

WYHA Volunteering Policy

July 2026

BACKGROUND

WYHA depends on its volunteers to support a quality hockey program for all our youth athletes. The time, talent and energy that each family contributes helps create the necessary resources and offset the cost of operating a hockey association. Roles related to supporting a home-sponsored tournament help generate revenue to provide various capital improvement projects at our ice arena facilities.

WYHA uses two forms of volunteering to support teams and the association. Families are expected to complete required **Association Volunteering** and support their team with **Team-Level Volunteering**.

The policy requirements, process for fulfilling the roles, important notes, and penalties for incomplete fulfillment are reflected in this documentation.

THIS POLICY COVERS

- An overview of Association Volunteering and Team-Level Volunteering
- Ways you can fulfill the Association Volunteering requirement
- An overview of the roles typically posted for Association Volunteering and expectations for those roles
- The required approval process for “exempt positions” (positions other than Head Coach, Assistant Coach, Team Manager, and Treasurer) that count as Association Volunteering hours
- Head Coaches allotment of a bank-of-hours for assistant coaches and other support
- Description of the Association Volunteering Buyout option
- Clarification of the “First Year for Free” program for new Mite players and how this impacts the Association Volunteering requirement
- The penalty for unfilled Association Volunteer hours
- Important notes around cancellation of Association Volunteering shifts, no-show policy, and the ability to find shifts to exactly reach the set hour requirement
- Expectations for Team-Level Volunteering
- How to sign-up for Association Volunteering Shifts

TWO TYPES OF VOLUNTEERING

WYHA uses two forms of volunteering to support the association and teams. It's important to understand them both.

ASSOCIATION VOLUNTEERING	TEAM-LEVEL VOLUNTEERING
<p>All families (single-player and multi-player) are required to complete an established number of Association Volunteering per family.</p> <p>Over the years, this has ranged from 8-12 hours per family. The number of hours is set each season based on anticipated hosted tournaments and operational needs. The number of hours is communicated in the registration process.</p> <p>These roles will be posted to sign-up for via www.WayzataHockey.org. Many of the shifts will be posted before Tryouts and Hosted tournaments.</p> <ul style="list-style-type: none"> ● On average, approximately 4,200 hours of volunteer time will be posted ● The season runs May 1 through April 30 ● Mini-Mite families are not required to complete hours if they <u>only have a Mini-Mite player(s) in the program</u> ● It is each family's responsibility to seek out opportunities to fulfill their hours ● A family may fulfill the Association Volunteer requirement by one of the following ways described below ● The number of Association Volunteer hours are reassessed and determined annually for each season 	<p>In addition to Association Volunteering, there is also Team-Level Volunteering.</p> <p>Every Travel family is expected to participate in team-specific volunteering that supports their player's team as an active, supportive part of the team community. These do not apply to your family's Association Volunteer Hours requirement.</p> <p>Examples of Team-Level Volunteering include running the clock, scorekeeping, working the penalty box and locker room monitor duties for your players' team. Each family is expected to support their team with these tasks.</p> <p>It is each family's responsibility to seek out the training and knowledge to fulfill these roles.</p> <p>The association does not monitor or manage these, your Team Manager will oversee these.</p>

ASSOCIATION VOLUNTEERING - WAYS TO FULFILL HOURS

The following are the ways to fulfill the Association Volunteer hours requirement:

1. Sign-Up for Volunteer Shifts

- Sign-up for volunteer opportunities (“Shifts”) that will be posted throughout the season on www.WayzataHockey.org (ex. tryout support, timekeeper, scorekeeper, tournament support, team picture support, Mite Madness support etc.).
- Numerous opportunities will be posted throughout the season on the Volunteer page of the website.
- It is the members’ responsibility to seek out opportunities and sign-up for them.

2. Exempt Roles - Team Related

- Fulfilling a season-long, exempt-from-volunteering position called an "Exempt Role". Head Coaches, Team Managers and Treasurers are fully exempt roles (1 of each role per team. Note only Travel teams have Treasurers.)
- Head Coaches will be given a bank of hours to distribute to their Assistant Coaching/support staff.
- The exemption status does not dictate how many coaches can be rostered to a team - it only manages the number of hours each team can use for Association Volunteering exemption status.
- **TRAVEL:** This bank of hours for Travel teams is 40 (the equivalent of 4 Assistant Coaches to be fully exempt). It is at the Head Coach's discretion how to allocate these hours.
 - Travel Teams - 40 hours
- **MITES:** This bank of hours for Mites teams varies by Mite team level. It is at the Head Coaches discretion how to allocate these hours.
 - Advanced/8U Mites - 40 Hours
 - Intermediate Mites - 50 Hours
 - Rookie/6U - 60 Hours
 - Mini - 60 Hours
- Examples of how the hours allocation could look:
 - If there are 4 Assistant coaches, the hours could be evenly disbursed to the 4 Assistants.
 - If there are 5 Assistant Coaches, 8 hours could be disbursed to each Assistant Coach.
 - The HC may also include other key support staff, such as a Scrimmage Coordinator, in their distribution of the hours.
- **A note on Co-Head Coaches:** For the purposes of volunteer hours exemption, only 1 Head Coach will be the Head Coach. The “second” Co-Head Coach will need their volunteer exemption hours to be allocated (or not) from the bank of hours.

