

Bell Metal Club
of
Sun City, Arizona

MONITOR
HANDBOOK

This handbook provides guidelines for the responsibilities and procedures required of a Monitor. **This Handbook is provided to support the Monitor and the Club Rules and Policies.**

Approved by the Board ~~05.22.2023~~
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I. Monitor Program and Responsibilities – Overview.

A. Authority. Monitors are representatives of the Bell Metal Club (hereinafter referred to as “Club”) and execute their responsibilities under the authority of RCSC **BP10 and BP12**; and Club Rules and Club Policies.

B. Organization. The Club Monitor Program is administered by the **Vice President. The Vice President may appoint a Head Monitor. In the absence of a Head Monitor, the Vice President shall assume the Head Monitor duties.**

C. General. A Monitor is a designated Club Member who has accepted the responsibility of overseeing the operation of the Club at appointed times. **The primary purposes of a Monitor are to the: (1) safety of all people in the Club; (2) the safety of the environment (including the Club facility and immediate surrounding areas) and (3) the safety of Club equipment and property.** Additional general responsibilities include:

i. Awareness and Compliance. Monitors must have an awareness of the operations and conduct of all persons in the Club. This includes promotion of compliance with RCSC and Club Rules and Policies in addition to the safety responsibilities previously noted.

ii. Ambassadors of the Club. Greet all persons (members and guests), handle incoming phone calls and promote a positive environment in the Club.

ii. Front Desk Administration. Two (02) computers exist for Club administration. The computer at the Monitor Desk is used for database maintenance and logging in/out members. The other computer is for members to sign-up for required monitor shifts.

iii. Sales and Cash Drawer. Process payments for ~~gift shop~~ sales, shop-jobs, materials and shop consumable sales and maintenance of the cash drawer.

iv. General Housekeeping and Safety. Conduct basic housekeeping tasks (e.g. empty trash cans, sanitize common areas, ensure spaces are orderly, etc.) and basic equipment review (e.g. guards in place, power cords, etc.). **Monitors are not janitors and Monitors are not required to perform equipment maintenance. Monitors should do no more than their specific training and knowledge level as it applies to each situation. Monitors are not expected to be experts on every machine.**

v. Communications. Monitors are often the “eyes and ears” of the Club and provide valuable insight and observations of Club operations. Monitors should notify the Club President and / or Head Monitor promptly of incidents, accidents, and other notable items of interest (e.g. near-misses, problems with Club policy and/or documentation, etc.) – without waiting for the monthly meetings.

vi. Designated Monitor Assignments. Per Club Rules, each Member is required to monitor at least one (01) four-hour shift in the same calendar month of shop use unless the Board approves an exemption. A monitoring shift lasts four (04) hours (generally an AM (08-12) or PM (12-4) shift, with occasional evening shifts). Monitors are expected to complete monitor assignments as scheduled.

vii. Monitor Training. The primary method of training Monitors is on-the-job training by qualified monitors. A Monitor Training Guide is **available to assist with training**. Periodic monitor training sessions **may** also be scheduled by the Head Monitor. ANY monitor that desires training on procedures, specific equipment, etc. should contact the Head Monitor.

II. Head Monitor. The Head Monitor is responsible for overseeing the monitor assignments, monitor training, leading monitor-specific meetings and maintaining a current schedule. The Head Monitor will oversee the schedule sign-up of Monitor assigned shifts based upon individual Member commitments on the monitor sign-up calendar. The Head Monitor is responsible to follow-up with Members that refuse to

monitor as required by Club Rules and to ensure those that do not monitor and are not exempted have their membership suspended until they comply.

III. Monitor Schedules. Monitors are expected to complete assignments as scheduled. Members that need to change a scheduled commitment **must contact the Head Monitor or a Board Member and must reschedule themselves.**

A. Immediate / Fill-In Monitor. Monitors **needed for short notice fill in should be called from the Monitor Backup List.** If unable to complete a shift (due to illness, family emergency, etc.) **the Monitor** should: (1) advise the second monitor, (2) stop all work in the club until a replacement is found; (3) if a replacement is found in the club – ensure they badge and log-in as monitor; (4) if a replacement is found however not yet at the club – stop work until they arrive; (5) if no replacement found, contact the Head Monitor; (6) If Head Monitor unable to assist or unavailable – close the Club and inform members of the closure due to lack of available monitors.

