

ELMHURST SWIM TEAM POLICY CONCERNING VOLUNTEERS

(adopted July 22, 2015, amended March 8, 2016)

The Board of Directors has determined that the improvement of meet operations at home meets and at the December ISI has required substantial effort to coordinate. Simultaneously, USA Swimming and Illinois Swimming, Inc. have continued to raise the bar for the planning and operation of swim meets. With the raised bar, active parent and other volunteer participation remains absolutely imperative for the success of our team. Swim meets have always been organized and operated by team parents. In order to produce our annual Holiday Swim Extravaganza (December), continue our schedule of home dual meets and time trials and meet our commitments to swimmers as well as to swimmers on other teams in our conference, region, state, zone and nationally, the Board of Directors has determined that a new volunteer policy is necessary and prudent.

This policy has applied since August 3, 2015 and it has provided a means through which EST can more efficiently and reliably plan for meet and other operations. This policy will be provided to all swimmers and all parents and they accept it as part of their membership package and agreements.

By serving as a volunteer, you are maintaining and improving an organization that will soon have the status of an institution as a result of the hard work of thousands of family members before you. You are also maintaining our reputation as a well-run team with great parents and well-developing kids who happen to enjoy a great sport. Volunteers need to sign the volunteer liability waiver and any volunteer who cannot swim needs to avoid working in a position adjacent to the water.

Not less than weekly, opportunities to volunteer arise, but the key times for volunteering arise at meets when volunteer levels are critical to the enjoyment of the meet by the kids and parents alike. EST hopes that parents and swimmers will volunteer when asked—indeed, we hope people will step up even without being asked. Without volunteers, the team cannot function as it should and it will not successfully host the meets that swimmers depend on for enhancing their experience and improving their times. Additionally, volunteering offers a unique chance to family enjoyment of your swimmer's athletic experience.

All parents are expected to take an active role. EST is one of the last teams to consider and enact a policy that adopts a mandatory level of volunteerism for each family as opposed to setting minimums that we have previously met only through heavy reliance on a smaller core group of people. This policy is the first policy EST has implemented to tie volunteer efforts to a family deposit account and assess fees (a) when a volunteer fails to show or (b) when a family fails to meet the volunteer standards described below. Other teams have charged families for quite some time and, not coincidentally, these teams spend less time scheduling and experience less panic on the day of a meet—home or away. The Board of Directors did its best to find a middle ground in developing this policy. It did so knowing that the 24 prior seasons of active parent volunteerism have consistently led to more camaraderie within the team and that volunteerism has maintained the EST swimming experience as a positive one for all families.

1. **BOARD/OFFICER RESPONSIBILITY.** The Executive Committee, as a body, and the President, First Vice President and Secretary, individually, shall assist in the management and scheduling of volunteers. The First Vice President or his or her designee shall have direct responsibility to work

with the Volunteer Coordinator and shall be most directly responsible for communications that assist the Volunteer Coordinator in deck planning for each meet. The First Vice President shall assist the Volunteer Coordinator in scheduling the admissions, concessions, hospitality and special event volunteers. The First Vice President or his or her designee shall be responsible for volunteer check-in at team-hosted events and for initial review of reports from the Volunteer Coordinator. The President shall have the responsibility to assist the foregoing officials when needed and to address concerns over team and family performance under this policy. Officers and Board Members are not excused from this policy by reason of their positions, but they must necessarily be assigned according to their meet responsibilities and positions (for example, the Treasurer would likely not work in a position that would render it impossible to address concerns that arise during meets). The Volunteer Coordinator and/or the First Vice President shall preserve the volunteer records for delivery to the Secretary on a basis convenient to all.

