



Volunteer FAQ

Questions about Parent Support Requirements (Service Hours) & Shifts

1. Where do I find the Parent Support Requirements (Service Hours)?

The Parent Support Requirements (Service Hours) by Group are listed in a table on the Team Unify website under the "Our Family/Volunteers" tab. You can also find the requirements in the current policy documents (links below) in Section II. Parent Support – Commitment to Work (Pages 4-5).

- [Membership Policy](#) (See Section II of Membership Policy)

2. How do I sign up for shifts/jobs for FCST Hosted Meets?

About 1 week before the FCST Hosted Meet, the Volunteer Coordinator sends out an email with information and a link to the Job Signup for the meet. You will need to log in to your Team Unify account in order to sign up. Once logged in, select an unfilled job slot that you would like and select the "Signup" button. Please provide the cell phone number of the person working the shift in the "contact info" slot. The Job Signup closes (locks) at midnight prior to the first day of the meet. The jobs are on a first-come, first-serve basis, so please sign up quickly. Additionally, you can access the Job Signup through the Meet Event Page "Job Signup" tab on Team Unify.

3. How do I get credit for my SHIFT(s)?

1. **Sign Up for Jobs on Team Unify:** Sign up and commit to a Job through the Team Unify Meet Event page "Job Signup" tab, you will receive a reminder email about the job you signed up for prior to the meet.
2. **Show Up & Sign in at the Meet:** *At the meet, go to the Volunteer Sign in Table at least 15 minutes prior to your shift start time. Sign the volunteer check-in sheet located at the Volunteer Sign in table in order to receive credit for your shift(s).* It is your responsibility to sign in at the meet, if you do not do this then your shift will not be credited.
3. **Check Service Hours After Each Meet You Work:** Within about a week, the shift(s) worked will be credited in the Team Unify system and your Service Hours "Worked" will show the credit. After each meet you work a shift, check your Service Hours on your Team Unify account to make sure you are getting credited for what you have done and email the Volunteer Coordinator at volunteers@swimfcst.com if you are not. Year long positions/jobs, such as Meet Officials, and Coordinators are not credited until the end of the season.

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Questions about Checking and Understanding Service Hours in Team Unify

4. How do I check my Service Hours Worked and Balance in Team Unify?

Log into your Team Unify account. Click on MY ACCOUNT and then \$MY INVOICE/PAYMENT. Select the SERVICE HOUR tab. This will show your Service Hour requirement (Obligation & Adjustments), what shifts you have completed (Worked) and how many shifts you have left (Balance). Scroll to the RIGHT to see the Balance column. The system heading will say hours (HR). FCST can't change that heading, so HR = Shift.

5. Why does my account say HOURS and not SHIFTS?

The Team Unify system shows "hours" under the yearly "Obligations & Adjustments" and "Balance" columns. We are not able to update this prompt even though our Service Hour Requirements are by "SHIFTS". When you sign up for a job online, it shows how many "points" the job is worth, which is also the same as "shifts". Any number you see is SHIFTS regardless of what units the system says.

6. How is the Service Hour "Obligation" set up in Team Unify?

Team Unify resets the Service Hour "Balance" to "0" on September 1 each year. The system calculates a yearly "balance" from September through August. The Service Hour "Obligation" is set up manually two times per year, once at the start of Short Course season (September) and again at the beginning of the Long Course season (April). For example, if you have a Red Group swimmer, your yearly Service Hour obligation is 1 shift for Short Course, and 3 for Long Course. When you look in the system during the Short Course season, your "Obligation" will show "1 hr." = 1 Shift. At the start of the Long Course Season (April), the Service Hour "Obligation" is set to the total number of shifts required for the entire year (short course plus long course). So when you look in the system during the Long Course Season, your "Obligation will show "4 hr." = 4 shifts for the annual obligation for both short and long course.