~~B.~~ The current day on-duty monitors are responsible to contact (either voice or text) the next day's monitors to remind them of their shifts. Morning Monitors should contact the next day morning and afternoon Monitors. **Afternoon Monitors should confirm with the Morning Monitors that these calls have been made.**

IV. Safety. Monitors must be cognizant of basic safety practices in the fulfillment of their primary safety responsibilities as noted previously. The following safety practices apply:

A. Monitors on duty must wear a Monitor Badge. This readily identifies the Monitor to Members and visitors.

B. A minimum of two (2) monitors must be on duty at all times. **Monitors work as a team. Communication is essential.** Whenever possible, monitors should open the Club together and should always walk out together. If at any time the monitors on duty feel they cannot properly execute their safety responsibilities they should call another monitor, contact the Head Monitor or temporarily halt Club operations until the situation is resolved.

C. At least one (01) monitor should move through the entire Club areas at a minimum of every 30 minutes.

~~D.~~ Monitors may not do personal work or shop work except as provided for in Club Rules and Policies.

E. The Shop Area is identified by the yellow line just past the Monitor Desk. All members, visitors and guests are required to wear enclosed footwear (covering the entire foot) to enter the "Shop Area". **Visitors and Guests are required to always wear eye protection in the Shop Area and may not enter the Shop Area with loose clothing, jewelry or hair (hair should be tied back) which could be caught by a tool or machine. Members are strongly encouraged to wear eye protection in the Shop Area.** Members should be cautioned about entering the Shop Area with loose clothing, jewelry or hair. Lanyards securing eyeglasses or other items must be of a quick-release design **for all persons in the Shop Area.**

F. Additional Club/RCSC Requirements may exist from time-to-time (e.g. pandemic rules, etc.) that monitors may be tasked with to ensure compliance (e.g. temperature checks, face masks, etc.).

G. Monitors are encouraged to be inquisitive of members intended work and any special needs or concerns. Specific awareness of

intended torch, burning, welding, lathe, milling machine and flammable fluids use is encouraged. Cameras have been installed to assist with maintaining situational awareness throughout the Shop.

H. All tools and equipment must be operated in a safe manner. Monitors are expected to help inexperienced members with assistance to ensure safety.

i. If a Monitor is called upon to perform a task or instruct in the operation of a hand or power tool that the Monitor is not capable of operating, a qualified member in the Club should be asked to assist.

ii. If a Monitor observes a member operating a tool in an unsafe manner, the Monitor may seek the opinion of a qualified member and act accordingly.

iii. Any advice given in these situations should be offered in a respectful manner. Inform the Club President and Head Monitor of unresolved safety issues.

I. Equipment Qualification. Members are authorized to operate only those tools for which they have safe operating knowledge (**amend this once the required training is in effect**).

J. If safety devices are missing, the equipment should be tagged out until it can be restored to proper operating condition. Equipment shall not be used in a Tag-Out / Out-of-Service condition. Members using equipment Tagged-Out are subject to **disciplinary action**. **The Procedure for tag-out of equipment is provided at the Monitor Station.**

K. Members, visitors and guests must conduct themselves in an orderly manner. No horseplay, inattentive behavior or behavior inconsistent with safety is permitted. Similarly, headphones, music, whistling and singing or extensive cellphone conversations or any

actions that compromise situational awareness and safety are discouraged.

L. REFUSAL to follow a Monitor's directions constitutes grounds for removal from the shop and/or dismissal from the Club.

V. Working Monitor. Where a Working Monitor has been authorized by Club Rules and Policies the following applies.

A. All Monitors (including Working Monitors) should take measures to prevent conditions to exist where their activities materially prevent them from the reasonable needs for club safety (to include the minimum periodic roaming of the shop on 30-minute intervals per Club Rules).

B. Working Monitors should communicate with the Front Desk Monitor to coordinate their intended work and primary work area(s).

C. Working Monitors should be attentive to requests for assistance from the Front Desk Monitor and when so indicated, cease work and provide the assistance until the need for help passes.

VI. Damaged or Defective Tools and Equipment. Damaged or defective tools and equipment shall not be used under any circumstances. Members are to report tool and equipment deficiencies or damage to a Monitor. When an inoperable, damaged or defective tool or equipment is reported or discovered the Monitor shall take the following actions.

