

## Compulsory Volunteering Program

**Policy Number:** NWR12

**Most Responsible Board Member:** Vice President

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### Definitions

Refer to the Northwest Calgary Ringette Society (NWR) Bylaw definitions.

The following terms have these meanings in this Policy:

**Individuals** means all categories of Membership within the NWR Bylaws, as well as all individuals engaged in activities with NWR, including but not limited to, athletes, coaches, parents/guardians, volunteers, managers, administrators, directors and officers.

### Purpose

NWR is operated exclusively by volunteers. As NWR continues to grow and increase formal offerings to the membership, a continued commitment from our members is necessary for our association to operate effectively. The purpose of the NWR Compulsory Volunteering Program is to encourage our membership to be actively involved with NWR and contribute to the volunteer workload.

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### NWR Volunteer Hour Requirements

1. Each athlete is required to provide an appropriately qualified volunteer to complete a minimum of eight (8) NWR volunteer hours.
  - a. All roles or tasks that are considered team volunteering are not eligible to be claimed for NWR volunteer hours, i.e., where the role or task is for the benefit of an individual team or a group of teams (e.g., where there may be coordination of fundraising that does not benefit every team in NWR).

Examples include:

    - i. Head, assistant or goalie coach, team manager, treasurer, social coordinator, jersey parent, tournament coordinator, team fundraising coordinator, minor officials coordinator and specific roles (e.g., timekeepers, scorekeepers, shot clock operators, and penalty box attendants), etc.
    - ii. Esso Golden Ring Tournament (EGRT) team representative(s) volunteering. Note: Each Calgary team participating in the EGRT is required to provide volunteers as part of their participation in the event. However, this is considered team volunteering and is not eligible as credit towards the NWR Compulsory Volunteering Program.
2. Families with two (2) or more athletes registered with NWR will have a maximum NWR volunteer obligation of sixteen (16) hours.
3. Qualifying tasks and roles are detailed in [Roles and Tasks Eligible for NWR Compulsory Volunteering Program](#)

### Overview

4. July 1 of each year is the start of the NWR Compulsory Volunteering Program for the upcoming season.
5. Volunteer hours are to be completed prior to March 31 of the current season.
6. Excess volunteer hours from the immediate previous season and/ or volunteer hours collected from April 1 to June 30, may be carried forward and used as credit to the next season with approval by the Volunteer Coordinator. This request must be initiated by the member.
7. In the event a member is a “no-show” for their volunteering commitment, or a volunteer cancels within the no-cancel window, and they have not provided a suitable alternative, the volunteer buyout will be added to their RAMP account, payable immediately.

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8. In the event a member does not fulfill their compulsory volunteer hours by March 31 of the current season, the volunteer buyout will be applied to their RAMP account, payable immediately, using the following calculation to determine the amount payable by the member:

$$\text{Buyout} = \left( \frac{(\text{Volunteer commitment} - \text{Volunteer hours completed})}{\text{Volunteer commitment}} \right) \times \text{Volunteer buyout amount}$$

9. Members who have not complied with the policy will not be eligible to register for the following season until their volunteer buyout and any associated administrative fees are paid.
10. All members are required to maintain their volunteer commitment to their player's team throughout the season as well as complete their NWR Compulsory Volunteer commitment.
11. The NWR Board welcomes new ideas for approved volunteer opportunities. Members are encouraged to suggest volunteer opportunities that will enhance NWR operations and programming.
12. The cost of the volunteer buyout is listed in the [Fee Schedule](#).

## Opting Out

13. Families may choose to opt-out of the NWR Compulsory Volunteering Program by selecting the Volunteer Buyout Package to the registration of each athlete registered. The Volunteer Buyout Package (if added) will be charged the day of registration. This will exempt the member from association volunteer activities only, but not team volunteering.
14. If a family chooses to volunteer after they have opted out of the NWR Compulsory Volunteering Program, they can request to be refunded for the buyout value. Refunds will need to be approved by the Volunteer Coordinator.

