

DIB'S FOR DUMMIES[®]



**EVERYTHING YOU EVER WANTED
TO KNOW BUT WERE AFRAID TO ASK**

A Reference for the Rest of Us!



**LEGENDARY
Solutions**

How many DIB's credits am I responsible for?

You are responsible for fulfilling the requirement of completing 20 DIB's credits for the first skater in your family and then 5 additional hours for each additional skater. These are assigned as credits, NOT HOURS. Sometimes, credits and hours correlate with one another, sometimes they do not.

Some volunteer positions within the club are given comped DIB's credits such as board members, coaches and managers. These comped DIB's credits are assigned and approved by the Board of Directors.

What things can I volunteer for to fulfill my DIB's credits?

DIB's credits may be assigned for a variety of items. Predominantly, they are assigned for concessions work as this is where most of the labor support is needed. You may also see DIB's credits offered for tournament support and tournament box workers. This is on an occasional and as needed basis.

Often times, DIB's credits are offered for a particular game, such as a Mandan High School hockey game. These games may have your shift starting at 5 pm and offering 4.5 DIB's credits. Due to the variable nature of the length of a hockey game, this may have you finishing anywhere from 9 pm to closer to 10 pm. Either way, you receive 4.5 DIB's credits. You may have worked anywhere from 4 to 5 hours and will receive 4.5 DIB's credits.

Who can work my DIB's credits?

Almost anyone. A parent, an older sibling (details discussed later), grandma, grandpa, aunts, uncles, neighbors, friends, enemies, you get the point. The key is to have anyone who is working the DIB's credit claim the credit/shift through the online DIB's system (discussed later).

Minimum requirements for working DIB's is to be 14 years old. This age allowance is provisional and can be modified on an individual basis at the sole discretion of the concession managers.

What am I required to do during my DIB's shift?

In concessions, there are really three distinct areas of work.

Cashier – Operating the Square POS device and taking payment for product. Also, maintaining the products for sale on the front counter (candy, etc.).

Prep – Working in the back making popcorn or pizzas, pretzels, etc. or preparing nachos, taco in a bag, hot dogs, etc.

Runner – Moving product from the prep workers to the cashiers for the customers. Also, in charge of getting beverages for customers and generally covering any nonspecifically assigned duties.

Every worker is expected to work to keep the concessions area clean during their shift and if their shift is at the end of the day, to clean the concessions area and put any unused food away properly.

More detailed job duties will be posted in the concessions area.

How do I sign up for a DIB's shift?

Step 1: Navigate to the DIB's page on the MHC website

Step 2: Click on a Dib Session (2019-2020 DIBS)

Step 3: Click on a Dib Item

Step 4: Click Claim This Dib Item

Step 5: Enter the volunteer name, contact phone, and contact email address

Step 5: If there is more than one skater in the family, always claim the DIB's credit in the name of the oldest skater.

Step 6: Click Claim this Dib Item

Then what do I do?

Once the shift is complete, you must go back into that DIB's shift (the same way you went into it to claim it) and click the "Verify Completion". This will create a pop up that asks you if you wish to "Request Completion Verification". By clicking this, a request is generated to the DIB's coordinator to complete this DIB's item and to credit it to your DIB's account.

Please complete this within 48 hours of completing your DIB's shift to avoid the completion request being overlooked. There will be a computer at concessions that will allow you to request completion immediately after your shift, or you can complete this at home or on your personal devices.

Can I cancel a DIB's shift?

Yes, but with some limitations. In order for us to plan for operations, we need to know we have workers available when we need them. If you are 7 days or more out from when you need to cancel, you can easily go into the DIB's item you claimed and click on "Cancel Claim". An automatically generated message will be sent to the DIB's administrator.

If you are closer than 7 days out, you will need to request cancellation. It is not guaranteed. We understand that emergencies arise and sometimes you can complete your DIB's shifts. If such an emergency arises, click the "Request Cancellation". This will generate a message to the DIB's

administrator. Most likely, your DIB's shift will be allowed to be cancelled. Please don't abuse this option. We count on our DIB's volunteers to help make concessions a success.

Who will I work with on my DIB's shift?

Other DIB's volunteers from the club, some outside volunteers working for donations to their respective clubs (DECA, Police Explorers, Various school teams and clubs, and some paid workers). We will try to have one experienced food handler on each shift.

Can I work more than my required number of DIB's hours?

Of course! And we sincerely appreciate any extra credits you earn. This helps your club greatly!

What if I don't get all my hours completed?

You will be billed for the hours not worked as dictated by the Board of Directors.

What if I miss a shift?

The policy is that there is a "no show" fee assessed by the club as dictated by the board of directors. If the miss was truly an emergency, please contact the DIB's administrator and we can address it on a case by case basis. Again, please don't abuse this. We count on you to show up for your volunteer shifts.

So, recap the details....

- Every member family is required to earn 20 DIB's credits through volunteering via DIB's
- Additional skaters raise that amount by 5 credits per skater
- Some families are exempted for specific reasons (buyout, coaching, team manager)
- You claim shifts via the DIB's window on the MHC website
- You can cancel DIB's more than 7 days out with no issue
- Inside 7 days, you will need approval
- No shows are charged a fee
- You are responsible for verifying completion of your shift once it is complete

Who can I contact with questions?

Your level coordinator, or Rich or Don at LegendarysolutionsND@gmail.com