A. Turn off and secure power, either by unplugging or shutting the applicable breaker.

B. Using the Tag-Out Cards provided at the Front Desk, the Monitor **must tag-out the equipment following the Tag-Out Procedure provided at the Monitor Station**

C. Remove power tools to the area designated for damaged or defective portable tools.

D. If qualified personnel are available, they may inspect the damaged tool or equipment to recommend appropriate action. This may involve replacement of broken parts (e.g. saw blades), repair on site (e.g. reattach guards) or remove from use.

E. All equipment and tools Tagged-Out may only be cleared for return to operation by the Club President, a qualified specialist or a member of the Maintenance Committee.

F. When Equipment or Tools appear to need preventative maintenance (*prior to becoming inoperable or unsafe*), the Member and Monitor should follow the procedures on the Maintenance Request Form on the clipboard at the Monitor Station.

VII. Opening and Closing the Club. Checklists for opening, shift handover and closing the Club are provided at the Monitor Desk. The checklists are a guide and may not necessarily be all-inclusive depending on specific individual circumstances.

A. Safety and Security. Specific attention on opening and closing should be paid to safety issues including: Flammable materials and liquids left out, compressed gases left on, portable tools left plugged in / not put away, equipment left powered, materials left about presenting tripping, eye or other hazards, inoperable lighting or ventilation, unsecured locked spaces (doors, materials, cash drawer) or

keys not returned, guards missing from tools or equipment or evidence of non-normal discharges of materials (e.g. oil, metal, etc.) from tools or equipment.

B. Administration. Monitors should arrive in sufficient time prior to advertised Club operating hours to complete the opening checklist prior to allowing members to begin work. In addition to the safety considerations above, time should be allowed to ensure the Member Database and Sales iPad are properly configured and operating. Detailed guidance for the Membership Computer and iPad opening and closing procedures, including backing up the membership database, is provided at the Monitor Desk.

€ Clean-Up / Cool Down. Monitors should announce 30 minutes prior to closing for members to begin wrapping up their work and properly securing and cleaning their work space, allowing equipment and material to cool down, dry, etc. All hot work **and** plasma table operations **shall be completed according to Club Policy**.

Ð Club Closure Policy. The Club is expected to be open for the hours advertised and monitors are expected to commit to their full shift. If there are not **the** monitors required by Club Rules, **take action in accordance with the Club Operating Hours Policy**.

VIII. Procedures During Operating Hours: Monitors perform administrative, security and troubleshooting functions in addition to the primary safety responsibilities previously identified.

A. Member Entry and Exit. Members are required to sign in and out via the Monitor. If the Monitor Computer is unavailable, the Sign-Up Computer may be used to log members in/out by the Monitor. If both computers are unavailable a Sign-In sheet should be used.

i. Blank Sign-In sheets are available in the Blank Forms File at the Monitor Front Desk. When the membership system is back online, a Monitor should input the Sign-In sheet into the computer.

ii. Members are required to visibly display their membership badge on their person before entering the Shop Area (badges should not be pinned to the waist).

iii. Monitors should assist members learning to sign-up for required monitoring shifts.

iv. Any member that is “flagged” when a monitor signs them in, is not allowed to use the Club until the flagged-issue is resolved.

v. If a Member desires to use the Club in a calendar month and no monitor sign-up shifts are available for that same month **follow the Club Monitor Policy.**

B. Guests and Visitors. Visitors (A Cardholder that is not a member of the Club) and Guests (A non-Cardholder with guest privileges under BP-12) are welcome to the front of the Club in the retail shop area without escort.

i. Visitors are the main source of Club revenue (from sales of art, work order jobs) and for new members to the club. Please be welcoming.

ii. Visitors **and Guests** are allowed in the Shop Area ONLY when continually accompanied by a Monitor or a Member.

iii. Visitors **and Guests** may only observe the operation of tools and machines and may not handle or operate any tools or assist in any operations in the Club.

iv. All **Visitors and Guests** are required to wear eye protection and closed- toe shoes beyond the yellow line (No sandals/no crocks). A basket of clean and dirty safety glasses is provided for Visitor **and Guest** use (prescription glasses satisfy the eye protection requirement).

v. The Club Safety Policy strongly encourages all Members to use proper Personal Protective Equipment (PPE) throughout the Shop.

