

Cranbrook Triton Swim Club - Volunteer Policy

CTSC is a membership-operated club. It is through the volunteer efforts of our swimmers and their families that CTSC is able to function. We encourage family participation to reduce program costs and ensure the successful operation of the club. CTSC accomplishes this goal through a credit-based volunteer program. When members work together as a team more can be accomplished.

The fee structure and required volunteer points are assigned to each swimmer based on their swim program. The points are calculated to match the opportunities to volunteer within the swimmer's level. Every point earned by volunteering equals \$5 credit toward the swimmer's maximum point fee. No credits are given over and above the number of assigned points.

There is a \$5 value for each volunteer point, and this is charged close to the end of the season on June 15th. Once your point maximum has been reached your volunteering commitment has been completed. All volunteer points must be completed to not incur a volunteer charge on June 15th. Should the volunteer commitment not be reached in full and CTSC is unable to collect the volunteer fee that is due, your family will be unable to sign up for any future seasons/sessions until the outstanding fee is paid in full. Families who are only part of CTSC for 30 days or less during an entire season will not be required to fulfill the volunteer requirement.

Requests for participation for swim meets will come before each individual meet. For duties at CTSC-hosted swim meets, sign-up will be on a first-come, first-serve basis. Families who volunteer must check in with the meet manager/designated official representative prior to the start of the session. CTSC swimmers not participating in specific swim meets who volunteer their time to aid in the meet's organization will also be credited points. All volunteer accounts will be tracked through each family's online account. **It is each family's responsibility to ensure their record of volunteer service is accurate.**

This is not meant to be punitive, and we encourage any parent to contact either the CTSC Board or Coach Jackson if they have an obstacle to meeting these requirements.

Calculation of Points & Fees

Credits and refunds will be applied and reconciled at the end of each season on June 15th. Credits in excess of the annual amounts do not carry over to the next season. This fee is revenue neutral should the family point commitments be met. Non-competitive swimmers also need to earn volunteer points for swimmers participating in the program. There is no additional increase in volunteer fees if a swimmer advances to a higher level group throughout the season

Group Participation Points and Required Fee

Group	Points	Fee
Group 5	60pts	\$300
Group 4	60pts	\$300
Group 3	60 pts	\$300
Group 2	40 pts	\$200
Group 1	20 pts	\$100
Masters	0 pts	\$0
Swim Fit	TBA	TBA

*International students are exempt from volunteer policy unless they wish to compete then they are required to fulfill the obligation depending on the group they sign up for.

Multi-Swimmer Household

Volunteer fees are based on the highest level of swimmer in your family.

Official Training Requirements

As a competitive swim club, we recommend parents to be trained in various officiating roles to be able to host our home meets and possible time trials throughout the season.

The intention is to have training sessions that will be held regularly to ensure all families can meet this requirement.

For first time families, please be aware that some roles do not occur during the races themselves. These opportunities are a great way for new swimming families to earn their volunteer credits while being available during the sessions for their potentially nervous swimmer(s).

Volunteer duties are spread out among many hands so we can hopefully avoid volunteer burn out or the very real risk of a swim meet being cancelled due to not enough volunteers.

Please note, not all volunteer duties at a swim meet are on the pool deck. Please reference the 'Volunteer description' at the end of this document.

Group	Recommended
1	Introduction to Swimming Officiating, Safety Marshal, Timekeeper
2	Safety Mashel, Timekeeper
3	Inspector of Turns, Chief Timekeeper
4	Chief Judge of Electronics, Starter, Admin Desk

*Level I Official – Introduction to Swimming Officiating Clinic & Safety Marshal Clinic

*Level II Official – Level I plus 2 Timekeeper evaluations, Inspector of Turns plus 2 evaluations, Judge or Stroke plus 1 evaluation, one additional Level II clinic plus 2 evaluations

*Level III Official – Level II plus all Level II clinics, 2 evaluations in 3 additional Level II positions, Paraswimming e-module

Volunteer points list

To view the full list of volunteer opportunities and their description, please click [here](#) or visit the Cranbrook Tritons website under 'Members'. Job credits \$5 = 1 Credit.

