



## Volunteer Bond Frequently Asked Questions

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## **General Information**

### **What's new for the upcoming season?**

- Multiple changes occurred with the Volunteer Bond Program during the 2022-2023 season which were successful and as such; will continue for the upcoming season.
- The changes which will remain should continue to encourage members to become involved for the betterment of their child(ren), as well as the community of athletes within our Association

### **Why is there a Volunteer Bond?**

- Many of our members are unaware of how much volunteer work and fundraising is necessary to operate a quality hockey program for our athletes. This decision was made when it was realized that many of the same families were taking on multiple role's; because no other families were volunteering.
- The Volunteer Bond is a **MANDATORY** component of registration for **ALL members**, and does not in any way exclude families from volunteering with their child(ren) team(s).
- Families who have not fulfilled the requirements of the Volunteer Bond Program by March 31<sup>st</sup>, would be defined as a 'Member not in good Standing', as per the Policies and Procedures; and, will have their Hockey Canada account blocked from any future registrations until their volunteer bond has been cleared.
- Southwest Hockey reserves the right to carry forward the outstanding balance for families that have not met the requirements of the Volunteer Bond Program; as per the Policies and Procedures.

### **Who decided the Association needed a Volunteer Bond?**

- The SW Hockey Board of Directors made this decision.

### **Is there still an Agreement Form?**

- Yes. The Volunteer Bond Agreement is acknowledged through registration and can be viewed anytime by visiting: <https://www.southwesthockey.ca/volunteers/> A paper-copy of the Agreement Form is no longer required

### **Is the Volunteer Bond in place just to generate more revenue?**

- **NO!** The Board raised the amount of the bond to try and DETER families from opting out, and paying the bond.
- Southwest Hockey never instituted the Volunteer Bond as a means for revenue. The Volunteer Bond was implemented as a way to encourage more members to volunteer and to drive community engagement.
- Any revenue that is generated by members who still don't want to volunteer, will be used in the day-to-day operation of SW Hockey.

### **I don't understand the game of hockey. How can I volunteer?**

- Review the Association Approved Roles for **MANY** non-hockey related essential roles. This list can be found here: <https://www.southwesthockey.ca/volunteers/>



### I don't skate, but would love to help out. What else can I do?

- Review the Association Approved Roles for **MANY** off-ice opportunities. This list can be found here: <https://www.southwesthockey.ca/volunteers/>

### How much is the Volunteer Bond?

- **Community Program** is: \$500. This is PER family, PER season.
- **House League Program** is: \$350. This is PER family, PER season.

## **Bonus Opportunity**

### What is the Bonus Opportunity?

- If a family completes two (2) credits during the Pre-Season (**'Bonus Opportunity' phase**), the Association will 'reward' this involvement by verifying that the volunteer bond obligation would be considered complete.
- Meaning that as a 'bonus', the family would not be required to complete the other two (2) Association Bond credits.

### I did NOT take advantage of the Bonus Opportunity, and team roles are also full. How can the Volunteer Bond obligation be completed?

- There is a chart available on the Volunteer Bond tab of the SW Hockey website: This list can be found here: <https://www.southwesthockey.ca/volunteers/>
- While the number of opportunities may decrease over the season, there can be openings 'In-Season' for sign-ups. **It is the MEMBERS RESPONSIBILITY to check Signup.com on the SW Hockey website on a regular basis!**

## **Community vs. House League**

### Is there a Volunteer Bond for House League?

- Yes. As of the 2020-2021 season, the South Calgary Hockey House League moved back 'in-house'. With this change, the House League teams were included with the SW Hockey Volunteer Bond Program.
- The bond and number of credits are less than what is required for the Community Program.

### I have children registered in BOTH the Community and House League Program. Do we complete both Volunteer Bonds?

- No. If you have participants that are registered for both programs, families must fulfill the requirements for the **Community** Volunteer Bond Program only.