C. Security. Monitors are not security guards; however, protection of Club assets is in all our best interests.

i. Doors. All Doors must be unlocked during Club open hours to provide emergency egress.

ii. Locked Cabinets and Drawers. Various locked cabinets, drawers or materials shall be accessed only by authorization of the on-duty Monitor. Keys should be returned to the designated places on the key rack and accounted for at the start and end of each shift.

iii. Certain high-value and/or easily pilferable tools may require member accountability for use. For those items and key issue, the Member should write their name on the clip board before the corresponding key or tool is issued. The Monitor will cross their name out when the key/tool is returned.

IX. Sales iPad and Cash Drawer. Monitors on duty are the only persons authorized access to the cash drawer and Sales iPad. Club Officers or Designated Individuals (e.g. the Club Treasurer) may access the cash drawer or Sales iPad with the consent of the Monitor. The balance in the cashbox upon opening and closing should be \$50.00. Procedures for troubleshooting the Sales iPad are provided at the Monitor Desk.

A. Prices. Revenue received from craft sales, work orders, materials, membership fees and locker rental go to support the Club and defray expenses. Prices identified are the full price. There is NO SALES TAX. A current price list for revenue items for the Club is provided at the Monitor Desk. All total sales (prices) are rounded up to the nearest dollar.

B. Payments. All payments must be rendered to an on-duty Monitor at the Front Desk. All payments (cash, checks, credit card slips) must be deposited in the cash drawer. Checks are to be made payable to Bell Metal Club. Customers should be asked to sign the Merchant copy of the credit card slip which is then placed in the cash drawer. Login passwords and point of contact for iPad sales processing are provided at the Monitor Desk.

C. Compensation. No compensation is made directly to any Member. The Club Treasurer will compensate Members for work-order and **craft** sales.

X. Shop-Jobs. Members provide a valuable resource to the Sun City community repairing and fabricating items as well as a source of revenue for the Club through the Shop-Job process.

A. **Shop-Job Procedures are provided at the Monitor Desk.** When a customer requests work to be done complete a Shop-Job Form. **Pay** specific attention to fully completing **ALL** the entries.

- Monitor Name – To facilitate follow-up as necessary.
- Date – Important for aging of work orders.
- **Customer Name and Phone Number – VERY IMPORTANT – too often this information is omitted.**
- Customer address if installation is requested.
- **Description – Could you, the Monitor, make it properly from the way you wrote it up? Include measurements, drawings, pictures, use reverse side if necessary.**
- Total Cost – Leave blank for the Member performing the work to complete.

B. **IMPORTANT: Inform the Customer they are responsible to follow-up with the Club on the status of their requested work.** Advise the Customer that the Club is a Hobbyist Club and not a production shop, that work is done by volunteers and many times various skill sets are seasonal. It is often handy to give the customer a Club Business Card with the Shop-Job number written on it.

C. Place the Shop-Job Form in the locked Shop-Job box and applicable material (if any) in the “work to be done” area with the tab from the shop job card attached to the material/item.

D. A Shop-Job Form should be **used** for all work. The exception to this may be for small jobs where the customer may be asked to donate and/or the Member performing the work is not receiving any compensation.

E. Members seeking to complete a Shop-Job are responsible to contact the customer for additional information and negotiate a price.

F. When the Shop-Job is done, the Member completing the work **is responsible to** fill out the lower portion of the Shop-Job Form and place in the designated basket.

G. Concerns or complaints regarding the adequacy and/or quality of the completed work are between the Member completing the work and the customer. Unresolved issues shall be handled according to Club Rules **and Policy.**

H. The Member performing the work will call the customer, log that call on the upper portion of the Shop-Job Form (in “Date Called”), and **place** the item in the “work completed” area.

I. When the customer picks up the completed item, payment will be processed on the Sales iPad. **Procedures** for the Sales iPad portion of processing Shop-Jobs **is provided at the Monitor Station**. **It is VERY IMPORTANT the iPad entry contains the Shop-Job card number to reference the payment to the member completing the work.**

J. The payment will go into the cash drawer and the completed Shop-Job ticket will go in the basket under the iPad. Again, no compensation, no matter how small, is paid directly to a member.

K. When the Treasurer receives both portions of the Shop-Job, the Member will be compensated by check which will be placed in an envelope in the drawer at the Monitor Desk. Members expecting a payment should check with the on-duty Monitor.