- The Head Coach will provide the hours distribution mid-season, approximately around the end of December, via request from the Membership and Operations Manager.

3. Exempt Roles - Non-Team Related

- Additionally there are a limited number of non-coaching/non-team related exempt roles that support association operational activities.
- These are NOT automatically carried over year-over-year, rather they are reassessed each season based on the need and overall efficient use of volunteering hours.
- If you plan to fulfill a non-team related exempt role, you must declare this during the Registration process and receive written approval from the VP of Administration notifying you if your position is approved. To be clear, Head Coaches, Assistant Coaches, Team Managers and Treasurers do NOT need to do this step.
- Exemption requests submitted at the end of a season without the above steps completed, will not count towards exemption and you will be accountable to complete your Association Volunteering commitment or pay the penalty.

4. Buyout during Registration

- A member may “Buyout” their hours via selecting the Association Volunteering Buyout Option which is only available at the time of registration

ASSOCIATION VOLUNTEERING - PENALTY FOR INCOMPLETE FULFILLMENT

Failure to complete the Association Volunteer Hours Requirement will result in a fee of \$100 per hour (up to \$800 maximum penalty), and the inability to tryout/be rostered on a team the following year till the outstanding invoice is paid.

ASSOCIATION VOLUNTEERING - ROLE DESCRIPTIONS

It is critical that ALL roles are at the rink, in their position and ready to do the task at the start time. Please account for arrival, parking and being fully ready to do the task at the designated start time! The expectation is that you are fully present and committed to the task, free of distractions.

Game Related Roles (typically available during hosted-tournaments):

- **Time Clock/Scoreboard** - runs the rink time clock and scoreboard. It is important that if you sign-up for this position that you feel very comfortable knowing that you will be able to do this accurately. There are training guides on www.WayzataHockey.org.
- **Penalty Box** - responsible for letting players in and out of the penalty box. You will need to be aware of penalties being called to let players in the penalty box. You will also need to be watching the end of the penalty so the player can get back on the ice as soon as his/her penalty is complete.
- **GameSheet** - runs the iPad and scoring system

The above roles are Minor Official roles, and as such you are expected to act in a professional, impartial and objective manner. No persons other than the minor officials are allowed in the timekeeper/scorekeeper area (i.e. no minor children).

Other Roles:

- **Tournament Check-In Coordinator** - responsible for staffing the tournament office and assisting with the running of the tournament at the discretion of the Tournament Director. Tasks could include a variety of things such as checking in volunteers, charging walkie-talkies, charging iPads etc. You may fill in with game jobs (ex. Time Clock/Scoreboard) on occasion in the event of volunteer no-shows. Organization and communication/hospitality skills are a plus.
- **Runner** - responsible for a variety of items that could include the tasks in the Tournament Check-In Coordinator role, or filling in for a no-show volunteer for Timeclock/Scoreboard, GameSheet, or Penalty Box.

The following roles are typically available during tryouts (September/October)

- **Check-In** - be at the rink prior to scheduled tryouts and/or games to check-in players and give them equipment (for tryouts). A Director will usually be at the rink to set up the table and give you the rosters.
- **Bench** - open and close the doors for players to get on or off the ice. This person needs to be ready and watching the game and players to keep this transition quick and moving. Do not take this role for your players tryout time.
- **Pinnie Collection** - responsible for collecting tryout pinnies from every athlete at the conclusion of tryouts. A representative will provide collection bins and

instructions on when and where to gather the pinnies. You may help move the bins to/from the storage room.

- **Player Chaperone/Locker Room Monitor (LRM)** - responsible for Locker Room Monitoring (LRM) duties intended to ensure the safety and well-being of athletes in locker room settings. LRM under USA Hockey policies require that whenever there are players present in the locker room, there must be at least one screened and SafeSport-trained adult present to monitor the locker room. The LRM must be inside the locker room. The LRM must be male for Boys teams and female for Girls teams. **ONLY sign up for this role if you are LRM certified!**

Lastly, throughout the season there will be some administrative and operational roles such as photo day support, Mite Madness event support, equipment organization etc.