2. **VOLUNTEER COORDINATOR.** The Volunteer Coordinator will be the primary point of contact although he or she will frequently rely on Internet-based registration of family volunteers by the families themselves. The Volunteer Coordinator shall coordinate the assignments for volunteers at all team events according to this policy. Except as set forth below in relation to timers on limited occasions, only persons over the age of 18 may satisfy family volunteer requirements. Those persons who are certified as USA Swimming Officials will be reviewed and corresponded with by the President and First Vice President, and they shall report the volunteer work of officials to the Volunteer Coordinator upon request by the Volunteer Coordinator. Records of volunteering as officials are maintained through USA Swimming's Internet system for this purpose and need not be preserved by the Volunteer Coordinator and First Vice President or Secretary.
3. **DECK POSITION PREFERENCES.** Those who are certified officials will be assigned to positions as certified officials. At the initiation of season registration, EST will circulate an electronic mail or other communication and engage in meet preparation that includes preferences of all parents in EST families in assisting the team at meets and events. The Volunteer Coordinator will apply discretion in assigning volunteers following opportunities to sign up for positions on a first-come basis, but persons preferring to volunteer as officials and timers or in other deck positions shall be scheduled with priority.
4. **VOLUNTEER PREFERENCES.** EST will do its best to schedule volunteers according to their preferences using a pre-season and/or mid-season inquiry and through the volunteer sign-up on the EST website. The expression of a preference does not assure an individual of the availability of the position and it is possible that another position could be assigned. In general, EST will rely on those assignments elected by volunteers through the website before assigning individuals who have not signed up.
5. **VOLUNTEER ASSIGNMENTS.** The Volunteer Coordinator will initiate scheduling of volunteers for volunteer positions periodically before the start of practice each season. To the extent possible, the Volunteer Coordinator will attempt to schedule all positions (other than those for the December Extravaganza meet and, when relevant, the conference meet) for the season during the first two weeks of practice and thereafter circulate a schedule of volunteers for the period between then and the end of the season. Favoritism shall not affect the review of preferences or the effort to schedule volunteers. While this has not been a concern of EST in the past, the Volunteer Coordinator will review assignments with the President, First Vice President and

Secretary prior to delivery of the volunteer schedule to all families. When registration for the season opens, the Volunteer Coordinator will receive preferences from the Registrar and the website. The Volunteer Coordinator will begin scheduling parents on a first-come, first-serve basis while possibly taking into account the number of swimmers and their ages and preferences to work the same shifts or an inability to do so and whether the swimmer is in the high school program, leaving the parent unavailable to volunteer during the swimmer's high school season. Parents within the same family need not work an equal number of shifts as long as the family meets the volunteer shift requirement during the season. The volunteer requirement will be assigned by the family and not the number of swimmers. The number of volunteer shifts per family will be determined by the number of events during each season. It is expected that, during the fall/winter season each family will volunteer for a minimum of 1 meet/event other than the December Extravaganza meet hosted by EST in December and the conference or regional meet, if hosted by EST. When EST hosts the December Extravaganza meet (2 sessions), conference meet (1 session) or regional meet (2 sessions), families must volunteer for the number of sessions designated in the parentheses. The Board will consider the summer volunteer schedule when appropriate since it is heavily dependent on the number of families, but necessary summer volunteer shifts are not tied to the EST Family Deposit Account as a result of this policy. The assignments during the summer season do not count toward the fall/winter volunteer requirement. During travel meets, we are occasionally required to provide officials and timers. The assignments for travel meets will remain voluntary and not be part of the mandatory policy or available as replacement or make-up sessions that count towards family volunteer obligations. Prior to the start of the season (short course (Fall/Winter) or long course (Spring/Summer), the Board will review the required sessions and adjust them as necessary. The Board will also consider whether any families are excused from all or part of the requirement.

6. It is impossible to predict the number of volunteer shifts with perfect accuracy and weather, a new program feature or event cancellations may also cause changes. Nevertheless, the Volunteer Coordinator will schedule using the website scheduling system. The Volunteer Coordinator will open signup for all known shifts for the season as soon as reasonably possible (with the exception of the December Extravaganza which will not open for signup until the Monday prior to Thanksgiving), using registered family names as the family volunteer signs up, and following the opportunity to sign up, by assigning positions.
7. Families typically indicate a willingness to work extra shifts.
8. The Volunteer Coordinator will meet with the President, First Vice President and Secretary to review the preferences and the preliminary schedule. They shall confirm that the preliminary schedule resulted from the process described above, make sure there is balance in the assignment of volunteers and make sure that team needs are best served by the schedule. The Board will review and the Board will approve the schedule at available regular or special meetings.
9. The Volunteer Coordinator will communicate with the Secretary and Registrar to coordinate (a) the planning and delivery of the schedule for the entire season to team families, (b) the tracking of volunteer time by family for the season, and (c) the possibility of family acknowledgements for exemplary volunteerism.
10. Upon receipt of the schedule(s), families shall have the responsibility to appear for the shifts for which they are scheduled. A family that cannot appear for the shift will, as soon as possible,

identify another family with whom shifts can be exchanged. Additionally, a family may register and make a note that another family is working in their place for the family. Once either occurs, both families will email the Volunteer Coordinator to confirm the exchange. Exchanges less than 48 hours prior to the start of the event containing the shift are prohibited except in the case of illness or unforeseeable conflict/emergency. The Volunteer Coordinator shall note the adjustment in the schedule.

