



North Atlantic Figure Skating Club  
Volunteer Program Manual  
2023-2024

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# VOLUNTEER POLICIES AND PROCEDURES

## OVERVIEW

The North Atlantic Figure Skating Club (NAFSC), a 501 (c)(3) non-profit organization, depends heavily on volunteers to support its events and activities. As a condition of certain membership levels, families are expected to contribute a minimum number of hours per year.

## VOLUNTEER POLICY

<b>MEMBERSHIP LEVEL</b>	<b>HOURS REQUIRED TO VOLUNTEER</b>	<b>FAMILIES MAY CHOOSE TO PAY THE FOLLOWING ASSESSMENT IN LIEU OF VOLUNTEER HOURS:</b>
SKATER, INTRODUCTORY SKATER, GRADUATING SENIOR	Six (6) hours per year	\$150/six (6) hours
ADULT SKATER	Four (4) hours per year	\$100/four (4) hours
COACH, ALUMNI, INDIVIDUAL NON-SKATING	Two (2) hours per year	\$50/two (2) hours
COLLEGIATE, PARENT/GUARDIAN, ASSOCIATE	No volunteer hours required	N/A

Volunteer hours are per family, not per member. If there are two members of different membership types, the greater volunteer hour requirements must be completed to avoid the assessment. Ex: A family has a skater and coach membership; the family is responsible for 6 hours.

**\*\*NOTE\*\*** Volunteer hours may be accumulated from July through May. Assessments are billed in early June (near the end of the membership year). Members will not be allowed to renew their membership unless their volunteer commitment is complete, or they have paid the assessment. Volunteer requirements are not prorated for members joining mid-year.

## VOLUNTEER VOUCHER

NAFSC is required to track all volunteer hours worked for auditing purposes. When volunteering at an event, it is the member/parent's responsibility to complete a volunteer voucher as described in the following section.

## **VOLUNTEER COMMUNICATION, SIGN-UP, AND REPORTING**

### **Pre-Registration**

All members are asked to pre-register using the Google Form that will be sent in July of each year. The form is also available on the [Volunteer](#) page of the NAFSC website. Pre-registration helps you to plan your service for the year, while also helping the club to prepare for our many events and activities.

### **Activity and Event Volunteer Sign-up**

Volunteer and donation needs will be posted and communicated using Entryeeze, Sign-up Genius, and/or club communications via email. All members will be notified when a new need is posted.

### **Determining Volunteer Hours**

- For every hour that you work at an event or opportunity, you will receive 1 hour toward your volunteer requirement. Example: If you work at the registration table for the NA Open for 2 hours, you will receive 2 hours toward your volunteer requirement.
- Donations of goods to an event will count as 15 minutes per event regardless of how many items you donate to that event.

### **Reporting and Recording Volunteer Hours**

Upon completion of any volunteer activity, members are required to submit a [Volunteer Voucher](#) to ensure they receive credit for their service. This voucher can be found on the [Volunteer](#) page of the NAFSC website. Please note that signing up to help does not automatically credit your hours; you must complete what you signed up for, and you must also submit the voucher.

The deadline to turn in volunteer vouchers is two weeks (14 days) after the date of the close of the event at which you volunteered. A copy of your submission will be emailed to you as a receipt. Please be sure to keep the email for your records. Billing questions will not be addressed at the end of the year without this receipt. If no submissions are received, your account will be assessed accordingly.

All volunteer hours/activity will be recorded in the skater/family account in Entryeeze.

## **VOLUNTEER CHAIR**

This is a key position to support the NAFSC Volunteer program and ensure success through communication, leadership, and recognition. This person handles the following activities:

- Annually review and update this manual to outline volunteer policies, procedures, needs, and opportunities.

- Implement and communicate volunteer systems, including communication, registration, reporting, and other needs.
- Review and evaluate the effectiveness of systems and recommend improvements as needed.
- Lead system of volunteer recognition.

The time commitment will average 1-2 hours per week overall, although there may be variation between periods of no activity to times when several hours are needed. We hope this will be a fun position, with the opportunity to interact with all club members and be a part of exciting events for our skaters (and parents too!)

## **VOLUNTEER PROGRAM MANUAL**

The NAFSC Volunteer Chair maintains this manual, which is updated annually. Here you will find opportunities to sign up for certain volunteer activities, as well as seeing a general outline of needs for the year.

