



# Tide Service Hours Reference Sheet 2023-2024 Season

## Service Hours Obligation and Balance

### Follow the steps below utilizing TeamUnify website:

1. Login to your TeamUnify account
2. From the left navigation menu, click **Events & Competition > Event & Job Reports**.
3. Click **Service Hours Forecast for My Account**.
4. Enter the event date (or use the full season as the date range), and click **Search**.
5. You'll see a list of all the jobs recorded so far with a running total of how many hours you have earned and how many you have left to earn.

### Service Hours Discrepancies

- Utilize the steps above to verify your service hours 2 days after date of service
- **Resolve ALL service hours discrepancies within 7 days after the last day of the meet/event in order to receive credit**
- Email: [Executive Asst Jen Teague](#)

### Tide Hosted Meets (HOME Meets)

Job sign-ups will fill quickly! Please refer to the [home meet schedule](#) for TIDE hosted meet dates.

### Job Sign-Ups

- An email will be sent out notifying the day & time job sign-ups will open
- Use TeamUnify website to sign up for jobs (DO NOT USE MOBILE APP)
- Cancel any job you are no longer able to work PRIOR to job sign-ups closing. (Closing date is at the top of the sign-up page.)

### Meet Check In

- Please report on time and to the correct meet location
- Allow additional time for parking for meets hosted at Princess Anne YMCA
- Check in at the volunteer coordinator table
- Complete the google form (scanned via unique QR code) for each session you work  
Note: A mobile device with camera access and internet is needed.
- You must know the following to accurately complete the form:
  - o Tide account holder name
  - o Position you or your designee is working for each session
- **You must check in with the volunteer coordinator and complete the google form to receive credit**
- If you are not able to complete the shift you signed up for after job sign-ups close:
  - o Try to get your shift covered

- o If you do not find coverage, email [Executive Asst Jen Teague](#) prior to your shift

### Volunteer Job Time Frames

Volunteer time frames are ALWAYS an estimate and you are expected to work the *entire* shift that you have signed up for. Sometimes you will work less than the posted time frame; sometimes you may work longer. Hours will not be adjusted to reflect this. Credit will be given based on the posted times on the job sign-up.

### Timing at Away Meets

At some (*not all!*) away meets the team will be requested to provide timers. If TIDE has a timing obligation to fulfill, the sign-up link will be included in the email from the coach with the meet information. More than likely this information will be available the week of the meet - a quick turnaround!

**The maximum number of hours you can earn for an away meet timing shift will be 2 hours.**

### Away Meet Sign-up and Verification process

- There will be a sign-up link included in the meet information email.
- Check in with the host team and attend the timers meeting before working the shift.
- If you are not able to complete the shift you signed up for:
  - o Try to get your shift covered
  - o If you do not find coverage, email [Executive Asst Jen Teague](#) ASAP.
- After completing your shift, log into your account on TeamUnify and find the corresponding event page. Confirm your job completion by adding your name to the job sign-up list (same as job sign-up process).
- **You must complete the TeamUnify process to receive credit on your account for the away meet timing shift. The deadline to do this is the MONDAY following the meet.**

### Additional Items

- Review the Service Hours Information page in the dropdown menu of the [Parents Tab](#). There is an excellent video that describes working at meets on that page!
- Please reach out to your PLC Rep if you need help with job sign-ups, questions regarding the positions, and what to expect at the meet.
- If you still have questions after you review all the resources available to you, reach out to the service hours team.

**We appreciate your support! ~ Service Hours Team**