



Service Policy

Parents are expected to support our program, and the endeavors of their child(ren), by volunteering their time to ensure that hosted meets run smoothly and we are fulfilling our obligations to other swim clubs at meets that we attend. To ensure that the responsibility for these tasks are shared by all families, the following policy has been implemented. **Please review this policy prior to registering your child for the program; by registering your child, you are agreeing to abide by this policy.**

Hosted Meets: Family members of all swimmers on our team are required to volunteer for Hosted Meets, even if the swimmer is not competing in the Hosted Meet.

It is important that everyone take part in hosted meets even if your swimmer is not swimming. All hosted meets generate funds for the entire team and every age group. The funds we raise by hosting meets benefit all swimmers and allow us to purchase incentives, training equipment, holiday parties, and things for all of our children to use and enjoy. A family (parent or other family member) is required to volunteer for at least two jobs for invitationals, and one job for duals of every Hosted meet in order to cover all of the jobs. After a brief period of voluntary signup, the Volunteer Coordinator will assign tasks to families for Hosted Meets.

In addition to raising funds, we gain recognition; the level of our club and recognition with Illinois Swimming and USA Swimming for hosting meets helps to ensure that our team has elevated their standing within the swimming community. SWIFT Aquatics swimmers all share in this recognition when they are a part of a quality athletic organization. We are known for having fabulous events. It takes a community to raise and support our swimmers!

Since we host so few events throughout the season, you can imagine how important it is that you plan ahead to keep the dates below available. **If you are unable to work at the meet due to prearranged vacations or family events, please notify the Volunteer Coordinators 2 months before the sign up deadline.** This will ensure that you are not assigned a shift that would interfere with your plans. It is helpful to talk to other parents to see if they would be willing to fill your commitment. You can return the favor at another event. Below is our list of events for the season:

TENTATIVE HOSTED MEETS (Short Course Meets)

- October Dual Meet - Date TBD
- SWAQ North Shore Triple Crown - November 17 - 19, 2017
- December Dual Meet - Date TBD
- SWAQ Prelim-Final - February 2 - 4, 2017

If shifts are assigned and they are missed, you will be fined accordingly. Failure to abide by the Service Policy will place your account in a review process prior to future registration.

- \$25 - 1 Missed Job Assignment
- \$50 - 2 Missed Job Assignments
- \$75 - 3 Missed Job Assignments
- \$100 - 4 Missed Job Assignments
- \$125 - 5 Missed Job Assignments

In addition to volunteering for a job, we encourage beverage and food donations for our concession stand. These donations are not in lieu of service hours.

Away Meets: Family members of swimmers registered for Away Meets are required to volunteer as Lane Timers. Prior to each Away Meet, the Volunteer Coordinator will create a Job Sign-Up for lane timers. The Job Sign-Up will generally be posted on the website a few days prior to the meet and an email alert will be sent. If you have not volunteered and there are spots to fill in a session in which you have a swimmer, the Volunteer Coordinator may assign you to a position (lane timer).

If your plans change prior to an Away Meet, and you know that your swimmer(s) will not be attending one or more sessions of the meet, please notify the Volunteer Coordinator no later than the Friday a week before the meet that your swimmer(s) will not be attending some or all of the meet sessions.

Missed Commitment Fee: Any family that does not meet its obligation as assigned by the Volunteer Coordinator or find a substitute who can meet the obligation will be fined. To ensure that all families take equal part in volunteering at away meets, a tiered fine structure will be assessed:

- \$25 - 1 Missed Job Assignment
- \$50 - 2 Missed Job Assignments
- \$75 - 3 Missed Job Assignments
- \$100 - 4 Missed Job Assignments
- \$125 - 5 Missed Job Assignments

Securing a replacement is the responsibility of the parent, not the Volunteer Coordinator or the Parent Advisory Board. All fees will be added to the applicable swimmer account. You will be expected to pay this fine within 30 days of your notification.

If you have volunteered or been assigned to a job at a Hosted or Away Meet and unexpectedly, your child(ren) cannot attend the meet (sickness, etc.) and you are in contact with the Volunteer Coordinator, an alternate will be asked to step in and cover your timing slot. You will not be assessed a Missed Commitment Fee if your child has to miss the meet due to illness, provided you have been in contact with the Volunteer Coordinator.

Championship Meets: Obligations for championship meets will be determined and assignments will be allocated once it is clear which swimmers will be going to which championship meets. If your swimmer qualifies for a championship meet, you may be assigned to work at the



championship meet. The Volunteer Coordinator will notify parents of tasks for championship meets as soon as feasible after qualifying swimmers are determined.

Officials: Families where one or both parents are officials at a meet are not required to volunteer in other capacities on behalf of the Club.

What to Expect at the Meet; Volunteer Duration: Timers are typically assigned to 2+ hour shifts per meet. Friday evening sessions and qualifying meets (Championship Meets and Away Meets for which swimmers must have qualifying cuts), which may be more sparsely attended may require longer timing shifts. In addition, at Prelim-Final meets, parents of swimmers who make Finals may be called upon to time a slot during finals, even if they have timed at an earlier session. We try to avoid such situations, but it is not always possible to accurately predict which swimmers will make it to the finals session and assign timers accordingly. Occasionally, depending upon meet attendance, parents may need to time more than one session of an Away Meet. The Volunteer Coordinator will make every effort to avoid the need for multiple timing shifts during a single meet. Parents with multiple swimmers may expect to be called upon first for extra shifts.

The hours associated with timing and other duties during a meet are based on the actual start time of the applicable meet session. For example, if a session starts at 1:30 pm instead of the estimated start time of 1:00 pm, Volunteer Timers for the first 2 hour slot will work until 3:30 pm, and the second volunteer 3:30-5:30 pm, and so on until the end of the meet session.

If a volunteer was assigned to time, but is no longer needed for whatever reason, that volunteer will be considered to have fulfilled their obligation at that meet.