Volunteer Job Credit Chart	
Opportunities	Points
Board Member (President, Vice President, Treasurer, Registrar, Secretary, Meet Manager, Equipment Manager, Team Manager, Officials Director, Fundraising & Sponsorship)	Full Family Commitment. Must have a minimum of 75% attendance at meetings
Referee	25 per session at swim meet
Chief Timer	
Administration Desk	
Electronics Desk	

Starter	
Judge of Stroke	20 per session at swim meet
Inspector of Turns	
Timer	19.5 per session at swim meet
Safety Marshal	16 per session at swim meet
Swimmer Marshal	
Awards/Ribbons	
Hospitality Lead Concession Lead	21 per swim meet
Away Meet Officials Roles	19 per swim meet
Officials Training	4 per clinic held per household
Time Trial Volunteer Race Night Volunteer	15 per time trial/race night .. have all time trial/race night volunteers in this same category?
Event Assistant	15 per event
Swim-A-Thon Lap Counter	15 per swim-a-thon
Committee Work	TBD by Board
Attend AGM	2 per parent/guardian to a maximum of 4 credits per meeting
General Volunteer (assisting with various roles at club events)	10 per event
Other opportunities as determined by Board of Directors	Points assigned

Board of Director (BoD) Rights

Amendments or exemptions to this policy may be granted in individual cases upon written application to the Board of Directors for consideration.

Group Examples of How to Earn Volunteer Points	
Group 1A & 1B To get 20 pts • 1 parent/guardian attends the AGM – 2 pts • Officials Training – 4 pts per clinic per household • Swim-A-Thon Lap Counter – 15 pts <u>Or</u> • Officials Training – 4 pts per clinic per household • Safety Marshal/Swimmer Marshal/Awards/Ribbons – 16 per session at swim meet	Group 2 To get 40pts • Safety Marshal at Swim Meet – 16 pts per session • Swim-A-Thon Lap Counter – 15 pts • General Volunteer – 10 per event <u>Or</u> • Officials Training – 4 pts per clinic per household • Safety Marshal/Swimmer Marshal/Awards/Ribbons – 16 per session at swim meet • Timer – 19.5 per session at swim meet • 1 parent/guardian attends the AGM – 2 pts
Group 3 To get 60pts • 2 sessions as Inspector of Turns at Swim Meet – 20 pts per session • Judge of Stroke at Swim Meet – 20 pts per session <u>Or</u> • Hospitality Lead – 21 per swim meet • Race Night / Time Trail Volunteer – 15 per night • Swim-A-Thom Lap Counter – 15 per swim a thon • General Volunteer – 10 per event	Group 4 & 5 To get 60pts • Starter at Swim Meet – 25 pts per session • Timer at Swim Meet – 19 pts per session • Chief Timer at Swim Meet – 20.5 pts per session <u>Or</u> • Hospitality Lead – 21 per swim meet • Judge of Stroke at Swim Meet – 20 pts per session • Chief Timer at Swim Meet – 25 pts per session
Swim Fit	

TBD	
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HOW DO I LOG IN MY POINTS?

CTSC Events Any CTSC events or Officials Clinics that have positions available that earn job credits will have a job sign up sheet. At the event itself, please make sure to check in with the host or Administration Desk. If you sign up at the event itself for a volunteer position, please note your account name and swimmer's name so we can assign points correctly. Afterwards, we cross check the sign in sheet with the job sign up online, and add credits.	Non-CTSC Hosted Events For any swim meet that CTSC attends that is not hosted by our club, please Email: secretarycontactctsc@gmail.com with the position and date within about a month the points will be added to your account.
Other CTSC Volunteering For other volunteering such as a board position, these points will be added to your account by our administrator.	Completing an Official's Evaluation or an Official's Clinic not hosted by CTSC Email: secretarycontactctsc@gmail.com with the position and date you completed your evaluation or clinic. Within about a month the points will be added to your account.
My Account => Job Credit Click on your email in the upper right corner and select My Account. Once on the My Account page, click on Job Credits.	

CRANBROOK TRITON SWIM CLUB

OUR CLUB

OUR PROGRAMS

MEMBERS

EVENTS & RESULTS

CALENDAR

SHOP

Home / My account

MY ACCOUNT



MY PROFILE

Adjust your profile, including contact information.



CHANGE PASSWORD



LOGIN SECURITY

Your account is secured with 2FA.



