

Critical Issue Policy

What are Critical Issues?

- **Unable to do a Class or a Shift within the next 24 Hours**
- **24 Hour Door not working**
- **Blocked Toilet – where wastewater is flooding floor**

These are issues that are critical to the functioning and safety of the club.

Critical issues cause people to cancel their memberships and have a direct impact of the financial well being of the Club

Critical Issues upset members and they will often take it out on the those that are staffing the club at the time. This is not fair on those staff as they often do not have the ability to do anything about it.

Classes

It is very important that classes are **not cancelled** as members get very upset about this. They generally don't get upset at the instructor but take it out on other staff and the Club. This type of incident causes members to cancel.

1. It is an **Instructors responsibility to find their own cover**. This is the fairest and least stressful way for classes to be covered as the Instructor is the one who has an alternate engagement and is the one that knows earliest that they will not be available. It is also not fair to put the responsibility onto the rest of the team to find a replacement for you.
2. **Finding a cover**: This can be difficult and you are asking someone to do a favor for you. So please **CALL** people directly and text them as prospective covers will respond better to a direct request from you rather than from another team member. By all means put the request on Slack as well but for class covers this method will generally not work. Slack is tool for disseminating non urgent information.
3. **It is easier for you**, as the Instructor, to ask someone to cover for you than leaving this responsibility to the rest of the team.
4. If you have **tried and cannot find a cover** yourself, it is important to **CALL** and text the Operations manager as soon as possible so they can try to find a replacement.
5. You must **keep calling and texting until you have a response** from a member of the team that your message has been received.
6. **Do Not use**: Email, Slack , or other indirect method.

Toilet Issues

This has happened at Goolwa several times and Victor Once. The Drain has been blocked by inappropriate items being flushed, resulting in wastewater backfilling and flooding.

This is a health risk. It is also very upsetting to Members and must be dealt with urgently.

1. It is important to **CALL** and text the Operations manager as soon as possible so they can start the process of getting it sorted.
2. You must **keep calling and texting until you have a response** from a member of the team that your message has been received.
3. **Do Not use:** Email, Slack , or other indirect method.

24 Hour Door malfunctions

This has occurred several times at Victor and once at Goolwa. If members cannot get it they will get very upset indeed. It is vital that the Operations Manager is told of this issue immediately.

1. It is important to **CALL** and text the Operations manager as soon as possible so they can start the process of getting it sorted.
2. You must **keep calling and texting until you have a response** from a member of the team that your message has been received.
3. **Do Not use:** Email, Slack , or other indirect method.