## **Credit Explanation**

### **How many credits are required to fulfill our family bond?**

- **Community Program:** A total of **four (4) Credits** are required to be fulfilled, per family.
- **House League Program:** A total of **three (3) Credits** are required to be fulfilled, per family.
- There are varying opportunities available; therefore, with regards to the fulfillment requirements for both the Community Program and the House League Volunteer Bond Program, refer to <https://www.southwesthockey.ca/volunteers/> for further information.

### **What is a Credit?**

- When a member signs up through Signup.com → **1 Shift = 1 Credit**. The way in which the shifts / credits are assigned are for the benefit of the Association as a whole.

### **Can I transfer my credits to another family?**

- Transferring credits is not permitted. Credits are earned by each family.
- In the event a family is having a hard time fulfilling their credits, this would be reviewed on a case-by-base basis and they need to contact to the Director of Volunteers at: [volunteers@southwesthockey.ca](mailto:volunteers@southwesthockey.ca)

## **Timeline for Completion**

### **When can I work off my Volunteer Bond?**

- **June 1<sup>st</sup> to March 31<sup>st</sup>** of each season.

### **Can I work off the Volunteer Bond next season?**

- No. The Association needs volunteers every season.

### **Can I carry credits forward to next season?**

- No. The Association needs volunteers every season.

### **Is there a deadline to have the Volunteer Bond Credits submitted by?**

- **Yes. February 15<sup>th</sup>**

### **Can I get an extension?**

- If an approved opportunity presents itself between February 15<sup>th</sup> and March 31<sup>st</sup> of the current season, **YOU MUST** inform the Director of Volunteers of your intentions to volunteer by February 1<sup>st</sup>, so that an extension can be granted and your postdated cheque will be moved to 'pending'; upon completion of your commitment between February 15<sup>th</sup> and March 31<sup>st</sup>.



## **Fulfilling the Volunteer Bond**

### **We're a "split family" who's responsibility, is it?**

- Where there may be a "split family"; any Parent / Guardian who completes and acknowledges the Volunteer Bond Agreement, is recognizing that this program is a requirement of registration.
- Meaning → Regardless of who signs the Volunteer Bond Agreement; is acknowledging the Volunteer Bond obligation in order to avoid any penalties and for the Member's account to remain in good standing.

### **I have completed the required Association credits; do I still have the help?**

- **YES!** Completing the credits fulfills your obligation to the Association. Team duties still need to be completed. It is not reasonable to expect your Team Manager (or a small number of parents) to do all the work at the team level.
- The point of the volunteerism requirement is to encourage a broader scope of Association volunteering, not to replace team duties.

## **Opting Out**

### **Can I 'opt-out' at the time of registration?**

- No. The GOAL of this policy is to encourage ALL families to play a role in the running of the Association. We would rather have the help, than the money.
- In order to ensure that all parents are on the same level playing ground, **a member's TIME is the preferred currency** for the Volunteer Bond.

### **I don't want to volunteer. Can I 'opt-out' at some point during the season?**

- Opting-out will only be permitted after January 15<sup>th</sup>.
- We are hopeful that sometime between September and January; members will find ways to get involved. A great deal of work goes into making hockey available to the kids of our hockey Association, and this work needs to be spread out. Plus, it can be **FUN** to get involved.

## **Opportunities**

### **What roles are available?**

- Association Approved Roles are listed here: <https://www.southwesthockey.ca/volunteers/>
- Additional opportunities may come available throughout the season and will be posted to the website and / or communicated to the members.
- **NOTE:** Some opportunities may only be posted-out a couple weeks at a time.

### **Does Time Keeping, Score Keeping and running the Penalty Box qualify towards the bond?**

- **No.** These roles do not qualify towards the Association Volunteer Bond Program. The Volunteer Bond is designed to fulfill roles for the benefit of the Association as a whole.
- These positions are still required to be filled as per the Hockey Calgary Rules & Regulations.
- Members still need to fulfill ALL team duties!



