

## Volunteer Information

Volunteers are the lifeblood of the North St. Paul Area Hockey Association. Without the hundreds of volunteers contributing tens of thousands of hours each season, NSPAHA could simply not exist. We greatly appreciate the work that everyone does to help make our children's hockey experience a positive and enjoyable one and to make the NSPAHA program successful. With that in mind and, in order to make your NSPAHA volunteer life as easy and flexible as possible, we utilize an on-line automated volunteer system. Highlights of this system include:

- **You are in control.** You choose the shifts, dates, and times that meet your schedule. With this great freedom also comes responsibility. This system will only be successful and continue in its present format if you accept the responsibility to sign up and complete your shifts. **In rare instances, in order to ensure that all shifts are covered for tournaments or jamborees, for example, we may need to assign shifts to families. If this happens, everyone will receive advance notice and we'll first assign shifts to those families with the fewest completed hours. Also, another opportunity for you to get your hours is this year each team will be responsible for a shift in the concession stand for a girls or boys JV and High School game, so when registering please keep that in mind.**
- **Sign up on-line at your convenience.** View all open shifts in one central location and select those that best fit your hectic schedule.
- **You control your own password-protected account.** Sign up for shifts and view validated hours/shifts, scheduled shifts, remaining hours, and remaining open shifts. If you forget your password or user name, e-mail the volunteer coordinator at [volunteer@nspohockey.org](mailto:volunteer@nspohockey.org) and one will be reset for you.
- **First come, first served sign-up.** Once you've registered and are in our system, you can sign up for your shifts at any time. This includes Mites! If you do not have e-mail access you will need to work with your team manager to schedule your hours.
- **Volunteer username easier to remember** – while the password is still case-sensitive (e.g., 'HoCkEy' is different than 'hockey'), your username (e-mail address) is all lowercase, so you don't need to remember which letters are capitalized.
- **Easier for multiple-player families.** No more working with multiple team managers to get all your players' times covered (except in the case of High School games). Shifts are managed at the family level, not the team level.
- **Additional volunteer opportunities.** In addition to the standard opportunities, we'll be adding new ones. More information on this will be available later.
- **Better tracking and reporting.** The new on-line system will contain features to ensure that all shifts are covered for each event, attendance is monitored and promptly credited, no-shows are vigilantly managed, and successful completion is actively encouraged.
- **Modest volunteer requirements.** You only need to volunteer *a minimum of 12 hours per player (a minimum of 24 hours per family, for two or more players)*. For those of you who've asked, there is no maximum number of hours.
- **Greater tournament coverage.** For families with one player, at least 6 of the 12 hours must be completed at a tournament. For families with two or more players, at least 12 of the 24 hours must be completed at a tournament.

- Volunteer program success reinforced.** To ensure fairness for everyone, **we require a \$300.00/player and \$600.00/family volunteer deposit from ALL families.** This will be collected via check. The check will **NOT** be cashed **UNLESS** the volunteer hours are not fulfilled. ***The check will be returned at the end of the season if all hours have been completed.*** Any hours not completed will be charged at \$40.00 per hour. This is a no-deposit, no-play policy. The checks will be collected at NSPAHA Registration. Finally, there will be a \$40/hour no-show fee assessed against volunteer deposits for all no-shows. Due to the high level of individual control with the new system, deposit forfeiture and no-show fees should not be issues, but we want to ensure that our players are well supported and that our many volunteers are protected. **Any check that is cashed and is returned by the bank due to non-sufficient funds or stop payment will be assessed the following penalties: (1) we will ask the family for reimbursement in cash, money order or cashiers check for the full amount including any penalties assessed by the bank; (2) players will not be able to skate (including practices and games) until this payment is paid in full (3) going forward at future registrations these families will be asked for payment in the form of money order or cashiers check to insure good funds.**
- Cancellation Policy.** 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.
- MANDATORY**. Because a lot of our revenue comes from the Concession Stand and the High School games are a big part of that, this year each team will be give one JV game and one Varsity Game to work in the concession stand. These games will be handed out at the Manager's Meeting. There will be no cancellations allowed for those who sign up for JV and High School Games. You must show up or find someone to work your hours. Also, teams will not be allowed to give those hours back to the Association. If your team cannot work the games you are given you are responsible to contact other teams to see if you can trade dates and times. Please note if you cannot find parents to work the concession stand the managers and coaches will be asked to step up and fill those hours. **NO EXCEPTIONS.**

We're excited about the ever-improving volunteer system. Here, you are in control of your volunteer destiny, with all the benefits, flexibility, and accountability that go along with it. We'll keep everyone updated as this system continues to evolve. If you have any questions, comments or suggestions, please e-mail them to [volunteer@nsphockey](mailto:volunteer@nsphockey).