

## FAQ

### Signing Up for Volunteer Shifts on Team Unify

**Q: I signed up for a shift, but someone else is going to cover it for me, what do I do?**

A: There's a few ways to handle that situation:

Option 1: Erase your volunteer shift and have your replacement enter their name.

(This works if it's far enough in advance of the shift.)

Option 2: Add the person scheduled to covering your shift into the note area of your signup.

Option 3: Email the volunteer co-ordinator within 48 hours of the coverage.

**Q: I signed up to volunteer, but I can't fulfill my duties. What do I do?**

A: Find someone to cover your shift. Getting coverage is your responsibility. Find someone or at the very least, let someone know that you can't make it so the other parents know that a slot needs to be filled. We've all been in the timing chair when someone doesn't show up for the next shift—it's no fun and is really bad for team morale.

**Q: What if I end up covering a no-show?**

A: If you cover for someone else's shift, you must email the volunteer co-ordinator know within 48 hours of when the event ends, letting them know who you covered for.

**Q: What if I don't get in touch with the volunteer co-ordinator before 48 hours is passed?**

A: You forfeit your points.

**Q: How do I know who the volunteer co-ordinator is and how do I email them?**

A: Whoever you received the email about job signups is the volunteer co-ordinator. You can email them via Team Unify.

**Q: How do I know that I received my points for volunteering?**

A: Confirmations of your signup shifts/volunteer points are processed within 2-3 days after the event. You can check your Service Hours at any time. Here's how:

Log into the Hills Hurricanes website

Go to My Account

Click on \$MyInvoice/Payment

Click on Service Hours

**Q: The information on Service Hours is confusing. What is going on?**

A: It is a little confusing. Here's some help:

Invoice Created = When obligation hours were set (generally around the beginning of each season).

Obligation & Adjustments = The number of required volunteer hours and any manual adjustments that have been made to your count. This happens if someone fills your shift for you, if you are exempt from points for any reason, etc.

Worked = Number of points you've earned so far.

Balance = How many points you lack before meeting your volunteer obligation.

**Q: I'm mad about [fill in the blank]. Who do I complain to?**

A: Shad loves complaints from parents and swimmers! Get in touch pronto.

**Q: Seriously, I have more questions, who do I ask?**

A: Get in touch with Shad or with the volunteer co-ordinator.