

RHA VOLUNTEER POLICY

10/12/2020

PART I: Volunteer Policy

1. It is the intent of the volunteer policy to provide communication, direction and accountability to the member families of RHA regarding their responsibilities as members. The policy will ensure our facility, ice and hockey experiences are maintained in good standing. Good communication will help each family feel they are equipped to be good volunteers.

Each individual family will be required to work a minimum number of hours each season. The number of hours required per family will depend on the number of players per family and the level of play of each skater. The number of minimum required hours will be determined by the RHA Board of directors prior to the start of the season and published on the website. These hours are required to keep our association and facility operating at minimal cost. Hours can be claimed throughout the season with the final home tournament being the last opportunity to claim hours. Hours claimed in DIBS but not worked will not be counted. In the event a scheduled game, tournament or other planned RHA event is cancelled due to weather or unusual circumstance etc., hours scheduled to be worked will not be counted towards the required minimum. The RHA Board of Directors reserves the right to cancel any RHA event and forfeit any hours claimed but not worked. While there is a minimum required hours per family, there are instances when extra volunteering is needed beyond the required minimum: tournaments, off-season projects and building projects are a few examples that may need volunteers. These instances benefit RHA and players in many ways, making the need for volunteering very important. Lack of volunteer participation for these events could result in loss of level/team participation in other tournaments or loss of ice time. Please plan hours accordingly.

Once teams are established, each family is required to submit a volunteer deposit check post-dated to April of the following year, with the full amount of the required volunteer hours times the amount per hour stated in the volunteer policy with a signed volunteer agreement to their Team Coordinator. Team Coordinators will turn this paperwork over to the RHA Vice-President/Coordinator Director at the mandatory Coordinators meeting held at the beginning of the season. Volunteer deposit checks will be held by the RHA Vice President or Treasurer until the season is over. Failure to submit the required paperwork to the Team Coordinator will result in lost ice time for each player/family until required documentation is submitted. Checks will be shredded for those families that complete the required minimum volunteer hours. Failure to complete the required minimum amount of volunteer hours will result in the volunteer check being cashed in full.

2. All members of RHA will have volunteer opportunities available via RHA Dibs system on the Rushmore Thunder website. No other volunteer tracking system will be used. All hours must be logged and tracked in the RHA DIBS system to count toward the minimum required hours per family. All volunteer opportunities are on a first come first serve basis in the DIBS system. Volunteer opportunities must be claimed under the players name that hours will be designated to (usually oldest player), failure to do so will result in loss of counted volunteer hours. There are instances when volunteer

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opportunities may not be listed in DIBS, these opportunities must be approved by the RHA Board of Directors. Any hours not recorded in the DIBS system must be approved by a member of the RHA Board of Directors and given to Team Coordinators for tracking purposes. Hours reported to Team Coordinators that are NOT APPROVED by the RHA Board of Directors will be forfeited. All volunteer hours need to be turned into Team Coordinators by a date at the end of the season determined by the RHA Board of Directors. It is the responsibility of each family to track their hours and turn them into the Team Coordinator by the set date. Hours not turned in to Team Coordinators will be subject to deposit checks being cashed for not meeting the required minimum hours. Any family that does not meet the minimum required hours agreed upon on the volunteer agreement form will have their volunteer deposit check cashed in full. NO CREDIT will be given for partial hours completed under the minimum required hours. Failure to complete the required minimum amount of volunteer hours will result in the deposit check being cashed in full with no refund/credit for partial hours completed. Completing the minimum amount of required volunteer hours is extremely important to the organization. RHA operates solely on a volunteer basis, failure to meet the required minimum hours causes hardship on the organization and increases costs. All volunteers are needed to ensure a successful season for each player.

3. Volunteer Structure: Any volunteer can be assigned a job title, where they will organize and monitor that work is completed, as follows:

A. Team Coordinator- Each team will have a Team Coordinator. There will be a Team Coordinator meeting led by the RHA Vice President/Coordinator Director prior to the beginning of the season. At this meeting, all team coordinators are required to attend and turn in all required paperwork from families for the upcoming season. Team Coordinators will be advised of new policies, changes, or information regarding the season that needs to be relayed to families and players. In addition to traditional coordinator duties, such as communications with the team families via email, text, team app etc. Team Coordinators will be responsible for monitoring DIBS for vacant volunteer opportunities during their team games and asking families to fill these opportunities. Volunteer duties may be designated to teams by the RHA Board of Directors if participation is lacking from individual membership participation. Team Coordinators will be notified to alert families if their team has been designated to volunteer for specific volunteer duties. One example is Team Rink cleaning, one week of the season, a RHA team is assigned the duty of cleaning the Thunderdome. All families of the scheduled team are expected to participate in their designated weeks cleaning duties. These hours count as volunteer hours and are tracked by the Team Coordinator.