Questions about Job Signups & Working at FCST Hosted Meets

7. I can't work my shift(s) and it is too late to change it on the Job Signup, what should I do?

Once the Job Signup is "closed," you will no longer be able to sign up or remove yourself from jobs. *If you cannot work the job you have signed up for, YOU are responsible for finding a replacement.* Check to see if someone you know on the team can work your shift or trade with you. If another member works a shift for you, please have that person sign in on the Job Sign in sheet at the meet and please send an email to the

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Volunteer Coordinator with the person's name to credit the shift to. If a true emergency arises, please send an email to the Volunteer Coordinator at volunteers@swimfcst.com and let them know.

8. I helped out at the meet, but did not sign up for a shift through Team Unify, does this count?

Ideally, you should sign up for shifts through the Team Unify Meet Event page "Job Signup". In the event that you are asked to fill in at a FCST Hosted Meet, that you did not sign up for, please have the Meet Director or a FCST Meet Official write a note on the Volunteer Job Sign in sheets. Additionally, please email volunteers@swimfcst.com and provide your name, swimmer's name and Group, a brief description of the shift you worked, and the date and time of the shift.

9. Why do the Meet Job Signups fill up so quickly?

The Job Signups fill up quickly for the first few meets in the Short Course season due to the fact that these meets are smaller and require less shifts and everyone is eager to get signed up and start meeting their requirements. The number of shifts required is directly related to the number of swimmers and number of sessions in the meet. Our early meets tend to be smaller sized in both swimmers and sessions and therefore require less service shifts to run.

Our biggest meets come later in the Long Course Season (April – July) where the meets have both more swimmers and more sessions. There should be plenty of opportunity to get the needed shifts in if you stay for the Long Course season.

We limit the number of signups per family when the Job Signup first becomes available. If there are shifts remaining after 48 hours we remove that restriction.

10. Are there any jobs I can do that I don't sign up for through the Team Unify Job Signup page?

Yes, there are many opportunities available to complete your Parent Support Requirements (Service Hours) that do not sign up through the meet "Job Signup" page on Team Unify. Some of these include Colorado Timing System, Meet Manager Software operation, Clerk of Course, Safety Marshals, and Announcers. These positions require additional training and you sign up for shifts through the appropriate Coordinator and not on the main Meet Job Signup page. This can make getting shifts easier, but can require more than the minimum "parent support requirements" or shifts annually. Please email volunteers@swimfcst.com if you are interested in one of these types of positions.



11. Do I have to work at a FCST Hosted Meet if my swimmer is not attending?

It depends, if you have already completed your Service Hours for the Season, then you are not required to work at a FCST Hosted meet that your swimmer is not attending, but if there are many shifts still open (such as with the large meets we host in the Long Course Season), you may be still asked to help out. If you still have service hours to complete, you may need to work at a FCST Hosted Meet that your swimmer is not attending.

12. Are there any jobs I can do that aren't at the Meet?

Yes, you can sign up to bring food and/or drink donations for hospitality and concessions. These shifts are very popular and usually go pretty fast on the Job Signup.

13. How do I find out if a meet is hosted by FCST?

The Meets tab (HERE) on the Team Unify website lists all the meets for the season. The Meets highlighted in RED are FCST Hosted meets. The Meet Name also includes "FCST Host @" in the title.

14. I signed up to make food for Hospitality at the meet, where do I get the recipes?

Here is a link with the Hospitality Recipes (HERE).

Questions about Timing at Away Meets (not hosted by FCST)

15. Does timing at an Away Meet (not hosted by FCST) count toward my volunteer hours/service hours for FCST Hosted Meet Support?

When your swimmer attends an 'Away' meet (meet not hosted by FCST), it is a requirement for all families with swimmers in the meet to volunteer for at least one timing slot (about a 1 to 1.5 hours timing slot). Filling timing chairs for a non-hosted FCST meet does not count toward your FCST Hosted Meet Support Service Hour shifts, but we must have the chairs filled when asked by the host team.

16. How do I sign up for Timing at Away Meets (not hosted by FCST)?

A few days before the meet, you will receive an email with a link to an away Meet Timing Signup Genius page (you do not sign up through Team Unify for away meet timing). The Timing Coordinator handles these signups and keeps a record of your sign up for that meet.