NOTIFICATION CENTER

Cranbrook Triton Swim Club has not enabled mobile app functionality.
Please contact your System Administrator for more information.



BILLING

Review and download all available invoices for your account.



PAYMENT METHODS

Manage the credit cards associated with your account.



JOB CREDITS

Review job credits earned through events and activities.



FUNDRAISING

Review your fundraising activities and goals.



MY ORDERS

Review your orders placed through the Triton's Shop.



ACTIVITIES

Review all current and upcoming jobs and events you have declared attendance for.

Job Credits

CRANBROOK TRITON SWIM CLUB

OUR CLUB

OUR PROGRAMS

MEMBERS

EVENTS & RESULTS

CALENDAR

SHOP

Home / My account / Job credits

JOB CREDITS

2025/2026 SeasonTritons 2024-20252023-24 Season

VOLUNTEERING

Earned: 0.0

Balance: 0.0

SHOW DETAILS

Points Earned

DATE EARNED	CREDIT	EVENT / MEMO	JOB NAME
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Commitments

POINTS REQUIRED	MEMBER
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Here you can see what Job Credits have been added to your account.

If you feel there are job credits missing and it's been longer than 3-4 weeks since the event, please email: secretarycontactctsc@gmail.com

Various Volunteer Positions, Descriptions and Duties

*Please note, a wonderful place to get comfortable with swim meet volunteer opportunities is during Time Trial and Race Nights. These events are low stress and perfect for those that may not be comfortable with jumping right into a swim meet.

*All opportunities require a positive attitude with a desire to help out.

*This is not an exhaustive list

Administration Desk: Responsible for preparing heat sheets for officials, updating officials' heat sheets with scratches, deck entries, and disqualifications, coordinating any changes with the meet manager, and collecting relay entries. Duties include setting up the clerk station, organizing and distributing coaches' welcome packages and officials' heat sheets, collecting entry fees, receiving deck entries, scratches, relay entries, and positive check-ins, as well as maintaining a ledger of all funds received and owed to each visiting swim club. Experience Level Required: Must have completed the Admin Desk Clinic or have training at prior meets as a Shadow.

Awards – Ribbons/Medals: Preparing award ribbons and medals during the swim meet. Awarding medals to swimmers on the podium if applicable. Place labels onto ribbons and organize ribbons to hand to coaches at the end of the swim meet. Experience Level Required: Entry level job. Attention to detail and working in a fast paced environment is beneficial.

Away Meet Official: Volunteer at a non-CTSC hosted meet as an official in any position. Must be confirmed by the host team to receive volunteer credits. Experience Level Required: Dependant on role

Board of Directors: As a member of the non-profit board, you will play a crucial role in guiding the organization's mission and strategy. Your responsibilities may include governance (ensuring the club adheres to its mission, values, and legal requirements), strategic planning (participating in the development and implementation of long-term goals and objectives), financial oversight (reviewing and approving budgets, financial reports, and ensuring the club's financial health), collaboration (working closely with other board members and the executive team to achieve the club's goals). Board members are expected to bring their expertise, dedication, and passion to help the club thrive and make a positive impact in the community. Experience Level Required: Positions range from low to experienced. Requires a criminal record check and regular attendance at Board meetings.

Chief Timer: Responsible for overseeing all timers on the pool deck and any concerns that may arise with them. Liaison between Timers and the Referee/Electronics officials. If required, brief, instruct and organize the timers and the equipment before the meet. Reports to the Referee. Experience Level Required: Must completed taken the Chief Timekeeper Clinic or have training at prior meets as a Shadow.

Committee Work (general volunteer opportunity): Act as a committee member on one of the Governance or Operational committees, bringing skills to the Club. Committees include (but are not limited to) Finance, Policy & Governance, and Human Resources. Scope of work and time commitment vary by committee. Experience Level Required: Entry level job, sometimes experience required.

Concession Lead: Responsible for selling snacks and drinks at CTSC hosted meets and events. Plans/purchases food ahead of the meet. Each shift duration covers setup, operation and cleanup. Should coordinate with the Hospitality Lead. Reports to the Meet Management. Experience Level Required: Entry level job.