B. Coaching- (if a parent)-This person is assigned by the RHA Coaching Committee and are eligible to use coaching time as volunteer time. Maximum of 4 coaches are allowed per team. Head Coach is exempt from tracking hours, additional coaches will need to track time volunteering and report to Team Coordinator. Mites and House league coaches will track time volunteering and report to the Mite and House Coordinator. Requirements for coaching are:

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- Submitting all necessary paperwork including: USA Hockey coaching membership number, Safe sport, USA Hockey background screening, CEP, Age specific modules for level coaching. THESE MUST BE COMPLETED BEFORE THE SEASON STARTS. You will not be placed on a roster until all the above is completed and verified.
 - Must be able to attend 80% of practices and games, 95% for head coach position.
 - Varsity/JV Head coach, please refer to Varsity coaching contract.
- D. Zam Driver #1 and #2. Each team is required to have 2 TRAINED Zamboni drivers to clean the ice after practices and during/after games as needed. These spots are also in DIBS for game times and are on a first come first serve basis. Teams that do not have a trained Zamboni driver and cannot maintain their ice responsibilities, may be subject to lost ice time. Training will be provided to train new drivers. ****Position will require training prior to being able to claim hours****
- E. Skate Sharpener: Each team is required to have a volunteer that is responsible for sharpening skates. This volunteer can track time spent sharpening skates for volunteer hours. ****Position will require training prior to being able to claim hours****
- F. Volunteer Game Day Opportunities: Positions that need to be filled on game days and will be available on the DIBS system on the RHA website. These are available on a first come first serve basis.
- Scoreboard
 - Announcer
 - Penalty Box x2
 - Scoresheet
 - Admissions
 - Online Scoring
 - Zam Driver
 - Concessions
 - Proshop

These positions are vital to a successful game day experience. All positions need to be filled to prevent forfeiture of game. Training will be provided for positions such as online scoring, scoresheet, scoreboard and zam driving. Team Coordinator will be monitoring the DIBS system and asking families of the team playing to fill any vacant positions. Failure to fill game specific positions could result in forfeiture of game.

Family Responsibility: Again, each individual family will have a certain number of volunteer hours they are responsible to complete over the course of the season, based on current policy. The penalty for not completing required hours is the volunteer deposit check is cashed in FULL, regardless of hours completed by the family, if the MINIMUM REQUIRED AMOUNT OF VOLUNTEER HOURS IS NOT COMPLETED, the full amount of the deposit check will be cashed and put into the RHA general fund. RHA is completely volunteer based and needs the required minimum hours

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completed by each family each season to keep the facility maintained and keep organization costs to a minimum.

RHA is only successful because of the volunteers that dedicate their time to the organization. Volunteering is vital ensure that unpopular seasonal work, cleaning, end-of-season and off-season work is completed. These areas of work have been very difficult for RHA to round up sufficient volunteers in the past. Moreover, there are a few RHA parents who work several hundred hours all year long simply because they know the work needs to be completed. They have been pleading for help! It is unfair to continually ask these few parents to do the work of many. **NO BUYOUTS ARE ALLOWED.**

5. Financial Aid Recipients- All families that are awarded financial aid from RHA, please be aware that you have a required MINIMUM amount of volunteer hours to complete. Please review the RHA Financial Assistance Policy, posted on the RHA website for more information. All hours must be completed in the DIBS system unless approved by member of the RHA Board of directors and reported to the Team Coordinator and the RHA Financial Committee chairperson. Failure to complete the required minimum hours will result in volunteer deposit check being cashed and the family will not be eligible for financial aid in subsequent years.

