



## Volunteer Frequently Asked Questions

*Last Updated: October 2023*

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**Q: Why do I need to volunteer at the Association level?**

A: The Association is predominantly volunteer run, as are all Ringette Associations in Calgary. There are many tasks throughout the season that are supported by volunteer efforts. By asking each family to fulfill Volunteer Credits, we are able to spread out the load. The Association would not be able to continue to function otherwise.

**Q: How many hours of volunteer work does it take to fulfill the credits?**

A: Depending on the roles chosen, approximately 2 hours of work is given 25 credits. Single player families are required to fill a minimum of 8 hours of volunteer time (100 credits) throughout the season. Families with 2 or more players are required to fill a minimum of 16 hours (200 credits) throughout the season.

**Q: Why is there an option to pay instead of fulfill Volunteer Credits?**

A: The Association recognizes that some families prefer not to or cannot commit time to achieving the credits. To accommodate these families, an option to pay \$325 per player, up to a maximum of \$650/family, is given instead.

**Q: Are there enough opportunities throughout the season to get in the hours needed?**

A: Yes, from evaluation sessions to tournaments to board positions, there are many opportunities to volunteer. If you are concerned about achieving the credits, you might consider signing up for a board supporting role as many of these roles are flexible on timing.

**Q: What if I get some but not all of my hours before the end of the season? Can I get a partial refund?**

A: Unfortunately not, the agreement is to complete all of the credits or pay the opt-out fee.

**Q: I have worked the penalty box/timeclock/etc many times for my team's games, isn't that enough volunteering?**

A: Team volunteering (social committee, penalty box, on ice assistant, treasurer etc) is required in addition to association volunteering and does not fulfill your Volunteer Credits. In order for a team to have a successful season, all of the families need to get involved and help out.

**Q: What team roles earn volunteer credits?**

A: Full volunteer credits are given for the following team roles: team manager, head coach, assistant coach. These roles typically take a lot of time throughout the season, require training, attending association meetings etc.

**Q: If I volunteer for Ringette Calgary, the Chinook League or Ringette Alberta do I receive volunteer credits?**

A: Yes, volunteering with any of the ringette organizations with direct ties to SCRA is eligible for SCRA volunteer credits.

**Q: Does SCRA have any Bingo or Casino Volunteering Opportunities?**

A: SCRA does not volunteer at bingos, however we do have the opportunity to work a casino approximately every 18 months, our next casino is June of 2023.



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**Q: Can I carry forward my volunteer credits to next season?**

A: No, in order for the association to run from season to season, we can not roll forward volunteer credits. We have many families that are filling multiple volunteer roles and go above and beyond the minimum volunteer requirements each season. The only exceptions are events like Come Try Ringette or Casinos, that fall between seasons, in these cases the volunteer credits can be applied to either the previous or upcoming season.

**Q: How do I know how many volunteer hours I have filled?**

A: Please do your best to keep track of your volunteer hours throughout the season, we do our best to track all of the volunteering but that is thousands of volunteer hours being filled by approximately 400 families. We do not have an easy way with RAMP for families to see if their hours have been fulfilled.

**Q: I received an email saying I haven't fulfilled my volunteer commitment, but I believe I have. What should I do?**

A: Near the end of the season, we send out an email to all of the families that **have not** met their volunteer commitments for the season. If you feel you have received this email in error, simply email our Volunteer Coordinator with when/where you volunteered and the name of the player who the volunteering is for. It is a huge job to keep track of all of the volunteer hours, sometimes an incorrect click in RAMP or having a family with multiple last names means that credits are missed by accident.

**Q: How do I know what volunteer opportunities there are?**

A: There are several places you can go to find out what volunteer opportunities are currently available:

- Check out the website, we do our best to keep the list of vacant positions up to date. <https://southcalgaryringette.com/volunteering/>
- Watch your email, SCRA regularly sends out "Call for Volunteers" to fill open positions and sign ups for specific events.
- Talk to your Team Manager
- Email [volunteer@southcalgaryringette.com](mailto:volunteer@southcalgaryringette.com)