

# Pacific Coast Swimming (PCS)

## Volunteer Policy and Guide: 2026–2027 Season

---

### HOW TO USE THIS DOCUMENT

This document has **two parts**:

#### **PART A – POLICY**

Official rules and requirements approved by the Pacific Coast Swimmers and Parents Association Board of Directors.

#### **PART B – GUIDE (HOW TO MEET REQUIREMENTS)**

Practical information to help families meet their volunteer commitments.

---

### QUICK SUMMARY (READ FIRST)

- Every family must earn Volunteer Credits by volunteering at PCS-hosted swim meets.
  - Minimum Volunteer Credits are required in three categories:
    - **Term 1:** September to January
    - **Term 2:** February to July
    - **Special Meets:** Dates vary each season
  - Volunteer Credits are earned through:
    - Volunteering at swim meets
    - Taking training and using these new skills when you volunteer
  - Financial penalties may apply if requirements are not met.
  
  - **If after reading this document you have questions, contact the PCS Volunteer Coordinator at [volunteerpcs@gmail.com](mailto:volunteerpcs@gmail.com)**
-

# PART A – POLICY

---

## 1. Purpose

All families are required to contribute to PCS swim meets, which the club hosts for several important reasons:

- Supporting one of the club’s most important fundraising activities, helping keep program costs manageable for families
  - Providing high-quality racing opportunities locally
  - Building community engagement and visibility for PCS with the region
  - Demonstrating PCS’s capability as a well-organized, professionally run club
  - Bringing visiting swimmers and families to Victoria, generating positive economic impact for local businesses
- 

## 2. Policy Application

This policy applies to all families with swimmers registered in the PCS competitive program.

---

## 3. Volunteer Commitment

Each family must earn a minimum number of Volunteer Credits in three categories over the swim season.

1. **Term 1:** September 1 – January 31
2. **Term 2:** February 1 – July 31
3. **Special Meets:** dates vary each season

Required Volunteer Credits are based on the highest-level swimmer in your family at the end of each term.

Group Level	Required Minimum Volunteer Credits		
	Term 1 (Sept to January)	Term 2 (Feb to July)	Special Meets
Development 1	2	3	2
Development 2	3	4	3
Development 3	4	5	5
Provincial 1	3	4	4
Provincial 2	4	5	5
Provincial 3	5	5	6
Senior 1	5	5	5
Senior 2	5	5	6
National 1	5	5	6
National 2	5	5	6

**Conditions:**

- Credits cannot be transferred between categories or carried forward.
- Families who remain registered on June 29 must meet full Term 2 and Special Meet volunteer credit requirements.
- Requirements for families joining PCS mid-season:
  - Before November 15 - meet credits for all 3 Categories.
  - November 15 to February 15 - meet credits for Term 2 and Special Meets.
  - February 15 to April 15 - meet credits for Term 2 but not Special Meets.
  - After April 15 - No credit requirements for Term 2 or Special Meets but are still encouraged to volunteer.

## 4. Earning Volunteer Credits

Credits can be earned in two ways:

### 4.1 Volunteering

- Most volunteer roles earn **1 credit per swim meet session (usually 4–5 hours)**.
- Some roles and shifts may earn more; the number of credits will be listed on the job sign-up page for that specific meet.

### 4.2 Training

- Volunteer credits are awarded for completing training and using that training in a new role.
- Credits for courses vary from **0.5 credits to 2 credits**.
- Credits are awarded after you volunteer in that trained role for the first time in a Term 1 or Term 2 meet.

