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Approved by:
WGB Board of Directors

VOLUNTEER & OFFICIATING POLICY

1.0 POLICY STATEMENT

The Whitehorse Glacier Bears Swim Club is a non-profit organization that depends on the support and involvement of its members to operate successfully. Volunteering is a vital component of our programming; it helps keep costs affordable, ensures smooth operations, and builds a strong, connected community.

Parental involvement plays a meaningful role in an athlete's development. When families actively participate, it demonstrates to swimmers that their hard work is valued and supported. The Volunteer & Officiating Requirement Program is designed to encourage engagement from all members, recognizing that the success of WGB is a shared responsibility.

By clearly outlining expectations and providing opportunities for participation, this program promotes fairness in distributing responsibilities and celebrates those who go above and beyond in service to WGB.

Participation in any aspect of WGB programming (e.g., dryland or in-water training) constitutes agreement to the terms outlined in the Volunteer & Officiating Requirement Program.

2.0 PURPOSE

The purpose of the Volunteer & Officiating Requirement Program is to cultivate a collaborative, community-focused culture that supports the success of the Whitehorse Glacier Bears Swim Club and its athletes. The program aims to:

- Ensure volunteer and officiating responsibilities are shared equitably across all members
- Encourage meaningful family involvement in the swimming experience
- Recognize and reward exceptional contributions to the WGB's operations
- Maintain high-quality, cost-effective programming through collective effort

3.0 RELATED DOCUMENTS

This policy should be read alongside WGB's Refund Policy, Arrears Policy, and Account Credits Policy, which further clarify the financial commitments and entitlements of WGB members.

4.0 SCOPE OF POLICY

This policy applies to all registered members of the Whitehorse Glacier Bears Swim Club.

5.0 DEFINITIONS

Member: Either the athlete who has paid their membership fees or the parents or guardians of athletes who have paid their membership fees where those athletes are below the age of majority in the Yukon.

Session: a specific block of programming within WGB's calendar year, typically ranging from 9 to 40 weeks in duration, depending on the athlete's roster group. Volunteer and Officiating obligations are assigned on a per-session basis.

Season: the full swim year as defined by WGB. It may consist of one or more sessions depending on the athlete's program level and typically runs from early fall through late spring or early summer.

6.0 VOLUNTEER & OFFICIATING REQUIREMENTS BY ROSTER

All members must complete a minimum number of volunteer hours per session each season, including officiating at meets or time trials, based on the athlete(s) group. Volunteer hour obligations by roster are attached as **Appendix "A"**.

7.0 HOURS IN EXCESS

Members that exceed their volunteer hours in the swim season cannot be compensated in excess.

Members who exceed their required points by 20% or more will receive special recognition at the end-of-season awards celebration, including an entry into a raffle for a prize.

8.0 TRANSFERRING OF HOURS EARNED

Volunteer hours may not be transferred between seasons. For groups with multiple sessions in a season, volunteer hour credits may be carried forward within the same season; however, the minimum obligation for each session must still be met by the end of that session.

9.0 MULTIPLE SESSIONS

Athletes who are registered for a single session are expected to meet their full volunteer hours by the end of that session.

For athletes participating in multiple sessions within a season, any volunteer hours completed during earlier sessions may be carried forward to meet the cumulative requirement for the year.

Hours earned through volunteering in one session can also be applied to future fundraising targets within the same swim season.

10.0 ALTERNATIVE VOLUNTEER REPRESENTATION

Family and friends may volunteer on behalf of a member. To ensure volunteer hours are properly credited, the member must sign up the representative through WGB's online event sign-up system and include the following information:

- I. Representative's full name
- II. Affiliated member account name
- III. Role or position to be performed

Volunteer hours will not be credited if the affiliated account is not properly identified.