Electronics Desk: Must be familiar with the software (training provided if needed). Responsible for all aspects of the electronic timing system. Responsible for set-up, tear-down, organizing and repair of the equipment before, after and during the meet. Monitors computers and software during the meet and deals

with trouble shooting during the meet. Collaborate with the Meet Manager. Experience Level Required: Must have completed the Recorder Clinic or have training at prior meets as a Shadow.

Electronics – Chief Judge of Electronics / Chief Recorder: Ensures manual and electronic results are consistent. Works with the Meet Manager to resolve any inconsistencies in the results. Use the computerized swimming competition Meet Manager software (Hy-Tek or Splash) to record and post results, set-up swim-off and official split events, score an event, know if a record time is set, re-seed heats and events (if requested by Referee and/or Meet Manager). Experience Level Required: Must have completed the CJE/Chief Recorder Clinic(s) or have training at prior meets as a Shadow.

Event Helper: Social or team event volunteer. Jobs vary by event. Experience Level Required: Entry level job, sometimes experience required.

Hospitality Coordinator: Oversees Hospitality Preparers/Servers to distribute food and drink to officials and coaches during the meet. Plans/purchases food ahead of the meet. Each shift duration covers setup, operation and cleanup. Should coordinate with the Concession Lead. Reports to the Meet Management. Experience Level Required: Entry level job.

Inspector of Turns: The role of the Inspector of Turns official is to ensure swimmers comply with the relevant rules after the start, for each turn, and at the finish. The authority of the Inspector of Turn is to report the observed infraction of the rule to the Referee. Must be 14 years of age or older to volunteer in this position.

Experience Level Required: Low to Intermediate levels of experience are required for this position. Inspector of Turns clinic and experience in the position should be completed prior to Judge of Stroke.

Judge of Stroke: The role of the Judge of Stroke official is to ensure that the rules related to the style of swimming designated for the event are being observed and shall observe the turns and the finishes to assist the Inspector of Turns. The authority of the Judge of Stroke official is to report the observed infraction of the rule to the referee. Experience Level Required: Low to Intermediate. Completion of the Inspector of Turns clinic and experience in the position prior to Judge of Stroke.

Referee: The referee is the senior official at the meet. The Referee makes final decisions on disqualifications, will have full authority over all other officials during the sessions, and to provide the best possible environment to maximize swimmer performance while ensuring the session is run fairly, consistently and smoothly. Experience level Required: Advanced. A Level III certified official who has completed all Level II clinics and is certified in all required Level II positions.

Event Assistant: These types of position assists with a variety of events throughout the year. Could be running a raffle table, helping with a fundraiser or other needs. Excellent communication skills and a good attitude required. Experience Level Required: Entry level job, no experience required.

Safety Marshal: The role of the Safety Marshal is to observe the safety of swimmers during the warm-up period and ensure established safety procedures are followed. Experience Level Required: Entry level job, must have completed the Safety Marshal Clinic.

Set Up/Tear Down: Assist with facility and equipment set up prior to (sometimes the night before) the meet and tear down and clean up afterward. A great way to earn easy points and give the people who've been working all day a chance to go home early and get some rest. Some lifting required. Experience Level Required: Entry level job, no experience required.

Signup Table: Responsible for timer and official volunteer check in, sign ups and assignments. Work with event Volunteer Coordinator & Meet Management to recruit eligible volunteers for any jobs with a

shortage of volunteers. Experience Level Required: Entry level job, some experience required.

Starter: The Starter gives the command that begins each race, using a consistent told and cadence. The Starter works collaboratively with the Referee to ensure that all swimmers have a fair start. Experience Level Required: Intermediate. Completion of the Starter clinic is required. Completion of Inspector of Turns and Judge of Stroke required, as you can be assigned these tasks along with Starter.

Swim-a-Thon Lap Counter: Responsible for tracking the exact number of laps or lengths a swimmer completes, recording their times and providing encouragement. Experience Level Required: Entry level job

Swimmer Marshal: Organizes swimmers into their heats and lanes before they head to the starting blocks, ensuring they arrive on time. Experience Level Required: Entry level job

Timer: Time swimmers. A fun, yet very important job at the meet. Timers are responsible for ensuring that swimmers get a valid time by marking splits & observing touches/finishes for a race. They are also responsible for ringing the final lap bell on longer races. Reports to the Chief Timer. Experience Level Required: Entry level job, preference to those who have taken the Intro to Swim Officiating Clinic.