



Volunteer Bond

Frequently Asked Questions

www.southwesthockey.ca

***'MAKING HOCKEY FUN AND REWARDING,
FOR ALL PARTICIPANTS'***

General Information

What's New for the Upcoming Season?

- To align with the House League philosophy of a lesser time commitment, the credits for this program will be two (2) credits for the 2024-2025 season; down from three (3) credits last season.
- The recommendation to SW House League families is to complete their bond during the Bonus Opportunity. This way your Association commitment will have been completed prior to the House League season officially beginning.
- **Reminder:** Although a Members' Association Volunteer Bond may be completed, as per the Commitment Contract that was acknowledged at the time of registration, Members still have an obligation to their kids' team(s), and MUST STILL actively contribute at the team level ensuring the team workload is shared, and that all TeamOps responsibilities have been covered; regardless of their family Association Volunteer Bond status.

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 31st, 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, effective the 2022-2023 season.

Is the Volunteer Bond in place just to generate revenue?

- **NO!** 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, is 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 Bonus Opportunity, the Association will honour this involvement by verifying that the Volunteer Bond obligation would be considered fulfilled. Meaning that as a 'bonus', the family would not be required to complete the other two (2) Association 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/>
- The number of opportunities may decrease over the season, but 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, if their Association bond still needs to be completed!**

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 to '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 two (2) 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. Please contact the Director of Volunteers at: volunteers@southwesthockey.ca

Timeline for Completion

When can I work off my Volunteer Bond?

- **June 1st to March 31st** 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 15th**

Can I get an extension?

- If an approved opportunity presents itself between February 15th and March 31st of the current season, **YOU MUST** inform the Director of Volunteers of your intentions to volunteer by February 1st, so that an extension can be reviewed, and VB status placed as 'pending'; upon completion of your commitment between February 15th and March 31st.

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 at the time of registration; 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 to volunteer?

- **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/Guardians 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 15th.
- 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.

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'.
- During the 'Bonus Opportunity', there can be approximately 1,200 shifts 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'.
- Southwest Hockey has many opportunities. 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 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 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 a member's responsibility to meet the expectations of the Volunteer Bond Program.

How do I report completed credits?

- Contact the Director and Assistant 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 31st.

What if I don't pay the bond by March 31st?

- If the Volunteer Bond is not paid by March 31st, 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 that is available on the website, and you have further questions, please contact:

- Director of Volunteers – volunteers@southwesthockey.ca
- Assistant Director of Volunteers – asst-volunteers@southwesthockey.ca



Thank
you