



## DIBS FAQs

**Why do I only see one of my players in Dibs?** Credits are tracked for an entire family; this avoids complications when "claiming" DIBS if you have multiple players. This also allows you to choose credits and apply them to your total family requirement vs. worrying about whom the credits should be attributed. When claiming a DIB, you should see the name of your oldest child. If you do not see your oldest child listed (or any child) please contact the DIBS Director.

**What about Separated/Divorced/Blended Families, do we each have an account?** No. While the association is empathetic to your particular situation, we cannot keep track of which parent have worked the various hours. The DIBS system and the player(s) account is connected to the parent that registered the player(s). It is the responsibility of the parent that registered the player(s) to make sure the volunteer obligations are met. Please make those arrangements ahead of time between the player(s) parents prior to the start of the hockey season. Thank you in advance for your cooperation.

**When will I receive credits?** Credit will be given once each job is claimed and completed. After you complete a job, you **MUST** go into SportsEngine to click "Verify Completion" which automatically sends a request to the DIBS Director who will then Verify/Accept the claim. During the off season, volunteer jobs will be kept track of and entered into player accounts in October when the majority of registration is complete.

**What if my credits do not show up?** Contact the DIBS Director with description of job and date completed.

**What if I cannot complete the shift that I signed up for?** In general, you may cancel your DIBS shift if it is **more than 7 days** prior to the shift. This will give ample time for someone else to claim. Once the shift is within 7 days there is not enough time to guarantee that someone will claim. You will need to complete the shift or have someone cover it for you. Contact the DIBS Director with replacement volunteer information so correct DIBS credit can be given to the volunteer who worked the session. Please note that some shifts may allow less time to cancel depending on the date added.

**What happens if I do not show up for a DIBS shift?** You are ultimately responsible for ensuring the DIBS shift has been fulfilled; you can attempt to trade a shift or find a sub. If you or your substitute fail to show up to cover your shift, the DIBS obligation will be incomplete. You will be charged \$85 per DIBS credit missed.

No shows can have an impact on running the association. Did you know that our association is charged each time we have a no show at the concession stands? These costs come out of registration fees and fundraising dollars. If you see a concession stand unattended, please step in and contact the DIBS Director to receive credit.

**Can I volunteer more than the required number of credits?** YES!

**Can I volunteer for any DIBS shift?** The majority of volunteer shifts are open to any parent. In some instances, a specific skill may be required (for example, knowing how to run the time clock). When a volunteer job has special criteria, it will be noted in the DIBS description. A common question asked: Can I volunteer for concession stands if it is not during my team's practice? Yes! While it is often more convenient to volunteer during your child's practice, concessions are generally open to anyone.

**Why aren't there very many volunteer shifts available?** Please check frequently and be patient. Jobs fill up the fastest at the beginning of the season. Enough volunteer shifts are posted during the season to cover everyone's required credits (and many go unclaimed). If you need help contact the DIBS Director.

**I've never worked in concessions, is it hard?** No worries! Rink staff will be available at each shift to show you the ropes and get you started. No sales skills required – hot chocolate and skittles sell themselves!

**What age is required to work in the concession stand?** You must be 16 years of age or older.

**If I go over my credits, do they carry over into next season?** No.

**Why are we using credits and not basing it off hours worked?** If every volunteer activity was based on actual hours worked, we would have significantly higher hours that would have to be spread amongst all skaters to accommodate (ask a Coach how many hours they volunteer ☺). Utilizing a credit system allows us to have more flexibility in recognizing that some activities are more complex, require experience, include extra duties, etc.

**Why aren't travel teams duties included in DIBS?** We researched many other associations when creating our DIBS program. It was not a common practice to include travel team duties (i.e. home game concessions, clock, penalty box, videographer, scoresheet etc.) in DIBS. If we included travel team duties in our calculations, it would have increased the number of credits each skater would have had to work. Also, every travel team has a different number of home games based on level, boys vs girls, etc. Including travel team duties in DIBS also would have opened those shifts up to anyone in the association, which we did not believe would be desirable. Please note that the Orono-Westonka Warriors Co-op may differ with regards to team duties than MWA.

**How do I know how many volunteer credits I have?** Login to your account to view credits. It is each family's responsibility to ensure that credit is tracked in DIBS. At the end of the season, only those credits tracked in DIBS will be credited to each family.

**Who do I contact with DIBS Questions?**

Please contact the Volunteer/DIBSs Director listed on the MWA Website.