Examples of areas in which volunteers are needed include, but are not limited to the following:

- Competitions
- Test Sessions
- Events
- Board of Directors
- Committees
- Occasional and other activities

By becoming a member of North Atlantic Figure Skating Club, you will be automatically signed up to receive volunteer opportunities throughout the season. Please review these when you receive them, as they may be time sensitive. It is your responsibility to seek opportunities.

## **SAFESPORT AND BACKGROUND SCREENING**

The U.S. Figure Skating SkateSafe® program exists to help prevent abuse, harassment and other misconduct, to provide a safe environment for all participants. Certain individuals, including volunteers over the age of 18, are required to complete the online Safesport training program and a background check prior to serving in a volunteer capacity where they have regular contact with athletes. The following link provides FAQs, detailing compliance requirements and other information. Regardless of your capacity as a volunteer, you are encouraged to complete the Safesport training. Individuals who are required to complete both the training and pass a background check are as follows:

- All volunteers in any sanctioned events or club activities who have regular contact with athletes
- Team Managers/Team Service personnel for synchronized skating teams
- Locker room volunteers for all competitions, ice shows, club events, programs, etc.

- Club Skatesafe® Compliance Chair
- Membership Chair
- Club Board of Directors

To learn more about, and complete Safesport training and Background check, please use this link: <https://www.usfigureskating.org/skatesafe>, scroll down to Additional Resources, and click on “Compliance Toolkit,” where you will find links and instructions.

## TEEN SKATERS AND JUNIOR BOARD

NAFSC has a proud tradition of teen participation, and our athletes, young and old, are always welcome to volunteer for many activities described in this handbook. In addition, the Junior Board is led by our high school skaters, and not only supports the Club, but also plans and hosts social, charitable, and fundraising activities throughout the year. All high school skaters are encouraged to become involved and younger skaters are able to participate in activities sponsored by the Junior Board. Please see the [Junior Board page](#) on the NAFSC website.

## VOLUNTEER OPPORTUNITIES

### COMPETITIONS

- North Atlantic Open - TBD (tentatively March)

#### Competition Volunteer Roles

<p><b>LOCAL ORGANIZING COMMITTEE (LOC)</b></p>	<p>This group is responsible for planning and carrying out all aspects of the competition. Meetings begin several months prior to the event. Members should plan to dedicate significant time leading up to and at the event.</p>	<p>LOC roles may include the following:</p> <ul style="list-style-type: none"> <li>• Event Chair</li> <li>• Event Co-Chair</li> <li>• Awards Chair</li> <li>• Volunteer Chair</li> <li>• Registration Chair</li> <li>• Vendor Coordinator</li> <li>• Social Media/Publicity Coordinator</li> <li>• Hospitality Chair</li> </ul>
<p><b>COMPETITION VOLUNTEERS</b></p>	<p>These will mostly be on site the days of the competition.</p>	<p>Below are examples of what may be needed:</p> <ul style="list-style-type: none"> <li>• Loading and unloading</li> <li>• Setting up the venue</li> <li>• Registration table</li> <li>• Hospitality</li> <li>• Runners</li> <li>• Music</li> <li>• Announcing</li> <li>• Awards</li> <li>• Clean Up</li> </ul>

## TEST SESSIONS

### Test Session Volunteer Roles

<b>TEST CHAIR</b>	This position is currently part of the Skating Coordinator job responsibilities. Coordinate all aspects of test sessions, including scheduling, communication with test participants and rink, registration, judges, submission and communication of results. For virtual testing, the test chair is also responsible for video review and sharing videos and results between skaters and judges.
<b>HOSPITALITY CHAIR</b>	Provide food for judges at in person test sessions.
<b>MUSIC, REGISTRATION, SET-UP, CLEAN-UP</b>	Other potential roles that may be needed

## EVENTS

- Summer Exhibition
- Regional/Sectional Send-offs
- Holiday Skate-tacular
- Annual Ice Show
- Social Activities (TBD)
- Year-End Banquet

### Event Volunteer Roles may include:

1. Organizing Committee
2. Activity planning
3. Gifts and goody bags
4. Refreshments/Hospitality
5. Invitations, promotion, and communication
6. Event Day Assistance
  - a. Video and photography
  - b. Tickets
  - c. Locker room and backstage help
  - d. Set-up and Break-down
  - e. Costumes
  - f. Music

## BOARD OF DIRECTORS

The Board of Directors governs the business and affairs of Colonial as described in the Club Bylaws. Directors are elected at the Annual Meeting, which is typically held in June.