ASSOCIATION VOLUNTEERING - IMPORTANT NOTES

1. Scholarships and impact to Volunteering

- a. WYHA is proud to offer scholarships for families needing financial support to play hockey. The award of a scholarship **does NOT waive** the Volunteering policy.

2. "First Year for Free" for Mites and impact to Volunteering

- a. WYHA is proud to offer the ability for first-year Mite players to have a waived Registration fee. This waive in registration fee **does NOT waive** the Volunteering policy.

3. Checking-In

- a. When you show up at the rink for your shift, scan the QR code on the flyer next to the Blueline room and complete the form. This will log your attendance. There are no longer paper sign-in sheets.

4. Cancellation Policy

- a. A volunteer shift can only be canceled prior to 48 hours before the start of the shift. Note: **For shifts supporting tournaments, the shift should not be canceled within 48 hours from the start of the tournament (not the specific shift).** It is very challenging to fill roles once a tournament starts.
- b. If a family cannot complete a volunteer shift and it is less than 48 hours prior to the event, the family must find a replacement and notify the volunteer coordinator.
- c. WYHA may cancel a shift based on changes to the event or need. If WYHA cancels your shift prior to 48 before the shift, those hours will flow back into your bank of hours to complete. If we cancel within 48 hours from the start of the shift, then you will get credit for that Shift.

5. No Shows

- a. No shows will be billed at \$100 per hour

6. Carry-Over

- a. Hours over the season balance will not carry over to the next season
- 7. Getting to exact hour balance**
 - a. Shifts are planned based on the need of the association, therefore there is no guarantee to get the exact hour requirement. Many families go well over the season hour balance with their support. To be clear, if the hours due for the season is 10, you may end up doing 10.75 hours based on what Shifts are available.
- 8. Billing for unfilled hours**
 - a. At the end of the season, unfulfilled hours will be billed at \$100 per hour, up to a maximum of \$800.
 - b. A player with an unpaid balance from the previous season's volunteering hours will not be allowed to tryout/be rostered to a team till the balance is paid.
- 9. Hired Roles**
 - a. Paid roles are used when volunteers do not sign-up for shifts or for elevating the game experience with high quality announcers and expert scoreboard/gamesheet/music operators.

ASSOCIATION VOLUNTEERING - FAQs

- 10. I ended up working longer than scheduled because the game ran into overtime or I covered a shift for a no-show.
 - a. Send an email to ProgramAdmin@WayzataHockey.org. We will manually add credit for anything over 15 minutes.
- 11. I signed up for a shift for tomorrow and I cannot work it. Should I just not show up?
 - a. You will need to find a replacement for the position you signed up for. Once you find someone then have your replacement note their name when they sign-up via the QR code at the rink. If you do not show up then you will be charged the no-show rate noted above.
- 12. I know that volunteer hours can sometimes go fast so I signed up for a bunch of hours under my name and would now like to give them to my friends. Is this ok?
 - a. We do not allow families to sign-up for multiple shifts and then give them to other families. We ask that you please only sign-up for shifts that you will be fulfilling.
- 13. I signed up to help out during tryouts and then I got notified that the tryout was cancelled. Do I still get credit?
 - a. We give families time to cancel Shifts they have signed up for, with no penalty, if there is over 48 hours notice. We also give WYHA 48 hours to cancel. If you cancel with 48 hour notice then we do not penalize that family. If we cancel with 48 hour notice then you do not get credit. We try to be fair both ways. If we cancel with less than the 48 hour time frame then you will get credit for that shift.



14. I only have a small portion of time left and no shifts are exactly that amount of time, what should I do?
 - a. You need to pick up a shift that goes over your small portion of time left. The shifts are designed to support specific tasks that support a game or team. We cannot create tasks specifically for short periods of time to allow for easy fulfillment of small shift allotments. Most families go well over the designated amount of hours each season.
15. Near the end of the season, typically around early February, **the association may communicate a deadline to sign-up for Shifts at which point no further changes can be made to Shift sign-up.** When this happens, Shifts can no longer be canceled up to 48 before a Shift. This is because the Association needs to be able to forecast any gaps in volunteer needs and make alternate arrangements with appropriate planning time.

ASSOCIATION VOLUNTEERING - HOW TO SIGN-UP FOR SHIFTS

To view and sign-up for volunteer shifts, view this step-by-step guide from crossbar:

<https://help.crossbar.org/en/articles/8653147-signing-up-members-for-shifts>

Log into your Wayzata Hockey Crossbar account, click Account, then Volunteer to see Shifts.

A common mistake is logging into the Crossbar logo instead of the Wayzata Hockey Crossbar account. Ensure you log into the Wayzata Hockey Crossbar account.