---

## 5. Eligible 2026/27 Meets by Category

PCS Hosted Meet	Tentative Dates	Category
Distance Swim Meet	Oct 17-18	Term 1
Senior Fall invitational	Oct 24	Term 1
Rubber Ducky #1	Nov 1	Term 1
Christmas Cracker	Dec 4-6	Term 1
Rubber Ducky #2	Jan 17	Term 1
Rubber Ducky #3	Mar 7-8	Term 2
Canadian Trials (National Championships)	April 5-10	Special Meet
Wavemaker	April 23-25	Term 2
Rubber Ducky #4	May 30	Term 2
Vancouver Island Championships (VIRs)	June 4-6	Special Meet
Mid-Summer Madness	July 23-25	Term 2

---

## 6. Training Credits

Course	Volunteer Credits
Introduction to Swimming Officiating (Timer)	1.0
Safety Marshal	0.5
Inspector of Turns	2.0
Judge of Stroke	2.0
Administration Desk Clerk	2.0
HYTEK (Recorder)	2.0
Quantum	2.0
Starter	2.0
Meet Manager	2.0

### Conditions

- Credit for the course will be applied to the term in which you first volunteer in the newly trained role (not earned for Special Meet volunteering).  
Exceptions:
  - For HYTEK, you first complete an online course and then attend an organized meet-based training session. At the end of the training session you will receive the 2 credits for the training.
  - For Quantum, there is no course. The training is through an organized meet-based training session. At the end of your training session you will receive the 2 credits for the training.

---

## 7. Volunteer Expectations

Families are responsible for:

- Signing up for volunteer roles
- Monitoring your credits by Category
- Completing credit requirements
- Notifying the Volunteer Coordinator if you are having difficulty meeting your requirements

Volunteers are expected to:

- Arrive on time
  - Attend required briefings
  - Complete their volunteer shifts
- 

## **8. Penalties**

Volunteer participation ensures fairness across all families. Families who do not meet their volunteer requirements may be charged \$400 per Category (i.e., Term 1, Term 2 and Special Meets), to a total of \$1,200 over the 2026/27 season. Partial credits may generate prorated penalties.

---

## **9. Recognition and Appreciation**

Families that meet their full credits for all three categories will receive:

- Free off-season “Maintenance” swim sessions in August (where and when offered).
  - Recognition at the Fall PCS Awards Ceremony.
- 

## **10. Exceptions**

Exceptions to the policy must be agreed upon by the Volunteer Coordinator or the PCSPA Board of Directors.

---

## **11. Agreement**

Registration in the PCS competitive program constitutes agreement to this policy.

# PART B – HOW TO MEET VOLUNTEER REQUIREMENTS

1. What You Need to Do.....	7
2. How Many Credits Do You Need.....	7
3. How You Earn Credits.....	8
4. Which Swim Meets to Volunteer At.....	9
5. Planning Before Volunteer Sign-Up Day.....	9
6. How to Sign Up to Volunteer.....	10
7. Before and During Your Volunteering.....	11
8. Types of Volunteer Jobs.....	12
9. How to Access Training.....	15
10. Volunteer Progression.....	16
11. Viewing and Tracking Your Volunteer Credits.....	17
12. Key Reminders.....	18

---

## 1. What You Need to Do

All families must complete Volunteer Credits in all the following categories of PCS-hosted swim meets. Credits do not carry over across categories.

- Term 1 PCS Hosted Meets (Sept to Jan)
- Term 2 PCS Hosted Meets (Feb to July)
- PCS Hosted Special Meets (dates vary each season -2026/27: Canadian Trials, June VIRs)

---

## 2. How Many Credits Do You Need

- The credit requirements for each category are listed in the table on Page 3.
  - If you have more than one swimmer you are required to earn credits based only on the highest-level swimmer at the end of the Term.
-

### 3. How You Earn Credits

#### Volunteer at PCS-hosted Swim Meets

- Most volunteer jobs earn 1 credit per meet session (4-5 hours).
- Check the credits and hours for the volunteering shift when you sign up.

#### Take Training Courses

- Training earns you volunteer credits. The credits earned for each course are listed in the table on Page 5.
- It is expected that all swim families will take training.
- Completing training provides you with access to more volunteer roles.
- Credit for the training will be applied to the term in which you first volunteer in the newly trained role (not earned for Special Meet volunteering).

