

## LYHA Volunteer Questions & Answers

THANK YOU for volunteering! It takes each and everyone of us to keep LYHA available to our community!

**Here are some frequently asked questions:**

**Q: What volunteer opportunities are available to earn my hours?**

**A:** Volunteer opportunities can change each year. Traditionally have the following opportunities:

- Concessions @ Varsity and JV Games
- Admissions @ Varsity and JV Games
- Bingo
- Meat Raffle
- Applefest Brat Wagon
- Gun Raffle
- Coordinator Positions
- Coach
- Board Member

**Q: How many volunteer hours are required for each family?**

**A:** Minimum of 5 hours for new families and a minimum of 10 hours for existing families.

**Q: How many hours do I get for each volunteer opportunity I sign up for?**

**A:** You get the hours that are assigned to that opportunity. Only exceptions are coaches, board members, and coordinator positions. These positions will get 5 hours toward their volunteer hours.

**Q: If my family has multiple skaters, do the required hours increase?**

**A:** No, the minimum of 5 hours remains the same for new families and a minimum of 10 hours for existing families.

**Q: What if a family does not meet the required hours?**

**A:** Their entire volunteer check will be cashed at the end of the season.

**Q: How do I know how many hours my family has worked?**

**A:** when you sign up to volunteer, the hours are automatically tracked in Sign Up Genius. The volunteer coordinator will send out a report periodically with YTD hours.

**Q: What if there is a discrepancy to the hours report to hours worked?**

**A:** If there is a discrepancy compared to your records, email [volunteers.lyha@gmail.com](mailto:volunteers.lyha@gmail.com)

**Q: Does the time I help with my skater's home games count toward my volunteer hours?**

**A:** No, all the team families should pitch in to help out at each game (for Mites the Home Jamboree). There is a sign up on the team's page for these assignments

**Q: What if I work longer than the shift I sign up for?**

**A:** Email [volunteers.lyha@gmail.com](mailto:volunteers.lyha@gmail.com) and your hours will be adjusted

**Q: What if my shift ends early?**

**A:** You will still get the hours you signed up for.

**Q: What if I want to know more about the responsibilities involved with the volunteer opportunity posted to make sure I am not getting in over my head?**

**A:** Email [volunteers.lyha@gmail.com](mailto:volunteers.lyha@gmail.com)

**Q: What if I would like training on a volunteer opportunity posted?**

**A:** Email [volunteers.lyha@gmail.com](mailto:volunteers.lyha@gmail.com)

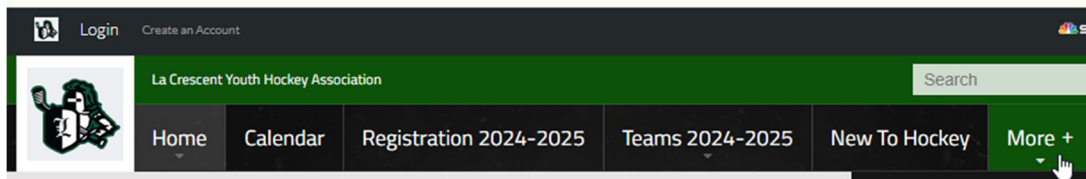
**Q: What if I have an idea or suggestion to make the volunteer program better?**

**A:** We would love to hear from you! Please email [volunteers.lyha@gmail.com](mailto:volunteers.lyha@gmail.com) with all your ideas and suggestions.

**Q: How do I access the volunteer opportunities?**

**A:**

1. Go to the LYHA Website: <https://www.lacrescenthockey.com/>
2. Click "More +"



3. Select "Volunteer"



4. Click "Sign up now!"



5. Select the event you would like to volunteer for.
  - A reminder will be emailed to you 1 day before the event

**Q: What if I have a question that is not on this list?**

**A:** Email [volunteers.lyha@gmail.com](mailto:volunteers.lyha@gmail.com). All questions are welcome!