6. Conclusion: This policy is vitally important, as our association is growing by leaps and bounds, while our Thunderdome facility ages and depreciates. While we realize this policy is extensive, with negative consequences involved, the RHA Board of Directors feels this policy is absolutely necessary to ensure the Thunderdome will last for years to come and that RHA continues to provide a positive hockey experience for all the kids it serves.

PART II: Volunteer Hours System Policy

1. Purpose: To improve awareness of the need for and the accountability of volunteers in RHA. Because we own our own rink, volunteers make the program work. The purpose is not to see who earns the most hours, but to get all parents involved and to the run the program more efficiently.

2. System Overview: A family is required to volunteer hours based on the number of children in the program, with 60 hours being the family maximum. An hour value will be assigned to specialty positions, listed in this document. Position openings will be posted on the RHA website. Hours must be tracked via the Dibs tracking system on the Rushmore website.

It will be the responsibility of each family to understand and follow the guidelines in Part I of this policy in regard to the work required to be completed at RHA. It is also the responsibility of each family to register for, and solely use, the Dibs volunteer hour tracking software on the Rushmore Thunder website.

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3. Volunteer Hour Requirements Per Family:

There have been some changes from the previous years that the RHA Board has accepted for the 2020-21 Season. The table below outlines what the old hours were, and what the NEW requirements are.

	2017-18 Program	2020-21 Season
One Player per Family Hours (non-mite/house)	35 Hours	45 Hours
Multi Player per Family Hours (non-mite/house) <i>(Maximum Hours)</i>	45 Hours	60 Hours
One Player per Family Hours (mite/house)	20 Hours	25 Hours
Multi Player per Family Hours (mite/house) <i>(Maximum Hours)</i>	25 Hours	30 Hours
Cost Per Hour	\$15	\$15
How to get your hours	Use DIBS system on Rushmore Thunder website and claim volunteer positions. Some positions require training prior to completing, ie. Zam Driver, Score Sheet, Online Scoring, Scoreboard etc.	<ul style="list-style-type: none"> • Credit is given for hours claimed and worked in the Dibs system.
Workers and Volunteers	Kids 14+ in concessions, parents, grandparents.	<ul style="list-style-type: none"> • Same as last year; <ul style="list-style-type: none"> • You may have someone to work your hours and pay them; hours must be claimed in DIBS under the player hours will be counted.

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Tasks that Count Towards Volunteer Hours	Hours claimed and worked in the Dibs System.	<ul style="list-style-type: none"> Any hours scheduled in dibs and worked For hours not in dibs, hours must be approved by RHA Board member.
Tasks that DON'T Count Towards Volunteer Hours		<ul style="list-style-type: none"> Any time not scheduled in dibs unless approved by RHA Board member.
Concessions	Use DIBS system on Rushmore Thunder website and claim volunteer positions.	<ul style="list-style-type: none"> Credit is given for hours claimed and worked in the Dibs system.
	TIMES FOR EACH POSITION	
Position	Time	Notes
President	Exempt from tracking time.	Must attend 75% of meetings
Vice President	Exempt from tracking time.	Must attend 75% of meetings
Secretary	Exempt from tracking time.	Must attend 75% of meetings
Treasurer	Exempt from tracking time.	Must attend 75% of meetings
Registrar	Exempt from tracking time.	
Concessions Director	Exempt from tracking time.	
Ice Scheduler	Exempt from tracking time.	
State Scheduler	Exempt from tracking time.	
Facilities Manager	Exempt from tracking time.	
Sponsorship Coordinator	Exempt from tracking time.	
DIBS Scheduler	Exempt from tracking time.	
RHA Cleaning Coordinator	Exempt from tracking time.	
Gear Rental Coordinator	Exempt for tracking time.	
Coaching Director	Exempt from tracking time.	
Head Coach	Exempt from tracking time.	

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Mite Coordinator	Exempt from tracking time.	
Team Coordinator	Time worked	All levels
Other Positions	Time Worked in Dibs; if not need preapproval	
Zam – Game Time	1.5 Hours	
Zam – Practice Time	.5 Hours	
Concessions work	Time Scheduled & Worked	
Pro Shop work	Time Scheduled & Worked	
Admissions	Time Scheduled & Worked	
Sweeping after last game	Time Worked	
Cleaning – Team Scheduled	Time Worked	
Assistant Coaches	On ice time with team	
Fundraising	Time worked	
Skate Sharpening	Time worked.	