



## Volunteer Page FAQ

### General

Q: Why is volunteering mandatory?

A: We cannot run our association without our volunteers! We rely on volunteers to keep our costs as low as possible and encourage active participation by all families. We know that each family faces unique challenges that can make it hard to fill your volunteer hours into your busy schedules, but we try and ensure we have a range of opportunities throughout the year to offer multiple options to fulfill these hours.

Q: Are volunteer hours per family or per athlete?

A: Both. We require each family to volunteer 4 hours per family at an association level (tasks such as supporting our tournaments, evaluations, photo day, etc.) unless they pay the association opt-out during registration, as well as either 2 (U7 and under) or 4 (U9 and above) hours at a team level per athlete to support that athlete's team (such as score or timekeeping at your team's home games).

Q: What are association and team level volunteer hours?

A: Association level hours are hours that are put towards events hosted by the association, such as tournaments, evaluations, and other special events throughout the season. Team level volunteer hours are for tasks done specifically for your athletes team. For a breakdown of what counts as association and team level hours please see this chart:

[https://docs.google.com/spreadsheets/d/12ulhkEdA\\_xJq91GWnBnmRPIDw6jOJJ\\_1lGfG9F1pvaU/edit?usp=sharing](https://docs.google.com/spreadsheets/d/12ulhkEdA_xJq91GWnBnmRPIDw6jOJJ_1lGfG9F1pvaU/edit?usp=sharing)

Q: Why do I have to do 2 hours of score and/or timekeeping?

A: Each family must do at least 2 hours of time or scorekeeping at either the association level or team level as this is the largest volunteer task we have throughout the season due to the volume of home games we host.

Q: What is the association buy out option?

A: Families who would like the option to pay a buy out in lieu of putting in volunteer hours during the season have the option to pay up front during registration to exempt themselves from the association level volunteer commitment.

Q: Why do I have to pay a buy out or submit a deposit?

A: We require either a buy out, or a deposit, for the same reason we require a deposit for returning jerseys - to ensure that each family fulfills their commitment. The deposit is a post-dated cheque that will not be cashed by the association unless your volunteer hours are not completed over the season.

Q: When do I submit my deposit?

A: Families who do not choose the buy out option will submit deposit cheques that must be collected at the beginning of each season.

Q: What format do you want my deposit in?

A: Each family will submit one post dated cheque or bank draft to the designated association volunteer. The cheque should be dated for April 1, 2027 in the amount of \$300. Ensure you put each of your athletes' names in the memo line. See volunteer page for resources, if needed, on ordering cheques.

Q: What happens to my deposit when I complete my volunteer hours?

A: All deposit cheques for families that have completed their volunteer hours are destroyed at the end of the season after we have confirmed completion of these hours.

Q: What happens if I don't complete my hours?

A: At the end of the season if we are unable to verify that you have completed your required hours, your cheque will be cashed.

Q: What do you use the deposits for if you cash my cheque?

A: Deposits that are cashed by RMMHA will be used to pay for volunteer tracking tools and admin costs and support association events.

Q: Are there any exceptions for special circumstances if I can't fulfill my volunteer hours?

A: Yes, we understand that sometimes there are exceptional circumstances that prevent a family from fulfilling their volunteer commitment. If this happens, please contact [volunteers@ridgemeanowshockey.com](mailto:volunteers@ridgemeanowshockey.com) before the end of the season to ensure accommodations can be made.

Q: How do you track my hours?

A: We track all association level hours through SignUp - you must check in when you arrive for your volunteer shift to ensure these hours are recorded. Team level hours are tracked using TeamSnap and will be reported to the association via your team manager.

## Parents

Q: If I have multiple children in RMMHA, do I need to do extra hours?

A: Team hours are per child, so you will have to complete 2 or 4 hours per athlete for their team(s) depending on age group. However, association level hours are per family, regardless of how many athletes you have in the association.

Q: If I have multiple children, do I have to submit multiple checks?

A: No, volunteer cheques are per family. However, you must list each athlete's name in the memo line of your cheque.

Q: Can I have another family member or friend complete my volunteer hours?

A: Yes! When you complete your SignUp you must ensure your athlete's name is listed so we can track the hours to your family, but we welcome all friends and family members to assist in completion of volunteer hours.

## Team Officials

Q: If I am a coach or manager do I have to complete association level volunteer hours?

A: No. RMMHA deeply appreciates the time and effort contributed by all our volunteers to make our program a success for our athletes. While we require all families to participate in our volunteer program, we recognize the significant contributions made by individuals in certain key roles. To acknowledge this, we've made the following positions exempt from the standard volunteer hour commitment:

- **Board Members**
- **Division Equipment Managers**
- **Tournament Committee Members**
- **Division Managers**
- **Rostered Team Officials:** This includes head coaches, assistant coaches, and team managers.

By recognizing the contributions of these key roles, we ensure that our volunteer program is fair and acknowledges the essential functions these individuals perform within RMMHA.

Q: If I am a Hockey Canada Safety Person (HCSP), Treasurer, or On Ice Helper (OIH) do I have to complete association level volunteer hours?

A: Yes. Hours completed as a HCSP, treasurer, or OIH count towards your team hours, but not towards association level hours. In certain circumstances where you have gone above and beyond, exceptions can be made on a case by case basis. Contact [volunteers@ridgemeanowshockey.com](mailto:volunteers@ridgemeanowshockey.com) if you believe you would qualify for this exemption.

## Managers

Q: How do I track volunteer hours for the families on my team?

A: All volunteer duties must be entered in TeamSnap so that they can be tracked. The Volunteer coordinator will also be sharing a tracking sheet with you that must be used throughout the season to check off when team level hours are completed for each athlete.

Q: Can I track non-standard team roles for team level volunteer hours?

A: Yes, you can create roles as needed to support your team throughout the season. If you have questions as to whether something would count, you can connect with the Volunteer Director at [volunteers@ridgemeanowshockey.com](mailto:volunteers@ridgemeanowshockey.com)

Q: I have an executive board member, division equipment manager, division manager, and/or tournament committee member on my team who says they are exempt from volunteering for our team. Is this true?

A: Yes. RMMHA deeply appreciates the time and effort contributed by all our volunteers to make our program a success for our athletes. While we require all families to participate in our volunteer program, we recognize the significant contributions made by individuals in certain key roles. To acknowledge this, we've made the following positions exempt from the standard volunteer hour commitment:

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