17. I did not do any Timing at an away meet my swimmer attended, will I be fined?

If all timing slots were filled, then you will not be fined. However, if any timing slots remained open, at the time of the meet, all families not signed up to time will be fined \$50. In addition, anyone who does not show for their timing slot must arrange for a replacement. Failure to do so will result in a \$50 fine.

Questions about Outstanding Shifts, Prorated Shifts, or New to USA Swimming

18. I have outstanding shifts at the end of the season but all jobs were filled for all FCST Hosted Meets so I wasn't able to work all my shifts for the season. Will FCST carry over the outstanding shifts or just zero them out and I will start fresh for the new season?

For the Short Course season, as long as all shifts for every FCST hosted meet during the Short Course season were filled then no families will be fined, and your remaining (unworked) Short Course Shifts will roll over to the requirements for the Long Course Season (i.e., you will need to complete your Long Course shifts plus your remaining Short Course shifts during the Long Course season if you remain on the team).

For the Long Course season, if all shifts were filled at every FCST Hosted Meet, then no families will be fined and the new season will start with the number of shifts required for that season.

19. I have outstanding shifts at the end of the season but there were shifts that remained open for some of the FCST Hosted meets. Will we be allowed to makeup our outstanding shifts?

If the shifts outstanding are from the short course season and there had been open shifts at any of the FCST Short Course Hosted meets you will need to pay the fine of \$100 per outstanding shift, but you will have a chance to make up those shifts during the Long Course Season. You will need to volunteer for your long course shifts first and then your outstanding short course shifts. Once all shifts have been completed you can send a note to the Volunteer Coordinator at volunteers@swimfcst.com requesting a refund. If all Long Course Volunteer shifts are not worked and there had been open shifts at any of the FCST Long Course Hosted meets, you will be fined for any unfilled shifts and there is NO chance for make-ups.

20. What is the volunteer policy for those members joining after the season has begun?

If you join the team after the Short Course or Long Course season has already started, your volunteer shifts will be prorated based on the time of the season that you join. The Volunteer Coordinator will set the prorated amount each season. Please contact the Volunteer Coordinator at volunteers@swimfcst.com to find out how many shifts you will be required to do for the season.

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21. If my swimmer drops during the season, do I need to pay a fine?

If your swimmer drops during the season and you haven't fulfilled your volunteer requirements one of two things will happen. 1.) If all FCST Hosted meet shifts have been filled up to the time your swimmer drops, there will not be a fine. 2.) If any FCST Hosted meets up to the time the swimmer drops have unfulfilled shifts you will be fined for any shifts you didn't fulfill. Your shift requirement will be prorated based on the time of the season that you drop. The Volunteer Coordinator will set the prorated amount each season. Please contact the Volunteer Coordinator at volunteers@swimfcst.com to find out your prorated shift amount prior to dropping so that you will know what your obligation will be before you leave.

22. Our family is new to USA swimming, is there a Service Hours exemption for FCST Hosted Meets?

For families new to USA Swimming, you are encouraged to volunteer, but there will be no Parent Support Requirements Service Hour obligation during your first season. This exemption is for your family's first season with the team, not for the entire year (either the short course or long course season, depending on start date). Your Service Hour requirements will start during your second season with the team. Please note that this is only for FCST Hosted Meets, you will still be required to time at away meets (not hosted by FCST) that your swimmer(s) attends.

23. If my swimmer(s) drop and rejoin, do you keep my history?

Volunteer history is kept in the system for years. Since accounts are not actually deleted, just canceled, your volunteer history will still be available for you to view if you rejoin. When you drop your shift hours, as long as there is not a fine, will be zeroed out with a note that you dropped during the season.

24. If I work more shifts than required in Short Course, will they carry over and count for my Long Course shift requirements?

Unfortunately, no the extra Short Course shifts will not count towards your Long Course obligation. The reason for this is because we host a lot of meets during the summer and need as much help as possible. If you worked over your Short Course obligation – thank you for volunteering and helping to make our meets successful for our swimmers!