

TWST 2023-24

Volunteer Information Night

VOLUNTEER



Thank **YOU** Volunteers

Two Seasons of Every Swim Year = Two Separate Volunteer Requirements

Sept 1st, 2023- March 31st, 2024

4 Volunteer Credits
(per family)

SHORT COURSE



LONG COURSE

- April 1st, 2024- August 31st, 2024
- 3 Volunteer Credits (per family)

VOLUNTEER CREDITS & SERVICE OBLIGATIONS

- **ONLY HOME Meets & HOME Events count towards your total required Long Course and Short Course Volunteer Sessions.**
 - Timing at Away Meets do NOT count towards each family's required volunteer credits
 - **Consider Volunteering at a home meet or home event that your child may not be attending** to help makeup for any unfulfilled hours.
- The total requirement is based per family, not per swimmer.
 - Meets & Events first get built and posted onto team website, then job signups come as we get closer to the event.
 - **How do I know when job signups open?**
 - Check your email- Monika will email job posting dates and times as they become available for all home meets and events
 - Once a job signup is posted, each family will get 48 hours from job signup posting to enroll in (1) volunteer slot, then it opens to everyone (without a maximum number of slots), to help fill jobs
 - **IMPORTANT: Please, please, please check job signups within 48hours of posting to ensure you get a chance to claim a volunteer slot.**
- **Credits DO NOT Overlap from short course to long course, or year to year.**
 - Each session resets; there is no overlap as there is still a separate need for each session

VOLUNTEER CREDITS & SERVICE OBLIGATIONS Continued

- You can **Track Your Service Hours** through your TWST Account: **2 Ways to Track**

METHOD 1: Log into your TWST Account

1. Select My Account- Click Invoices & Payments
2. Select Service Hours (second tab at top of screen)
3. Be sure to View Current Session
 1. ie: 04/2024 Marks the Long Course Session Start
 2. Reset Manual Obligation- the total hour next to that shows you your total obligation for that session
 3. Worked Column- shows the jobs you have completed and have been credited for
 1. The far right of each job shows the total credit earned for each job
4. Balance Column- shows the current session's remaining balance of volunteer credits
 1. ie: I worked 1.5 credits; my balance shows 1.5 remaining credits for the long course session

METHOD 2: Log into your TWST Account

1. Select the Events & Competition Tab (far left side)
2. Select Event & Job Reports
3. Select Service Hours Forecast for My Account:
 - Enter a date range and click search
 - You will see your Total Hours Worked, Hours Obligation and Service Hours Shortage/Overage (including a history of recorded dates and events worked)
 - When looking at your account balance, remember that your Short Course date range and service obligation is from Sept 1st - March 31st and Long Course date range and separate service obligation is April 1st-August 31st

Be Proactive- Don't wait to contact at the end of a session. We are here to help you!

TRACK Your Volunteer Credits & PLAN AHEAD

½ VERSUS FULL CREDITS:

- CREDITS- some are ½ or 0.5 each for smaller jobs, others are 1 full credit.
 - Please check as you sign up and track your credits through your TU Account.
 - You will see the session credit on the far right-hand side of a listed job
 - If you do not see a credit you worked listed in your account, please contact monikayork@itwst.org within 30 days of your shift.

IMPORTANTANCE OF CHECKING IN AT ALL VOLUNTEER SHIFTS

- You MUST CHECK IN upon arrival for your volunteer shift
- Check ins at the volunteer check in station (meets) OR Volunteer Coordinator onsite (home events)

PER Meet Requirements: Each family will be expected to complete at least one (1) volunteer credit, at any meet in which the family has one or more swimmer(s) participating.

PLAN AHEAD: Check the TWST CALENDAR & Weekly Team Communications:

- Importance of Planning Ahead
 - Checking the Team Event Schedule Online & For Weekly Updates to Upcoming Events, Meets, etc
- [LINK TO OUR ShortCourse MEET SCHEDULE \(on the TWST HomePage\)](#)

There may be some additional events added for some 10 and under athletes.

