

SERVICE HOUR COMMITMENT – INFORMATION SHEET

Q: Why do I have to work service hours?

A: Because without you we don't have hockey. Parent support is needed to perform duties that are needed to play games, raise revenues, and manage activities around our season. We need **EVERYONE'S** support.

Q: What is my service hour commitment?

A: We require 20 service hours per year per returning family and 10 service hours per year per new family. If you **ONLY** have a Mini-Mite, your family is exempt from service hours.

Hours can include Committee Chairperson, Coaching Staff, Tournament Manager, Board Member, Team Manager, Learn to Skate program assistance, etc.

******You are solely responsible for your family's service hours. Please ensure you are looking at this through the season!******

Q: How do I find and receive credit for those hours I have worked?

A: You will need to log in to your Sports Engine account online and claim Dibs hours available. Look for announcements in emails, from your team managers, and on the website for new opportunities. Please contact the Service Hour Coordinator Krystal Matt at krysmmatt@gmail.com if you need help. We know that some volunteer roles earn countless hours and appreciate every effort made to continue the efforts of our organization. It is your responsibility to ensure your family has enough hours worked by the end of the year.

Q: What if I don't work the required hours? Can I buy them out?

A: You will be charged \$25 for each hour not worked. If you have outstanding hours to work, you will receive a bill with your total amount due by April 1 annually. This needs to be paid prior to registering your skater(s) for the new season. You may also buy them out annually during the registration process. If there is a discrepancy in the recording of service hours, it is your responsibility to provide documentation to the Service Hour Coordinator to investigate this ASAP.

Q: Will the duties I perform during my skater's home games and home tournament count towards service hours?

A: No. A Scorekeeper, timer, and two penalty box workers must be provided by each team for all home games and home tournament games. Each team is required to staff its home tournament shifts for registration, sucker pull, and any other tasks needed. These hours do not count towards service hours. The Team Manager will be responsible for scheduling the home game hours and the tournament manager will be responsible for scheduling the tournament shifts. Every family is required to work home games and the home tournament, regardless of other roles or having all service hours met.