



## Quad City Hockey Association

### Volunteer Credit Program Policy

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**Purpose:** The purpose of the volunteer credit program policy is to foster a strong sense of community and teamwork within the Quad City Hockey Association (QCHA) by encouraging active participation from families in support of team operations, events, and activities. This policy aims to ensure the equitable distribution of responsibilities, recognize the contributions of volunteers, and provide incentives to encourage engagement, ultimately enhancing the experience for players, families, and the overall organization. This policy supersedes any Volunteer Policy that may be in place for any team within the QCHA team.

**Season Definition:** Families will have the opportunity to earn volunteer credits both in season and during the off season and The volunteer credit program will run from May 1-April 30.

**Volunteer Credit Requirements:** Volunteer credits will be assigned per player based on age level. There is a 30 credit maximum for families with multiple children playing in the QCHA program. Any new players who join the QCHA in January will be excused for the remainder of that season.

<b>Age Level</b>	<b>Number of Credits</b>
**Blues (Varsity & JV)	20
Travel and Lady Blues	17
Select with House League	10
House League Only	5
Mite & Mini Mite House League	5

\*\*QCHA Blues players must complete 5 credits of their family's total volunteer requirements. Players can earn credits by volunteering at any level or event. To receive credit, players must claim their completed credits by using their name on the item in Dibs instead of the parent/guardian name. Players must check-in and check-out with the adult in charge of that event or team.

**Buyout and Unfulfilled Credits:** Families have the option to buy out their volunteer requirement at \$20 per credit. The deadline for choosing the buy out option is October 31st of the current hockey year. Families who have not completed their required volunteer credits by April 30<sup>th</sup>, will be billed at \$25 per unearned credit. Invoices will be sent out by the QCHA Treasurer at the end of the season for unfulfilled credit hours not previously bought out or accounted for through Dibs. Failure to pay unfulfilled credit balance will result in future QCHA event and program ineligibility until the balance has been paid.

**Dibs:** The QCHA will utilize Dibs which is a volunteer credit management system operated through Sports Engine. The QCHA will list volunteer opportunities by session type for parents/guardians/players to claim. Parents/guardians and players are expected to claim a volunteer "dibs" item for which they hold the required credentials. This may include holding a current unexpired SafeSport Certification, Background Screening (for specific volunteer roles) and coaching requirements as outlined in USA Hockey. The Director at Large: Volunteerism will oversee



this program with the Volunteer Committee Team and the Dibs Coordinator for each QCHA team or division.

**Volunteer Shifts:** Parents/Guardians will be responsible for verifying their earned credits and the accuracy against their records and resolving discrepancies with the team's Dibs Manager and Director of Volunteerism as appropriate. If the scheduled volunteer is not able to perform their scheduled shift, it is the responsibility of the volunteer scheduled to help find a substitute to cover their shift and notify their team's Dibs Coordinator to ensure the volunteer opportunity is covered. The new parent/guardian/player will then earn the credits of the position completed.

**Qualified Volunteers:** All volunteers 18+ must have a USA Hockey Number and complete the SafeSport certification. There are specific volunteer roles that must also obtain and pass an official background screening. In order to qualify to receive credits for the volunteer positions, a parent/guardian must meet all QCHA/MWAHA/USA Hockey requirements by the specified deadline.

**Volunteers:** The following volunteer positions will receive the maximum credit hours (30 credits) needed by a QCHA family in a single season:

- Current and Incoming Board Members (as of June of the upcoming season)
- Non-Voting Board Members
- Head Coach
- Ice Scheduler
- Disciplinary Chair
- QC Blues Only:
  - General Manager
  - Assistant General Manager
  - Equipment Manager (2)
  - Team Doctor/Nurse

**Volunteer Opportunities:** The QCHA has provided a list of approved volunteer opportunities, please see: [Volunteer List with Dibs Credit](#) . For other volunteer opportunities not on the list, a Dibs Manager needs to work directly with the Director at Large: Volunteerism to allocate the appropriate credits. The QCHA Board of Directors reserves the right to review credits, in writing, in cases where the responsibility of the role is not being met or performed by the volunteer. In cases where a team administration position is shared, the credits will be split evenly between each volunteer.

**Hardships:** The QCHA recognizes unforeseen circumstances that may prevent QCHA members from completing their Volunteer Credits. These will be evaluated on a case by case basis by the [Volunteer Credit Program Committee](#). To submit a case for review, email [director2@quadcityhockey.com](mailto:director2@quadcityhockey.com).

**Volunteer Policy Funds:** All funds collected as part of the Volunteer Credit Program will be used for QCHA programing, equipment and coaching.