11. The Volunteer Coordinator will utilize automated and/or individual electronic mail reminders to remind families of their shifts.
12. Families are reminded that they can always log into the website and check their schedule for volunteering at an event or session. If a family volunteer fails to appear for a scheduled shift or if a family fails to meet the volunteer quota set forth in Section 5 (or as otherwise announced by EST not later than the first week of October annually), then their funds in the EST Family Deposit Account will be reduced by \$200.00.
13. If, at a time when there is no family deposit on file, a family volunteer fails to appear for a scheduled shift or if a family fails to meet the volunteer quota set forth in Section 5 (or as otherwise announced by EST not later than the first week of October annually), then EST shall assess the account of the family \$200.00. This assessment shall apply notwithstanding the waiver of the EST Family Deposit for any reason. In the event that the family fails to pay the \$200.00 fee, the President shall notify the family of non-payment (by electronic mail or other suitable written communication) and the pending suspension of the swimmer's privileges to participate until payment occurs subject only to action by EST's Executive Committee to reverse the assessment for cause relating to emergency or unforeseeable hardship. The family shall be allowed 48 hours to pay the assessment before the President directs the Head Coach to remove the swimmer from team practices, events and meets.
14. Arrival times will be announced on multiple occasions during the year and in the schedule and emailed reminder. Whether a person was late to a shift and whether an early departure from a position occurred shall be determined by the records generated by the Volunteer Coordinator or his/her designee during volunteer check-in or checkout. Volunteers must personally sign in and sign out at the event in order to obtain credit for the session. A person shall be determined to be late if he or she arrives more than ten (10) minutes late for any particular session or shift. Volunteers who arrive late or leave their posts early will not get credit for the session. If a volunteer leaves his or her post, he or she must notify the Chief Judge or Referee (if an official, deck marshal, announcer, or Colorado time system or computer operator), the head timer (if a timer) or the Volunteer Coordinator for all other positions. In all instances, volunteers leaving early must still sign out personally.
15. Appeals shall be to the Executive Committee and decisions of the Executive Committee are a final. The Executive Committee may also reduce or waive the volunteer requirement in the event of the following circumstances: (a) a family has signed up to work sessions or meets; (b) due to unforeseen circumstances, the swimmer is no longer with the team; and (c) the swimmer's departure from the team occurred after signing up but before the scheduled sessions occurred. The decision to waive or reduce the volunteer requirement has no effect other than with respect to the scheduled sessions during the time when the swimmer is not on the team.

16. Families may rely on volunteer time of swimmers who are over age 12 provided that a swimmer over the age of 12 may only assist in timing. The use of timers under the age of 18 will be limited, and no timer under the age of 18 can volunteer as a timer without the approval of the Volunteer Coordinator and the Referee (except when permitted for long freestyle events). The Referee is highly unlikely to approve the use of timers between 12 and 18 at the December Extravaganza meet.
17. EST will provide a location for check-in where the volunteer shall receive a volunteer shirt and anything else needed during the session. The failure to return the items provided may result in a replacement charge of the cost of a new item to the EST Family Deposit Account for the family.
18. The Volunteer Coordinator or his or her designee will maintain an awareness of the volunteers scheduled to work and those who are in their positions. If the Volunteer Coordinator determines that a volunteer is inexplicably absent from an assigned position, the Volunteer Coordinator will check with the Chief Judge or Referee (if an official, deck marshal, announcer, or Colorado time system operator), the head timer (if a time) or confirm the Volunteer Coordinator's records for all other positions. If the Volunteer Coordinator is unable to confirm permission to depart the post was allowed, this will be viewed as leaving a shift early.
19. The Volunteer Coordinator may be a voting member of the Board, but shall not also serve on the Executive Committee.
20. The Volunteer Coordinator shall serve as a liaison with the Meet Director, Newsletter chairperson, Head Timer and Treasurer concerning their respective meet responsibilities and will assist others as needed during the season.

The following is a general list of the volunteer positions and each family is encouraged to review the positions and enjoy working what they believe best suits their interests.

Admissions

Announcing

Concessions

Deck Marshal

Fundraising

Hospitality

Officiating (must be certified by USA Swimming)

Meet Administration (running the timing system, running computers, helping with heat sheets)

Meet Preparation (pre-meet preparation, supplies, food items) Runner

Head Timing and Timing

Float Position (fill any needed position familiar/ trained to do)

Please note that volunteer opportunities arise most often between October 1 and December 15 each year. Team policy primarily governs volunteering between October 1 and December 15, and it leaves open for Board planning and consideration the necessary volunteer levels and structure from January 1 through March 1 and June 1 to July 31. Parents with kids swimming during the summer months should expect to volunteer on at least a few occasions.

If you are interested in working with the Board or as a Board member, please contact Coach Davis or the team president.

Thank you again for supporting EST. Your help goes a long way to insuring the team's continuing success.