- Short Course HOME Meets for volunteer session planning
 - **October 27-29**– TWST Halloween Meet- all TWST athletes
 - **November 30th -December 3rd** Southern Senior
 - **January 12th- 14th** Speedo Winter Classic
- “Between The Lanes”- our weekly Team News & Practice Schedule Platform
 - Sent each Saturday/Sunday; includes team events including our upcoming meet schedules and deadlines

TRACK Your Volunteer Credits & PLAN Ahead

PLANNING AHEAD, Continued:

- Find team events in your TWST account and the schedule of events on our website
 - Your TU Account shows Events that have been built by the team (upcoming events)
 - Our TWST Website will soon have ALL confirmed events and dates for the year; some will be added throughout the season. Please check this regularly.
- Consider Volunteering at a home meet or home event that your child may not be attending to help makeup for any unfulfilled hours. *This also helps our swimmers and meets run even more smoothly!*
- Credits DO NOT Overlap from short course to long course, or year to year.
 - Each session resets; there is no overlap as there is still a separate need for each session
- **Be Proactive- Don't wait to contact at the end of a session. We are here to help you!**

Timing at AWAY Meets

- Timing at Away Meets do NOT count towards each family's required volunteer credits
- Meets do not run themselves that is why timing at away meets is also critical and required throughout each swim season; other teams help us run meets, we help them run meets.
 - It takes a village and we cannot do it without you!
- You will NOT have to time at every away meet. You will potentially be chosen to time at away meets if your swimmer is attending the said away meet (see more below).
- Away meet timers are chosen through a lottery system by our two Away Meet Coordinators, The Metzger & San Valentin Families (thank YOU)
 - Emails will come from them, timing@itwst.org, the week of a meet that your swimmer is scheduled to swim
 - You must check their list of volunteers
 - If you are chosen for that meet, you must reply yes or find and notify them of a substitute, otherwise a No Show Fee is charged to your account after the meet.
 - **If you are unable to work your away timing shift you MUST EMAIL timing@itwst.org at least that Tuesday prior to your assigned shift.**
 - More details of Timing at Away Meets and associated penalties for not showing up or sending ample notification can be found on pages 18-19 of our 2023-24 TWST Handbook.

Certified Roles:

Safety Marshalls, Clerks of Course, Meet Directors & Officials

- **Consider A Certified Role**

- BENEFITS OF BECOMING CERTIFIED:

- more jobs to choose from throughout the entire swim year and obtain credits much faster with less stress
- Certified Roles can obtain credits from both Home and Away Meets!
- Be on deck with your athletes
- All training costs will be reimbursed to you by the team once completed

- Clerk of Course – Simple Training; Responsibilities Include:

- Collecting On-Deck Entry Forms & Money for Time-Trials and On-Decks at the start of each session
- Log the on-deck entry on the register, including form of payment.
- Keep register sheet with money lock box and submit form to Meet Director or one of the Administrative Officials.

- Safety Marshall- General Process of SM Certification:

1) Sign Up to shadow a safety marshall during a home hosted meet (not necessary but a good start)

(2) Register as non-athlete USA Swimmer (Must do this step before proceeding to 3 and 4).

****twst will credit your account with the fees Please send all receipts to Monikayork@itwst.org*

(3) Complete a Background Check through USA Swimming

(4) Complete an online athletic protection training (90 minutes first time, refreshers of 15-30 minutes following years), link on USA swimming site

CONTACTS For Safety Marshall OR Clerk of Course Certification:

Tully French

tullyfrench@yahoo.com

Eilaf Egap

eilafegap@gmail.com

Interested in Becoming an OFFICIAL?

- Some MORE critical roles for each meet include:

Officials & Meet Directors

Benefits Include:

- An easy way to earn volunteer credits
 - You can obtain TWST volunteer credits at both home and away meets!
- Be on deck at home meets
- Learn more about swim strokes and rules
- Training is simple!!
 - We will help you learn & reimburse for your certification/training cost!
- Receive volunteer credits for timing at away meets
 - No timing requirement at away meets!

Officials & Meet Director Candidates Contact:

Sally Armitage

sally.k.armitage@gmail.com

NEW: Calling Hospitality Coordinators!

- **Hospitality Coordinators**

- We provide the training- YOU work in teams of 2 per each home meet
- HC's do NOT have to be onsite for the entire home meet, but must be available to assist and serve as main point of contact throughout each home meet
- BENEFITS OF BECOMING A Hospitality Coordinator:
 - Work with 1 more parent from setup to teardown as Hospitality Lead
 - Serve as contact with onsite hospitality volunteers
 - NO search for job signups and timing throughout each season
 - Flexibility- DON'T have to be physically there working every session
 - Ability to set schedule in advance and receive volunteer credit
 - Ability to be on deck to watch kids.
- Interested Candidates [CLICK HERE](#) to complete a Google Form
 - <https://forms.gle/zZAesjRPuKgbqBWa6>
 - More details and training information will be emailed to you prior to our first home meet on Oct 27th!

THANK YOU



GO TWST!