### Example of How to Earn Credits Over the Season

EXAMPLE of how to earn your credits over a season as a new **Development 2 (D2)** group parent

**Term 1 (3 credits required for D2):** Early in Term 1 you take both the “Intro to Swimming Officiating (Timer) Course” and the “Inspector of Turns Course”. In Term 1, after you have taken the courses you volunteer twice in a 1 credit timer position at a meet like Rubber Ducky 1 or Christmas Cracker. *Total Term 1 Credit: 1 credit for the Timer Course and 2 credits for the volunteering =3 credits*

**Term 2 (3 credits required for D2):** In Term 2 you volunteer once in a 1 credit Turn Official position at a meet like Wavemaker. *Total Term 2 Credits: 2 credits for the Inspector of Turns course and 1 credit for the volunteering = 3 credits*

**Special Meets (4 credits required for D2):** At the designated “Special Meets” like Canadian Trials you volunteer three times in a 1 credit Timer position, and you and a family member also both volunteer in a 0.5 credit volunteer position cleaning up at the end of the meet. *Total Special Meets Credits: 3 credits for the Timer volunteering and 1 credit (0.5X2) for the clean-up=4 credits*

## 4. Which Swim Meets to Volunteer At

### Review the list of Eligible PCS Hosted Meets

- You may volunteer at any PCS–hosted meet listed in the table on Page 4.
- You may need to volunteer at more than one meet each Term to earn your required credits.
- You may volunteer at meets your swimmer is or is not attending.
- Families are encouraged to support PCS school meets, PCS Time Trials, PCS Lightning Fast meets and meets hosted by other clubs, but credits are not awarded toward your required credits.

### Scheduling Concerns

- If you have work scheduling constraints, review the meet schedule and find meets in that term that will work for your family.
  - If you are planning a vacation during a meet, plan to volunteer at other meets that term. If you are on an extended holiday during the term please contact the Volunteer Coordinator.
- 

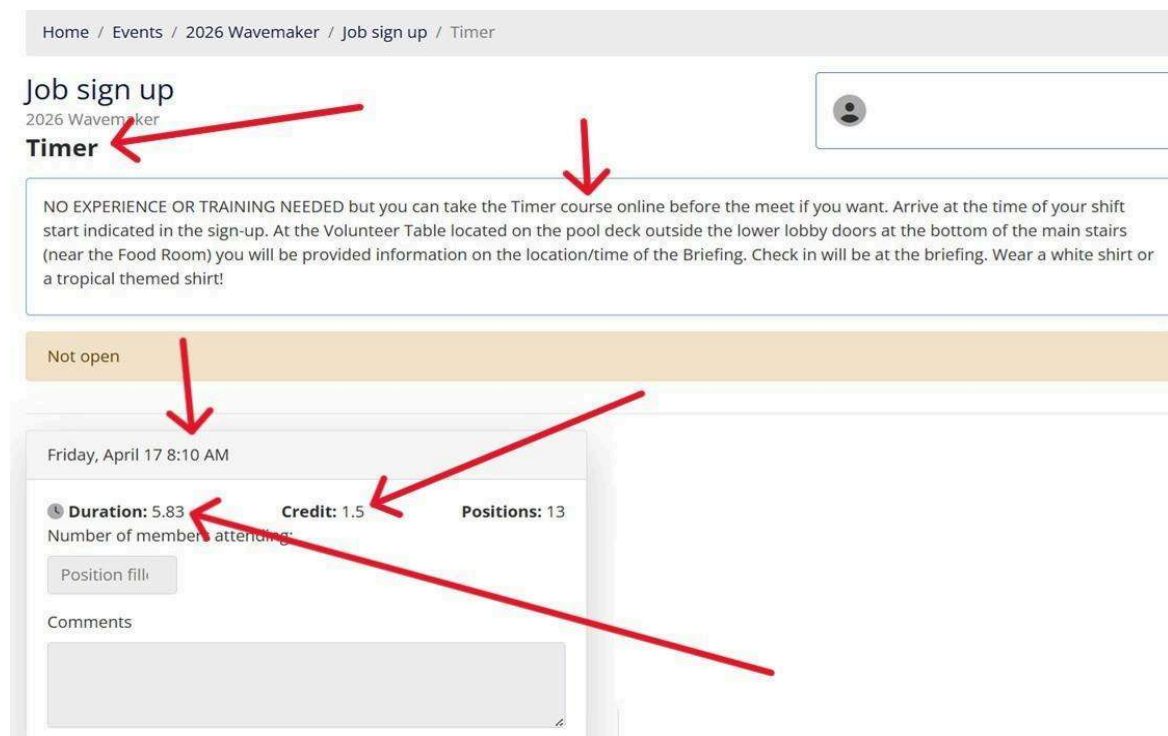
## 5. Planning Before Volunteer Sign-Up Day

