during the previous calendar year.
- 11.3.5. Any other volunteers, who perform valuable services to the club, designated by the President.

12. Access to the Lab and Classroom

- 12.1. A Monitor, Board member or instructor who has completed their required monitor training will be issued a door access card, which allows access to the lab and classroom anytime the Anthem Center is open.
- 12.2. During non-scheduled Club hours, any individual qualified under section 12.1 must scan both their door access card and Sun City Anthem ID Card. They shall act as a Monitor and remain in the lab. This acting Monitor will be responsible for securing and locking the room when they leave. If another individual qualified under section 12.1 wants to remain and accept the responsibility of acting Monitor, they must scan both their door access card and Sun City Anthem ID Card again and accept responsibility for securing and locking the room when they subsequently leave. The rooms will remain open only as long as the acting Monitor remains. After hours renewals or new member processing will be at the discretion of the acting Monitor.
- 12.3. Instructors are exempt from the requirement of 12.2 when using the classroom.
- 12.4. The rooms may be closed for maintenance during which time Club members may be denied access.

13. Incident and Accident Reporting

- 13.1. All incidents or accidents occurring at the Club (whether requiring medical attention or not) shall be immediately reported to the Monitor on duty. The Monitor shall complete an Association "Incident/Accident Report". This form is located in the Documents section on the Club's website. The report must be submitted to the Club President and the Association activities director within one business day of the incident or accident.

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13.2. If emergency medical attention is required for any accident occurring in Association facilities, the Monitor will immediately notify Association management at 702-614-5864 (dial 5864 if dialing from a landline within the building) and if required, call emergency services by dialing 7-911 (pause after dialing 7 to get a dial tone).

14. Expense Reimbursement

14.1. Completed reimbursement forms should be submitted with supporting receipts to the Club treasurer. The current reimbursement form is posted on the Club website under Documents > Forms.

14.2. The treasurer will then acquire the necessary approval signatures according to the Club by-laws.

15. Fax Services

15.1. Any Association member or their guest may use the FAX machine without charge per agreement with the Association. This privilege applies only to FAX services and not scanning or copy operations.

15.2. The monitor should secure incoming faxes in the desk drawer, if the recipient is not already at the machine to receive the fax. Faxes will remain in the drawer until the end of the current week when they will be shredded.

16. Forms

16.1. The following forms are on the Club web site under Documents:

16.1.1. Expense Reimbursement Form

16.1.2. Sun City Anthem Association, Inc. Incident/Accident Report Form

16.2. The Sun City Anthem Association, Inc. Incident/Accident Report Form is also on the Club web site under Monitor References.