XI. ~~Art~~ Craft Sales. Member **craft** sales also provide a valuable source of revenue for the Club. The **craft** sales process follows.

A. All authorized **craft** sellers place their completed art for sale on the counter for display by the **Consignment Area Manager**. Their art must be tagged with the Seller Name, Price and a Brief Description for it to be displayed.

B. When a customer purchases an item, payment will be processed on the Sales iPad. **Procedures are** provided at the Monitor Desk for processing **craft** sales. If the Member's name is not in the ART section, they are not an authorized seller, and the art should not be sold. **Place a note in the Consignment Area Manager and Club Treasurer slots (behind the Monitor Station)** if this situation occurs.

XII. Membership and Issuing Membership Cards. IMPORTANT. No member information is to be given out unless specifically authorized by the member.

A. New Member sign up. Monitors have the new Member fill-out the **member information** form, **and collect the membership fee** and place the completed form in the **New Member** slot behind the Monitor Desk.

B. Monitors inform the new applicant that a MANDATORY **New Member Orientation (NMO)** session is required prior to use of the Club. **Direct the New Member to the NMO sign-up schedule at the Monitor Bulletin Board. The membership card will be issued at the completion of the NMO.**

C. **Renewals. Members renewing complete the member information form. Monitor review the information in the Club Membership Database, collect the membership fee and update according to the procedures at the Monitor Station. Place the completed form in the Head Monitor slot.**

XIII. Lockers. A separate Locker Assignment Binder is provided at the Monitor Desk. The Locker Manager or his/her designee are the only persons authorized to assign lockers and slots. A Locker Wait-List is provided at the Monitor Bulletin Board for Members desiring to rent a locker/slot or change a locker/slot. The Locker Manager will make assignment on a first-come, first-served basis from the Locker Wait-List in order of request. Monitors DO NOT make locker/slot assignments in the Locker Binder or the Club database, Members DO NOT self-assign lockers.

XIV. Communications - Telephones and Public Address (PA) System.

A. There **two handsets for the telephone system one at the Monitor Station and one at the Computer Center.**

B. The Public Address (PA) System has codes for announcements into specific areas of the Club as follows:

Code 200 broadcasts to ALL Areas of the Club.

Code 201 broadcasts to the INSIDE of the Club.

Code 202 broadcasts to the OUTSIDE of the Club

Monitors should not hesitate to use the PA System to make announcements for second monitor assistance, stop work or other communications as appropriate. A reminder to key the mic, wait a moment and then speak clearly, slowly and distinctly. There is often much noise in the Shop Area and/or the acoustics are difficult in some areas.

XV. Class Scheduling and Registration. Periodically the Club sponsors classes in such skills as welding, machine shop use, CNC Plasma Cutter software, etc. Monitors do not schedule individuals for classes. Monitors should **direct interested members to the class sign-up list on the Monitor Bulletin Board. If no sign-up list is posted,** take the name and telephone number of persons interested in a class and place a note in the Head Monitor slot for follow-up.

XVI. Supplies, Materials and Requisitions. Materials and general administrative resupply are handled by the Club Purchasing Agent

A. Monitors are requested to anticipate resupply needs and indicate when items are low in inventory (before we run out). Specifically, monitors should conduct a periodic review of general administrative items (e.g. paper, pens, markers, etc.) and other consumables (e.g. batteries, paper towels, garbage bags, etc.) and enter on the requisition form. **Please check first that additional inventory for apparent low-running supplies and not stored elsewhere in the Club.**

B. Monitors are authorized to **receive** supplies and materials delivered to the Club. Whenever an invoice or delivery ticket is provided with delivery, the Monitor shall place the document in the Treasurer Slot.

a. Non-Metal deliveries (e.g. miscellaneous supplies, small tools, etc.) should be placed on the counter behind the Monitor Station. The only person(s) authorized to open and distribute ordered supplies are the President and the Purchasing Agents.

b. Metal deliveries are normally received through the rear garage door. Monitors should seek help from other Club members to unload and properly store metal received. Additionally, ensure that a copy of the delivery ticket is placed in the Treasurer's Slot.