### Watch for Volunteer Emails

- Watch for emails from the Volunteer Coordinator about a month before the meet. The email will provide important information on the:
  - Date and time that the volunteer sign-up will open
  - Web link to preview the jobs available
  - Web link to the sign-up page

### Review the Volunteer Job Descriptions

- It is expected that families usually volunteer in the most senior positions that they are qualified for. This provides opportunities for less experienced families to fill roles like Timer.
- You should review the volunteer jobs available for the meet:
  - **Job Title**
  - **Job Description**- Training and/or experience required, where to go at the start of your shift, what to wear
  - **Shift start time**
  - **Estimated shift length**
  - **Volunteer credits for the shift**



## Almost Anyone Can Volunteer for Your Family

Anyone can earn volunteer credits for your family if they are mature enough and physically able to perform the job duties and complete any required training if needed.

- Parents
- Swimmers (if not competing in that meet/session)
- High school students who need volunteer credits
- Friends/Family

---

## 6. How to Sign Up to Volunteer

Once the job sign-up for that meet is open, you will:

1. Log into the PCS account that is associated with your swimmer (this is an important step or the credits will not be linked to your account)
2. Go to the job signup page noted in the Volunteer Coordinator email or find the event at [Pacific Coast Swimming | Events](#)
3. Click on "Job Sign-Up" on the event page
4. Click on the Job you want to sign up for
5. Add number of volunteers you are signing up
6. Add names and contact numbers of the volunteers
7. Add any comments

Important things to note in the comments box:

- If this is your first time in the role.
  - If there is someone you hope to be paired with or seated near.
  - If you need a deck evaluation as part of your training progression.
  - Any language or physical limitations.
- 

## 7. Before and During Your Volunteering

### Before your Shift

- You will receive email reminders for your volunteer job.
- You should avoid cancelling or changing your shift at the last minute unless it is unavoidable. A minimum number of volunteers is required to be able to start the meet.
- The job description in your sign-up gives the details of where to meet and what to wear. The pool deck is usually warm and humid, and you may get splashed by active swimmers. Some meets have fun dress themes but it is usually:
  - White shirts for Timers and Safety Marshals
  - Red shirts for Turn, Stroke, Starter, Quantum, Hytek and Admin Desk

### During your Shift

- Arrive at your shift start time and go to the check-in location indicated in your Job Description.
- If applicable, when you arrive you will get information on the location and time of your briefing.
- A briefing is a meeting to receive lane assignments and to get specific instructions from the referees.
  - General Briefing is for Timers and Turn Officials
  - Senior Briefing is for Starter and Stroke Officials
  - Safety Marshal Briefing is for Safety Marshals
- There are usually some light snacks and drinks provided at most meets.
- You are encouraged to leave valuables in your vehicle or in your pocket. You can usually leave coats and bags in the Hospitality room but this is not secure and things under your chair may get wet.
- Taking breaks from your job to use the washroom or get a snack can happen during a swim meet. This varies by position and sometimes by the number of volunteers available:
  - If you are a Timer, you may leave for a few minutes but let your partner know.

- If you are a Turn Official, ask one of your adjacent Turn Officials to cover your lanes.
- If you are a Stroke Official, get the attention of the Referee.

## 8. Types of Volunteer Jobs

### Getting Started

No experience is required to volunteer.

Start with volunteering in these roles at a swim meet:

- Timer
- Safety Marshal
- Food service helper (available at some meets)
- Meet Set-up / clean-up (available at some meets)

It is recommended to complete **1 session as a Timer** before moving on to other roles.

