

## NSPAHA Volunteer System - FAQ

**Q:** *Can children accompany adult volunteers at their shifts, such as Polar Concessions?*

**A:** No. For safety and liability reasons, no children can be behind the Concessions counter at any time.

**Q:** *Do other associations charge more for their no-show fees?*

**A:** Yes, some charge up to \$100/hour **plus** a flat \$100 assessment for each shift. E.g., a no-show on a 5-hour shift would be billed \$600.

**Q:** *Can I complete more than my minimum number of required volunteer hours?*

**A:** Yes. Many families do this and it is a very welcome contribution to NSPAHA's program and its success.

**Q:** *If two shifts take place at the same time, can only one family member show up and get credit for both shifts?*

**A:** No. There must be one family member for each shift and one person cannot get credit for more than one shift at a time.

**Q:** *Do other team duties qualify for volunteer hours?*

**A:** No. Duties such as time clock, penalty box, scorebook, statistics, etc. performed for your team do not qualify for volunteer credit. It is expected that each family help out their team in some capacity in addition to the volunteer system hours.

**Q:** *Can I ever be assigned a volunteer shift and not choose my own?*

**A:** In rare instances, yes. If we don't have enough people voluntarily sign up for concession or tournaments, for instance, we'll begin randomly signing up people for the open shifts as we get closer to the events. The important things to remember are: (1) everyone will get fair warning and (2) we'll start assigning shifts to those families who have completed the fewest hours.

**Q:** *Why is there a volunteer deposit?*

**A:** To encourage families to complete their volunteer shifts and to show up at all shifts as well as to protect those families who steadfastly complete their hours.

**Q:** *What is the volunteer deposit process?*

**A:** Families must write out a check to NSPAHA for \$250 for one player or \$500 for two or more players. If all volunteer hours are completed, this check will be returned at season's end. This check will only be cashed if all volunteer hours are not completed and/or there are no-show hours. If partial hours are completed or if there are no-show hours, the check will be cashed and a new check for the volunteer deposit balance will be cut to the family. Coaches, managers, and board members must pay the volunteer deposits, too. Since the vast majority of families complete all their volunteer hours, we do not anticipate the need to cash many checks.

**Q:** *What if I can't complete or need to cancel a scheduled volunteer shift?*

**A:** **Remember, you are responsible for your shift until you receive e-mail confirmation that your cancellation request has been accepted. Also, no requests will be accepted within 7 days of the scheduled shift date. If for some reason you need to cancel a shift, you have up to 7 days prior to your shift to cancel. If it is 7 days or less before your shift, you are locked into that shift and cannot cancel. You will need to do one of two things; (1) show up for your shift as scheduled or (2) find someone to fill the spot. If you don't find a replacement and you don't show up for your scheduled shift, your check will be cashed and you will be charged a \$40.00 per hour no show fee.**

**Q:** *What happens if I no-show?*

**A:** The no-show will be noted on the sign-in sheet by those volunteers present or by administrative personnel. \$40 per no-show hour will be subtracted from your volunteer deposit. You'll still be responsible for completing the hours that you did not show up for. The current status of your volunteer deposit will also be available on your on-line Volunteer Record. No-shows put a strain on those who do show up and no one likes to be in that position, so please do your utmost to ensure your shifts are covered.