XVII. Incidents. **Procedures are** provided at the Monitor **Station** to assist with responding to incidents. General guidance is provided below. RCSC has provided all Clubs with a matrix of events that are deemed emergency (911 call) or non-emergency (Bell Center 623-876-3040). This matrix is provided in the **Red Incident Folder at the Monitor Station**. Blank incident forms can be found in the Blank Forms Folder at the Monitor **Station**.

A. People Accidents. If any person in the Club has an illness (sickness, loss of consciousness, etc.) or injury (slip, fall, cuts, loss of limb), the first response is to determine if medical assistance is needed.

Both Monitors should coordinate the response. **If in doubt – call 911.** One Monitor should attend to the affected individual. The second Monitor take the following action as necessary.

- Make appropriate outside notification. If 911 is called, give the address and phone number of the Club: 16820 N 99th Avenue Sun City / 623-974-8206. Designate someone to go outside the building to direct emergency personnel to the injured person.
- Once emergency assistance has been contacted, one Monitor shall make additional calls as follows:
- Second Call: Bell Center – Inform them an incident has occurred. The Bell Center number is on the Monitor Badges.
- Third Call: Bell Metal Club President.
- Fourth Call: Emergency Contact for the affected individual from their membership card.
- One Monitor should announce that all work be suspended until the situation is resolved and both Monitors are able to focus on their safety responsibilities.
- If medical assistance is determined not to be needed, the individual should be required to stop work and sit in the gift shop area for a minimum of 15 minutes prior to being permitted to resume work or depart.

B. Disruptive behavior. Disruptive behavior will not be tolerated in the Club. Each situation requires its own balance of tact, respect and exercise of authority. Monitors are encouraged to follow the procedures below.

- Separate the individuals involved in the dispute and attempt to resolve the issue. Send individuals from the Club if they cannot “calm down”. If they refuse to leave, notify RCSC Bell (623) 876-3040 and ask for appropriate assistance.
- Complete a Chartered Club Member Conduct Report Form BP:12-14. Blank forms are in the Blank Forms Folder at the Monitor Desk. Obtain witness statements as soon as possible.
- Place the report in an envelope addressed to the Club Board and place it in the President’s mail slot. Club Rules address member conduct (provided in the Appendix).
- Monitors are NOT responsible for confrontation or the ultimate decision making in resolving the situation – that is handled by the Club Board. Monitors are responsible for maintaining proper safety and decorum in the Club.

C. Facility / Equipment Accidents. RCSC property damage, theft or accident requires an incident report. In all cases, the priority is to ensure the area is safe and the danger is passed.

- Major Accident. A major facility / equipment accident is if outside assistance is required to address the situation such as a major fire, flooding, explosion or structural issue. As with people accidents, the first response is to determine if outside assistance is needed. Both Monitors should coordinate the response and act as follows.
 - Make appropriate outside notification. If 911 is called, give the address and phone number of the Club: 16820 N 99th Avenue Sun City / 623-974-8206. Designate someone to go outside the building to direct emergency personnel to the injured person.

- Determine if the building should be evacuated. If so, one Monitor make several announcements on the PA System that all work be suspended and direct all members to muster in the parking lot out front. If possible, ask one member to coordinate member accountability in the parking lot to ensure no one left inside (consider a quick snapshot of the member log-in screen to facilitate if the situation allows).
- Once emergency assistance has been contacted, one Monitor make additional notification as follows:
 - 1) Notify the Bell Wood Club of the situation.
 - 2) Bell Center – Inform them an incident has occurred.
 - 3) Bell Metal Club President.
- Minor Incident. A minor facility / equipment incident / accident is if outside assistance is not required to address the situation and the immediate situation is resolved, such as a fire extinguished on-scene with a portable fire extinguisher.
- As with any situation, both Monitors should coordinate the response.
- Regardless of the severity, a consideration should be made by the monitors to temporarily stop work until a determination can be made that no further danger exists, appropriate notifications, equipment tag-outs, emergency response equipment resupply, etc. can be addressed and monitors are confident they can allow work to safely commence again.
- Affected equipment should be monitored for an appropriate period to ensure no further risk exists (e.g. reflash).

- Minor incidents provide valuable learning opportunities as well as leading indicators to possible problems. Monitors are encouraged to use their judgement to pass on to the Safety Committee Chair information that may be useful for lessons learned and/or corrective actions.
- Minor incidents require notification as indicated by the RCSC response matrix. The Club President is to be notified for all incidents.