

# St. Albans Skating Association Volunteer Attendance and Sign up Policy

Effective 12/1/2025

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## Policy Overview:

At SASA, we highly value the dedication and commitment of our volunteers contributing to our mission. To ensure the smooth execution and operation of our volunteer activities and to respect the time and effort of both volunteers and the beneficiaries of our programs, we have established a Volunteer Attendance Policy. This Volunteer Attendance Policy is designed to encourage reliability and discourage no-shows.

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## Policy Guidelines:

### Commitment and Reliability

Volunteers are expected to honor their commitments and check-in on time for the volunteer event they have signed up for. We also expect them to stay for the entire volunteer shift.

### Communication

If a volunteer is unable to attend the volunteer event or fulfill their commitment, they must communicate this the Volunteer Coordinator 48 hours before their scheduled shift, allowing for ample time for us to find a replacement. We understand that sometimes there may be a need for last minute cancellation, please communicate those emergent situations as soon as possible.

### Consequences for No-shows

A no-show is defined as failing to attend a scheduled volunteer event without providing advance notice as indicated above. If an individual is absent from a volunteer opportunity and has not given at least 3 days notice, it will be considered a no-show.

The **penalty** for a no show or missed shift without timely communication will be a **\$25 per hour fee**. For every hour missed the hourly fee will be assessed. In addition to the penalty fee you are **STILL RESPONSIBLE** to work the hour(s) missed.

### No fee will be assessed if:

- Notification was provided 3 days in advance and you make every effort to fill your shift. If you are unable to find your own coverage please reach out to the volunteer coordinator to support in finding coverage.

- An emergency occurs (reviewed case-by-case by our Volunteer Coordinator).
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### **Billing Details**

- Fees will be billed **monthly**.
  - Payment is due **within 30 days** of the billing date.
  - • If payment is not made within 30 days, all ice time for the applicable skater(s) will be suspended until the balance is resolved.
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### **Process to Notify when missing a shift**

1. **TEXT and Email** Volunteer Coordinator 48 hours or more before missed shift. If missing a shift due to an emergency or unplanned event contact coordinator as soon as possible. As noted above, notifications made under the 3 day time frame will result in fee assessment **UNLESS** there is an emergent situation.
  2. **DO YOUR BEST** to find your own coverage prior to notification of missing shift. If you are unable to find your own coverage the Volunteer Coordinator will assist in backfilling the hours.
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### **Volunteer Hour Limits**

To ensure fairness and equal opportunity for all families you will **NOT** be allowed to book any time in excess of the 20 hour requirement. Snack Bar and Skate Shop hours will now be capped at **6 hours per family, per month** unless otherwise communicated.

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### **Assessment & Fairness**

The missed shift fee helps offset the real costs and disruptions that occur when positions go unfilled. SASA will apply this policy consistently and with common-sense judgment, always prioritizing safety and service.

If you believe a fee was assessed in error, please contact **Volunteer Coordinator** within **seven days** for review.

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**Volunteer Coordinator 25/26 Season**

Chris Brosseau

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