

## AQUASTAR VOLUNTEER POLICY

### Home Meet Volunteer Policy

AQUASTAR requires the participation of all its member families to be successful. This volunteer policy is intended to share the workload of running a competitive USA swim team.

For every AQUASTAR hosted meet (home meet), each family must work a minimum of 2 volunteer hours per session for any sessions in which they have a swimmer entered into the meet. A family will max out at 8 hours of total volunteer time for the meet. No family will be penalized for volunteer requirements exceeding 8 hours.

The volunteer hours can be completed during any session of the swim meet, but the total number of hours required per family must be fulfilled by the end of the meet. For every hour that is not fulfilled, your AQUASTAR account will be billed \$20 per hour left uncompleted.

### Home Meet Volunteer Policy Examples

Example 1: Smith family has a 10 year old swimmer, Kid A. Kid A is entered into session 3 on Saturday afternoon and session 5 on Sunday afternoon. The family requirement is 2 sessions X 2 volunteer hours = 4 volunteer hours for the entire meet. These hours can be completed on the same day or split across different days of the swim meet.

Example 2: Bigg family has two 10 & under swimmers, Kid A and Kid B. Kid A and Kid B are both swimming in session 3 on Saturday and session 5 on Sunday. The family requirement is 2 sessions X 2 volunteer hours = 4 volunteer hours for the meet. These hours can be completed on the same day or split across different days of the swim meet.

Example 3: Jones family has Kid A, a 10 year old swimmer and Kid B, a 13 year old swimmer. Kid A is swimming session 3 on Saturday and session 5 on Sunday. Kid B is swimming session 1 on Friday, session 2 on Saturday, and session 4 on Sunday. The family has a swimmer in all sessions of the meet. The family volunteer requirement is 5 sessions X 2 volunteer hours = 10 volunteer hours for the meet. However, a family is only required to work a maximum of 8 hours at a swim meet. The total volunteer hours required for this family is 8 hours. These hours can be completed on the same day or split across different days of the swim meet.

### How to Volunteer (Prior to Meet)

Families can sign up for volunteer hours by logging in to their Team Unify account on the AQUASTAR website. The link for volunteering can be found on the same page as the meet invite. Job signup is on a first come, first serve basis.

To volunteer, select the job and the shift during the meet that you would like to volunteer for. Hours may vary across shifts, so make note of the number of hours for each job you are signing up for. It is your responsibility to ensure that you have selected jobs/shifts that fulfill the volunteer requirement for your family. For further assistance on how to navigate Team Unify, a step-by-step guide with pictures can be found at the end of this policy.

### How to Volunteer (During the Meet)

On the day of the meet, volunteers should check in with the Volunteer Coordinator at least 10 minutes prior to their shift. The Volunteer Coordinator will be located near the Clerk of Course. Checking in with the volunteer coordinator ensures you will be given credit for fulfilling your volunteer shift.

### Assessing Penalties

After the meet, AQUASTAR will use Team Unify along with the check in sheet managed by the Volunteer Coordinator as the method for assessing hours worked and penalties. Families assessed a penalty will receive an email communication indicating their penalty and their credit card on file will be charged. Penalties can be appealed by emailing [AquaVolunteers@gmail.com](mailto:AquaVolunteers@gmail.com) within 30 days of the penalty being assessed. All appeals will be reviewed by the AQUASTAR Board of Directors.

### Assigning Hours

A family can designate anyone age 12+ to work their jobs/ shifts in order to fulfill their volunteer hours during the meet. This is a great way for teens to earn volunteer credits for school. The Volunteer Coordinator can sign or provide documentation indicating volunteer hours worked. To designate a volunteer, simply enter their name into the volunteer slot when signing up for a shift in Team Unify.

### Working Additional Hours

Any family working additional volunteer hours above their required amount will not be able to carry these hours forward as credit towards other swim meets. AQUASTAR truly appreciates those families that go above and beyond the minimum volunteer requirements. The team cannot survive without swim families coming together to host meets.

### Concession Donations

Concession/hospitality donations ensure the team has a profitable swim meet. Profitable swim meets mean fewer fundraising needs for the team. Depending on the volunteer needs for a home swim meet, concession donations may count towards volunteer hours. If hourly credit is given for a concession donation, it will be noted in Team Unify on the volunteer sign up.

### Unforeseen Circumstances

We do understand that sometimes difficult circumstances can arise that might prevent or limit having a volunteer from your family help at a home meet. We want to work with all families if/when these circumstances arise, so communicating with the Volunteer Coordinator (AquaVolunteers@gmail.com) when special needs arise is extremely important.

### Away Meet Volunteer Policy

If you have a swimmer participating in an away meet, you may be required to fulfill a timing shift each day of that meet. Timing shifts are assigned by the Head Coach and sent out as part of the meet email distributed the week of the swim meet. The Head Coach will make every effort possible to accommodate swimmer/ parent schedules based on events entered during the swim meet.

If you are not able to fulfill your timing assignment, it is your responsibility to find a replacement.

Failing to show up for an assigned timing shift at an away meet will result in a \$20 penalty.

### Assessing Penalties

After the meet, AQUASTAR Coaches will provide a list to the volunteer coordinator of any no show timing assignments. Families assessed a penalty will receive an email communication indicating their penalty and their credit card on file will be charged. Penalties can be appealed by emailing [AquaVolunteers@gmail.com](mailto:AquaVolunteers@gmail.com) within 30 days of the penalty being assessed. All appeals will be reviewed by the Board of Directors.