

Service Hours Information and FAQ's

Service Hour Commitments: Do I have to Volunteer?

Volunteering is essential to the success of our team. Without you, the volunteer, we just could not get it done. So, the answer to the question is...**YES!** You are required to volunteer. Competitive swimming is an involved sport which requires a tremendous amount of parental support. Our team Service Hour/Volunteer Coordinator works hard to pull all the necessary resources together to make swim meets and team activities successful. By being a volunteer, you show support for our team, meet other swim parents and families, and you also have fun!

Service hour requirements for each family are set based on the number of events CAST expects to participate in during the upcoming year. Please see the Dues and Fees Schedule for the current year's requirement.

I'm ready! Where do I go to sign up?

All opportunities for service hours will be located on Team Unify under Team Events. Once you sign into your account, you will be able to sign up for available opportunities. Before a signup goes "live", every family will receive an email notification about when the signups will be open. Sign-ups for timers at out-of-town meets will be set up through Sign Up Genius. Those attending the meet will receive the link when posted.

I'm new to CAST or have never volunteered before. What do I do?

All jobs are straightforward and require little, if any, swim experience or training. If you have questions or concerns, our Service Hour Coordinator or Meet Director will be happy to help!

I timed at an out-of-town meet with no sign-up on Team Unify. How do I get credit for those hours?

Some meets hosted by other teams do ask for every participating team to provide timers. CAST will send out a signup the week of the meet if possible, or there will likely be a sign up at the Clerk of Course table on deck. To get credit for these hours, please let the Service Hour Coordinator know within 10 days of the close of the meet so the hours can be posted to your account. Helpful tip: One savvy parent even took a picture of the signup from Clerk of Course to send in!

I signed up to help but my plans have changed, and I can't volunteer. What do I do?

If you can't fulfill a commitment, the first thing you should do is log into your Team Unify account and remove your name from the sign ups to make that job available to other families. If the sign ups have closed, please reach out to the Service Hour Coordinator as soon as possible so you can work together to find a suitable replacement. Simply failing to show up, especially at a swim meet, can cause havoc and throw off the meet timeline.

I don't know how many hours I've fulfilled. Where do I go to check?

First log in to your Team Unify account. On the left-hand side, click on My Account. Then select Invoice/Payment. At the top of this page, you will see a Service Hours tab. Click on that tab to see your balance. (Please note: a negative number represents an overage in hours, meaning you have already

met your requirement.) If you have questions about your balance, reach out to the Service Hour Coordinator.

I've met my required commitment for the year. Now what?

If you have already met your commitment, thank you! You rock! You are still welcome (and encouraged) to volunteer for additional opportunities, but we ask that you please be mindful of other families who may still be trying to fulfill their commitments. As the sign-up deadline for an event approaches, you may find ways to help where there are unfilled slots.

I have earned more than my family's required number of hours. Can I roll them over into next year?

Thank you for going above and beyond! We have lots of parents who give tirelessly to our team. Excess service hours, however, do not roll over into the next year. The yearly requirement varies based on the number of scheduled events for the year.

I have commitments which prevent me from volunteering. What happens then?

Our club runs on volunteer power, so we strongly encourage all families to find ways to help. All families are required to give a minimum of two (2) hours of work at all meets held at the Kroc Center. If your family is having difficulty meeting this requirement or your overall yearly requirement, please reach out to the Service Hour Coordinator. All hours must be completed prior to June 30 and any unfilled service hours will be charged to your account on July 1 at the rate of \$30/hour. (Unfilled Kroc event hours are charged the month following the meet at double the posted rate.)

I secured a sponsorship and/or did fundraising. Are these the same as service hours?

No. CAST has separate family requirements for Sponsorship/Fundraising and Service/Volunteer Hours. Service hours are in place to ensure we have enough parent volunteers to put on quality, well-run events for our swimmers as well as for visiting teams who attend our home meets.

Sponsorship/Fundraising requirements are in place to help offset month to month expenses, such as pool rental, equipment purchases, coaches' salaries, and to help keep our dues as low as possible for our families.