## CHAIR POSITIONS

<b>MEMBERSHIP CHAIR</b>	Annually reviews membership categories, policies, pricing, and member utilization. Assists with review and updates to membership documents in preparation for annual registration in June. Supports Entryeeze membership set up, maintenance, etc.
<b>ICE SHOW CHAIR</b>	Leads the Ice Show Committee. Works in conjunction with the Program Coordinator and Skating Coordinator for the administration of the show.
<b>SKATESAFE® COMPLIANCE CHAIR</b>	Exists to provide a healthy and supportive Club environment that ensures the safety and well-being of its members. Coordinates SkateSafe® protocols for events, competitions, etc.

## COMMITTEES

<a href="#"><u>Nominating Committee</u></a>	Appointed by the BOD in the fall to survey potential board candidates and committee chairs and candidates and determine nominees to stand for election to the Board of Directors.
<b>Rules</b>	Annually reviews and updates club bylaws and rules and related policies and procedures.
<a href="#"><u>Finance</u></a>	Provide financial oversight and engage in budgeting and financial planning, financial reporting, the creation and monitoring of internal controls and accountability procedures/policies, and audit processes as designated/needed.
<b>Awards &amp; Recognition</b>	This working group keeps records of skater achievements and ensures they are recognized and celebrated throughout the year.
<a href="#"><u>Fundraising</u></a>	Explore fundraising opportunities, plan fundraising events, explore grant and sponsorship opportunities, and work to enhance this pipeline within the NAFSC financial spectrum.
<b>Adult Skaters</b>	Advise Club leadership and coordinate events and activities for adult skaters.



<b><u>Junior Board</u></b>	A community built within the club that emphasizes and increases athlete teamwork, spirit, cooperation, and participation in the club. Goal is to give our members (7th through 12th grades) experience with leadership within an organization to build confidence so that they become active members of the community and participate in non-profit leadership as adults.
<b><u>Events &amp; Exhibitions</u></b>	Support the planning and execution of club wide events and exhibitions with a goal to provide activities that promote figure skating and unity among skaters and celebrate them and the club.
<b><u>Ice Show</u></b>	To support the planning and execution of the annual ice show.
<b><u>Educational Opportunities</u></b>	The purpose is to grow the knowledge and understanding platforms with members, LTS skaters/parents, etc. Will be responsible for looking at effective ways to promote knowledge and learning in a positive and fun environment; creating a network of knowledge and educational material for topics such as programs offered, club membership, transitioning from LTS to club membership, the skating pipeline, and testing requirements.

## **OCCASIONAL AND OTHER ACTIVITIES**

These may include activities such as the following:

- Communications: Report on event results such as competition activities and results for the club newsletter
- Set up and maintain bulletin boards, displays and information spots at the rink
- Help with Learn to Skate sessions
- Participate in a focus group or interview
- Be part of a parent advisory group
- Offer a professional presentation, based on your own expertise (e.g., a Sport Psychologist could hold a seminar on sport readiness)

## **THANK YOU**

*North Atlantic Figure Skating Club truly appreciates our volunteers. With your generous contributions of time and talent, we are able to hold a variety of club activities and events and maintain a supportive club structure for our skaters and families. Thank you for all that you do for your skater and for the North Atlantic FSC.*

## FAQs

<p>My skater is new to the Club, and only skates once per week in addition to their LTS class. Am I still obligated to volunteer?</p>	<p>If your skater holds a skater membership, an introductory skater membership, or a graduating senior skater membership, there is a volunteer obligation, and we thank you for your help!</p>
<p>I signed up for a volunteer job in Entryeeze/Signup genius and have completed the activity. Do I still need to report my hours?</p>	<p>YES! The only way you receive credit for volunteer service is by submitting the Volunteer Voucher, within 14 days of completing the activity.</p>
<p>How can I check my volunteer hours? What if some are missing?</p>	<p>Log into your account in Entryeeze and click on "Volunteer." You will see the total hours for the current year for your entire family. If hours are missing, please double check to make sure you have submitted your Volunteer Voucher. Volunteer hours are updated approximately once per month. If more than one month has passed since submitting your voucher, please contact us at <a href="mailto:volunteer@northatlanticfigureskating.org">volunteer@northatlanticfigureskating.org</a>.</p>
<p>I joined NAFSC in January. Is my volunteer obligation prorated?</p>	<p>No, volunteer hours are not prorated.</p>
<p>How do I find out how many volunteer hours my family has towards our requirement?</p>	<p>All submitted and verified volunteer hours will be recorded in the skater/family Entryeeze account.</p>