### Volunteer Job Summaries

Position	Description	Training Required for Position	Comments
<b>Timer</b>	Take the swimmers times in an assigned lane, usually by pressing an electronic plunger	No Training Required to volunteer but it is <u>recommended</u> to take the "Introduction to Swimming Officiating (Timer)" course	This is a good beginner level volunteer job to learn more about how swim meets work.
<b>Safety Marshal</b>	Stand on the pool deck during the in-pool warm up to ensure that warm up procedures are followed	No Training Required to volunteer but it is <u>recommended</u> to take the "Safety Marshal" course.	This is a good beginner level volunteer job to learn more about how swim meets work.

<b>Inspector of Turns (aka Turn Official or IT)</b>	Observe correctness of turns to ensure that no swimmer gets an unfair advantage	“Inspector of Turns” course required	It is helpful to have completed several volunteer shifts as a Timer before signing up for this role. This gives you familiarity with how a swim meet works.
<b>Judge of Stroke (aka Stroke Official)</b>	Observe correctness of strokes to ensure that no swimmer gets an unfair advantage	“Judge of Stroke” course required	You can take this course anytime but it is generally recommended to train as a Turn Official and do a few shifts in the Turn role first before your first Stroke shift.
<b>Administration Desk Clerk (Clerk of Course)</b>	Organize the administration desk and maintain the computer database for deck entries and scratches	“Administration Desk/Clerk” course required and complete a few shifts as an Admin Desk Assistant	It is helpful to have done some timing or other deck roles previously, but it’s not necessarily required. Good computer skills and ability to focus in a fast-moving environment is key.
<b>Administration Desk Assistant</b>	Assist and receive mentorship from the Administrative Desk Clerk	“Administration Desk/Clerk” course required to volunteer	It is helpful to have done some timing or other deck roles previously but not necessarily required. Good computer skills and ability to focus in a fast-moving environment is key.
<b>Hytek</b>	Works in the electronics booth	“Recorder or Chief Finish Judge” course required to be taken and also you will complete one organized session of on the job training at a swim meet.	It is helpful to have done some timing or other deck roles previously but not necessarily required. Good computer skills and ability to focus in a fast-moving environment is key.
<b>Quantum Operator</b>	Works in the electronics booth	One organized session of on the job training	It can help to have done some timing or other deck roles previously but not necessarily required. Good computer

		at a swim meet session.	skills and ability to focus in a fast-moving environment is key.  This is a two-person job and new trainees are always paired with more experienced operators.
<b>Starter</b>	Starts each race by activating a starting device	“Starter” course required	You can take the course anytime but should have completed a few shifts as a Turn and Stroke before your first Starter shift.
<b>Meet Manager</b>	Plan and administer the meet	“Meet Manager” course required	You can take the course anytime but recommended to have experience in various swim meet roles before volunteering. You will be mentored by an experienced Meet Manager.
<b>Meet Set-Up and Clean-Up</b>		No training required to volunteer	
<b>Hospitality/ Food Service Coordinator</b>	Responsible for planning and managing the food for a swim meet	No training required to volunteer	This person does not have to be at the whole meet and will be supported at most meets by Food Service Helpers.  It is helpful to have experience as a Food Service Helper at a meet before taking on the role of coordinator.
<b>Hospitality/ Food Service Helper</b>	Helping at a meet to prepare, serve and clean-up food.	No training required to volunteer	
<b>Awards and Ribbons</b>	This job varies by meet but is usually responsible for labelling ribbons and sometimes managing a podium/awards presentation.	No training required to volunteer	
<b>Decoration Set Up/Take Down</b>	Helps to set up or take down decorations and	No training required to volunteer	

	other meet equipment.		
<b>Volunteer Check-In</b>	Provides information to arriving volunteers, assigns lanes, takes attendance and manages absences.	No training required	