**Without Time Keeping, Score Keeping and the Penalty Box being available, it seems impossible to fulfill the bond? What can I do?**

- There is actually quite a number of opportunities available during the 'Bonus Opportunity' phase.
- During the 'Bonus Opportunity' phase, there is approximately 1,200 shifts that need to be filled.

**There are no more roles on my team. What else can I do?**

- If members want to make sure they can fulfill the bond obligation, sign up as early as possible; preferably during the 'Bonus Opportunity' phase.
- Southwest Hockey has many opportunities that benefit the entire hockey program. Review the Association Approved Roles that are provided in the Policies and Procedures.
- If a member is still having difficulties finding a role, it remains the **MEMBER's** responsibility to reach out to their Assistant Team Manager as well as the Director / Assistant Director of Volunteers.

**I know a person who is volunteering for multiple roles that qualify for the Volunteer Bond (E.g., Head Coach for one team and an Assistant Coach for another); this is not fair. Why is this allowed?**

- Some roles within Southwest Hockey require people to be "qualified and approved".
- There are certain certifications and requirements that must be met according to the rules of Hockey Calgary, Hockey Alberta and/or Hockey Canada. Therefore, in certain situations it may occur that one person is filling two (2) roles.

**I have a skill / service to offer to Southwest Hockey in lieu of my bond. Who would I discuss this with?**

- Contact the Director of Volunteers at: [volunteers@southwesthockey.ca](mailto:volunteers@southwesthockey.ca) to discuss.
- Approval must be given by the Director of Volunteers BEFORE the skill / service is permitted.
- Failure to gain permission **PRIOR** to the skill / service being provided will **not** go towards the Volunteer Bond fulfillment, and the family will be responsible for fulfilling their bond in another Association Approved Role, by the deadline.

**How do I find out about available volunteer opportunities?**

- Visit: <https://www.southwesthockey.ca/volunteers/> for available opportunities.

**Tracking & Reporting Credits**

**How is my Association volunteering being tracked?**

- **YOU.** It is your responsibility to meet the expectations of the Volunteer Bond Program.
- **Assistant Team Managers** → will also be tracking credits at the team level; however, it is up to each member to ensure the tracking is being recorded accurately and timely.



### **How do I report completed credits?**

- Contact your Assistant Team Manager to let them know how you fulfilled your credits.
- The Assistant Team Manager will then verify those credits with the SW Hockey Signup Coordinator and the Director of Volunteers.

## **Incomplete Volunteer Bonds**

### **If I do not fulfill the Volunteer Bond requirement and only complete a portion of the bond, will our Member Account be charged?**

- **Yes.** In the event the Volunteer Bond is not completed (either through dollars OR service) by March 31st, the **full amount** of the bond will be applied to the member's account; based on the program in which the participant(s) are registered for, if the required credits are not fully completed.

### **When do we have to pay the amount owing for an incomplete bond?**

- By March 31<sup>st</sup>.

### **What if I don't pay the bond by March 31<sup>st</sup>?**

- If the Volunteer Bond is not paid by March 31<sup>st</sup>, there will be a late fee added and;
- The member account will also be placed as a "Member Not in Good Standing", and will have their Hockey Canada account blocked from any future registrations or player movement requests until the matter has been cleared up.

### **Can we pro-rate the Volunteer Bond and combine credits and dollars?**

- **This is not a 'pro-rated' program.** VB credits and dollars cannot be combined to complete the bond.

## **Questions?**

**If after reviewing this FAQ, as well as the Volunteer Bond information on the website, and you have further questions, please contact:**

- Director of Volunteers – [volunteers@southwesthockey.ca](mailto:volunteers@southwesthockey.ca)
- Assistant Director of Volunteers – [asst-volunteers@southwesthockey.ca](mailto:asst-volunteers@southwesthockey.ca)