## Scheduling & Reporting Responsibility

15. It is the sole responsibility of members to be aware of approved association volunteer opportunities and ensure they fulfill their Compulsory Association Volunteer hours. Volunteer hours may be completed by anyone that the member has arranged, so long as they meet any qualification requirements listed in the volunteering opportunity.
16. Each event, task, committee, or initiative lead will be responsible for:

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- a. Providing volunteer requirements including the number of volunteers, shift lengths (for tasks or events), age requirements, and experience or qualification requirements, etc.
  - b. Working with the Volunteer Coordinator to set up an appropriate sign-up tool and communicate volunteer opportunities to the members
  - c. Onboarding/ providing just in time training to volunteers to be successful during their volunteer commitment.
  - d. Reporting attendance records for volunteers to the Volunteer Coordinator. Sign-in sheets will be available at all volunteer events to track volunteers and record volunteer hours. It is the members' responsibility to ensure their attendance has been recorded for all volunteer shifts.
17. The Volunteer Coordinator will be responsible for:
- a. Emailing volunteer opportunities to members and/or post on the volunteering section of the website throughout the season. Volunteers will be accepted on a first-come, first-serve basis, unless specific skills or qualifications are required.
  - b. Maintaining and reporting on the volunteer hours for NWR.

## Roles and Tasks Eligible for NWR Compulsory Volunteering Program

The following are known or are examples of volunteer roles and tasks that qualify for credit in the NWR Compulsory Volunteering Program. Other related roles, tasks, special events, subcommittees, and working groups may be approved by the NWR Board.

18. Evaluations
- a. Division Coordinators
  - b. Universal Athlete Assessment Lead
  - c. Goalie Evaluations Coordinator
  - d. Evaluator Lead
  - e. Evaluators for all divisions; Coach applicants please refer to the applicable section on coach selection in the Coaching policy.
  - f. On and Off Ice Helpers
  - g. Welcome Desk Helpers
  - h. Bench helpers
  - i. Minor Officials
19. Tasks during the season
- a. Equipment Distribution (beginning of season) & Equipment Return (end of season)
  - b. NWR and/or Ringette Calgary Casinos

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- c. NWR resourced Bingos (i.e. NWR obligation to Triwood Community Association)
- d. NWR organized tournament volunteers
- 20. Committee, Sub-Committee, and Working Groups
  - a. Northwest Rumble Tournament Committee
  - b. Fundraising Committee
  - c. Society Events Committee
  - d. Complaints Committee
  - e. One Goal to Assist Committee
- 21. NWR Key Roles
  - a. Volunteer Coordinator
  - b. Security Coordinator
  - c. Equipment Coordinator
  - d. Purchasing Coordinator
  - e. Social Media Coordinator
  - f. Apparel Coordinator
  - g. Team Manager Liaison
  - h. Photo Day Coordinator
  - i. Goalie Development Coordinator
  - j. Come Try Ringette Coordinator
  - k. Junior Coach Coordinator
  - l. Player Pathway Analyst
  - m. Casino Coordinator
  - n. Bingo Coordinator
  - o. Direct Training Coordinator
  - p. Treasurer Assistant
  - q. Team Treasurer Liaison
  - r. Website Administrator
- 22. Ringette Community Volunteer Roles
  - a. Ringette Calgary Board
  - b. Chinook Ringette League Board
  - c. Esso Golden Ring Tournament Committee Member
- 23. NWR Board (elected at the Annual General Meeting)
  - a. President
  - b. All Director positions
  - c. Past President (not elected)
- 24. Coach Continuing Education
  - a. Head Coaches will be credited, upon their request and proof of completion, one (1) hour for every NCCP Professional Development Point obtained, to a maximum of two (2) hours per year.

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- b. Assistant or Goalie Coaches will be credited, upon their request and proof of completion, one (1) hour for every NCCP Professional Development Points obtained, to a maximum of one (1) hour per year.
- c. Any Coach designation will be credited the equivalent number of hours for attending NWR organized coach training sessions, up to a maximum of two (2) hours.

## Exemptions

25. NWR recognizes that there are extenuating circumstance events that occur that limit the ability for a member to fulfill their volunteer commitments. A member with extenuating circumstances may request to be exempted from their volunteering commitment. Exemptions must be approved by the NWR Board via the recommendation of the Volunteer Coordinator.

- a. Examples:
  - i. Death of an immediate family member of the athlete
  - ii. Serious illness of athlete or immediate family member of the athlete

## Revision History

Date	Action Taken
Aug 20, 2024	Moved from Registration into its own section. Wording updated. Added partial volunteering clarification. Added more detail around qualifying tasks and roles.
May 7, 2025	Wording clarified: anyone can volunteer on the members behalf. Coaches requirements removed and will be added to the Coaching Policy. Credit added for coach continuing education. Exemptions added.  Approved by the NWR Board.