---

## 9. How to Access Training

### Swimming Canada Courses

- Watch for an email early in the season from the PCS Officials Director with your Swimming Canada REMS login information. You must be registered as an official for the current swim season through your club. If you join part-way through the season or can't find your login information, contact the PCS Officials Director to get your username and password. Family members that want to take training they can request through the PCS Officials Director to have their own account.
- Follow these instructions for help navigating to the courses the Swimming Canada LMS System [2025-2026-lms-officials-instruction-sheet-1.pdf](#)
- **Online E-learning-Module Courses:**  
*(Available Anytime)*
  - Intro to Swimming Offitiating (Timer)
  - Safety Marshal
  - Recorder (Hytex)
  - Admin Desk
- **Instructor-Led Courses:**  
*(Available courses are updated on the REMS Page under "Clinics". These may be online or in-person and may be organized by another swim club.)*
  - Inspector of Turns
  - Judge of Stroke
  - Starter
  - Meet Manager
  - Chief Judge Electronics
  - Chief Recorder (formerly Chief Finish Judge)

## PCS In-House Training Sessions for Hytek and Quantum

- For the **Quantum** position in the electronics booth, there are training sessions that happen at swim meets during the year and these will not be listed on the Swimming Canada page.
  - Watch for emails from the Volunteer Coordinator or contact the Meet Manager to find out about getting trained on Quantum.
- 

## 10. Volunteer Progression

Most families begin as **Timers** and progress over time.

### Example Progress in Your First Year

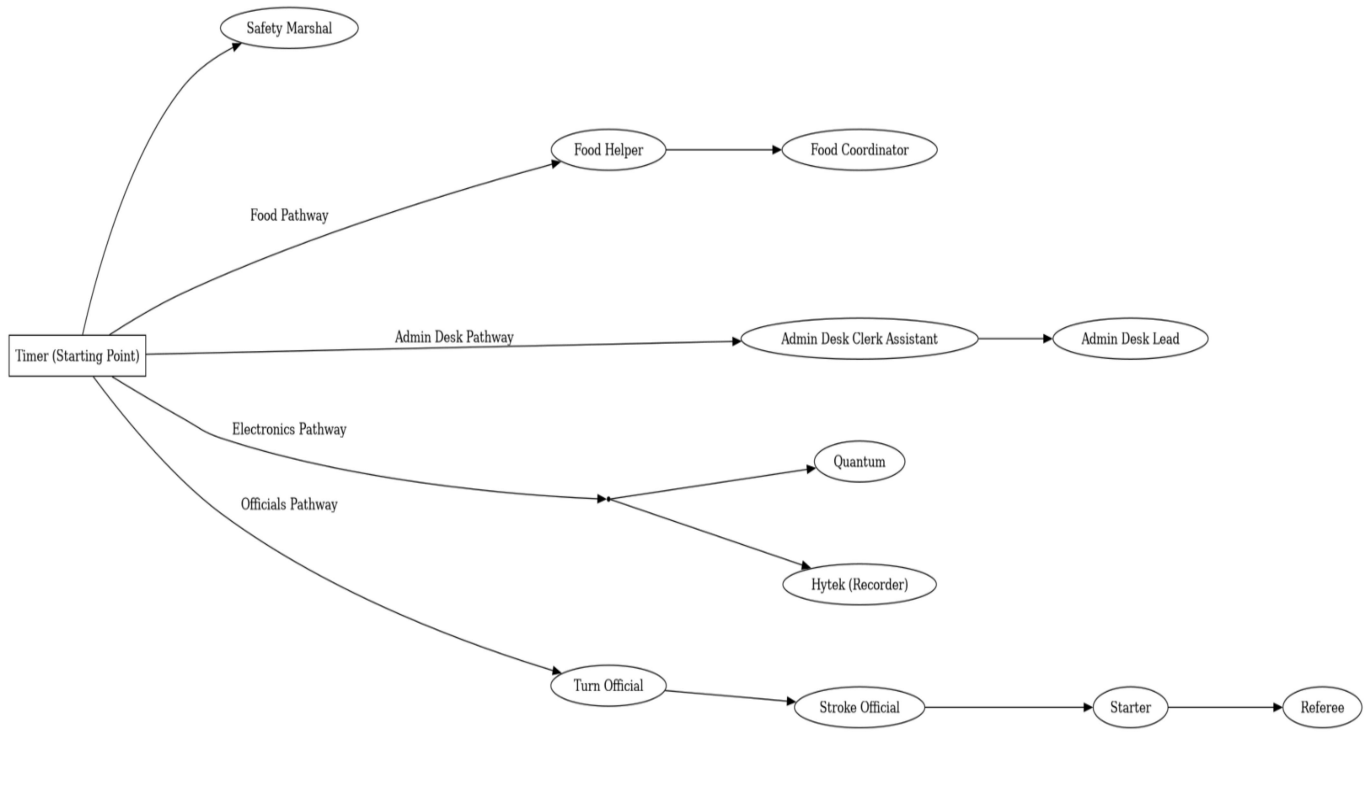
- Start with Intro to Swimming Officiating (Timer) and Safety Marshal courses. Taking these two courses certifies you as a Swimming Canada Level 1 Swim Meet Official.
- Volunteer as Timer in Term 1. Completing at least 1 session as a timer is helpful to give you an understanding of how swim meets work.
- By Term 2 most families should progress in their volunteering to ensure we have enough trained officials in all roles. This is usually through becoming trained as Turn Official, Quantum/Hytek and/or Admin Desk.

### Example Progress in Your Second Year

- Progress to other roles based on your interests and skills.
- Consider aligning your training and volunteering to allow you to progress to be a Swimming Canada Level 2 or higher Swim Meet Official.
- This [document](#) describes how to achieve the different Swimming Canada Swimming Swim Meet Official levels. Your level and courses are all tracked in the Swimming Canada Learning Management System.
- If you are ready for a deck evaluation to advance in your swim official level, sign up for the volunteer job at a meet and indicate in your sign-up comments that you would like a deck evaluation. This information will be passed on to the referee.

## Volunteer Progression Pathways

The diagram below shows typical progression in volunteer roles. Families are encouraged to advance to more senior roles and to progress in more than one pathway if that fits with their skills and interests.



## 11. Viewing and Tracking Your Volunteer Credits

### View Your Credits

- Sign into your PCS Account.
- View your “Job Credits” summary under “My account” (a drop down on the top right).

### Tracking Your Credits

- Your account will show all of your credits earned so far in the season.
- You need to calculate how many you have for a specific category and refer to the meet list if unsure which meets are Term 1, Term 2 or Special Meets.
- Volunteer credits from training will not appear on your account until you volunteer for the first time in that position. The course will be labelled as Term 1 or Term 2 to indicate which term the credits apply to.

## Example of How to Add Up Your Credits

EXAMPLE of how to understand and calculate the credits in your account.

You check your credits in May and see in your account:

Credit 1.0: Senior Invitational, Timer

Credit 1.0: Term 1: Intro to Swimming Officiating (Timer) Course

Credit 1.0: Christmas Cracker, Timer

Credit 1.0: Wavemaker, Turn Official

Credit 2.0 Term 2: Inspector of Turns Course

Credit 1.0: Canadian Trials, Food Service Helper

Credit 1.0: Canadian Trials, Timer

Credit 1.0: Rubber Ducky #3, Timer

**You would total this to be**

Term 1: 3 credits (Senior Invitational, Christmas Cracker, and Timer Course)

Term 2: 4 credits (Wavemaker, Rubber Ducky #3 and Turn Course)

Special Meets: 2 credits (Timer and Food Service at Canadian Trials)

---

## 12. Key Reminders

- You volunteer over the whole year in all three meet categories: Term 1, Term 2, Special Meets.
- You can volunteer at any of the listed PCS meets.
- Anyone can volunteer for your family.
- If you have limited availability, sign up early for meets that fit your schedule.
- Training and volunteering both matter.
- Penalties help ensure that volunteering is shared fairly among all families.

**Start small:**

- Take the Intro to Swimming Officiating (Timer) Course.
- Sign yourself up for a Timer shift at an upcoming meet.
- Build from there.

Contact [volunteerpcs@gmail.com](mailto:volunteerpcs@gmail.com) for help!