11.0 MULTIPLE ATHLETES

For members that have multiple athletes, the athlete in the group with the most rigorous requirements must satisfy 100% of the volunteer requirements and corresponding officiating level. For the second athlete, members must satisfy 60% of the volunteer requirements and adhere to the officiating requirements for the first athlete. For every athlete following, no additional requirements. A breakdown of scenarios to further illustrate the application of multiple athletes is attached as **Appendix "B"**.

Member Requirements:	Volunteer Hours	Officiating Obligation
Athlete 1: <i>in the group with the most rigorous requirements</i>	100% of volunteer requirements corresponding to their group	Required for that group
Athlete 2: <i>in the group with the second most rigorous requirements</i>	60% of volunteer requirements corresponding to their group	Same as first athlete
Athlete 3+: <i>All additional athletes</i>	No additional hours	Same as first athlete

12.0 PENALTIES

WGB would rather members volunteer their time than to have their money. However, in the event that volunteer commitments are not satisfied within the season, the following will be applied:

1. Earning $\geq 75\%$ of obligated hours: Pay the remaining balance of their volunteer obligation.
2. Earning $< 75\%$ of the obligated hours: Pay the remaining balance of their volunteer obligation and an additional amount equal to the full obligation for their athlete's group as a penalty

At the end of each session (or at the end of the season for multi-session participants), WGB will review all member accounts to determine whether volunteer & officiating obligations have been met. If a family has not met the required fundraising amount by the applicable deadline:

1. The outstanding balance will be invoiced directly to the member's account.
2. The account holder will have 14 days from the date of the invoice to remit payment.
3. The invoiced amount will equal the sum based on parameters set in 12.1 or 12.2.
4. Outstanding balances are treated as a financial commitment to WGB and must be paid in full to maintain good standing. Failure to resolve outstanding amounts may result in administrative actions, as described in WGB's Arrears Policy, and includes:

- a. Suspension of access to future program registration.
- b. Ineligibility for participating in practices, swim meets, and club organized events
- c. Withholding of account credits.

A comprehensive breakdown of scenarios to further illustrate penalty applications is attached as **Appendix “C”**.

13.0 EXEMPTIONS, ACCOMMODATIONS AND CONSIDERATIONS

The Whitehorse Glacier Bears Swim Club (WGB) recognizes that some families may face extenuating circumstances or medical limitations that make fulfilling volunteer requirements difficult. In alignment with our values of inclusion, fairness, and accessibility, members may request a partial exemption, accommodation, or alternative arrangement.

Requests will be reviewed on a case-by-case basis by the WGB Board of Directors in consultation with the Executive Director, in accordance with applicable laws, including the Accessible Canada Act, Canadian Human Rights Act, and Yukon Human Rights Act. The procedure to submit a request under section 12 of this policy is attached as **Appendix “D”**.

Consideration of Unforeseen Circumstances

We understand that unexpected life events can arise. In these situations, immediate notice must be provided to the appropriate WGB personnel (e.g., Volunteer Coordinator or Meet Manager). Alternative arrangements may be explored when possible, provided communication is prompt and clear.

14.0 HOUR ALLOCATION PER ACTIVITY

Volunteer hours are credited based on job complexity and time. Hours are awarded only when the full task is completed. Other volunteer opportunities may arise throughout the year, such as assisting coaches during special practices that require additional timers, lap counters, or other forms of support. In these cases, volunteer hours may be awarded at the discretion and review of the Executive Director. A non-exhaustive list of activities and their corresponding point values is attached as **Appendix “E”**.

15.0 TRACKING AND REPORTING

The Senior Finance & Administration Lead will monitor all volunteer points and upload them into accounts throughout the season, with the final amount entered by the end of each session.

16.0 CLUB WITHDRAWAL

Athletes that leave the organization midseason will have their volunteer commitment hours and corresponding fees prorated and charged accordingly, as per *WGB’s Refund Policy*.

17.0 NAVIGATING THE OFFICIALS PATHWAY: LEARNING SWIM MEET ROLES

At the start of the season, WGB’s Officials Coordinator and/or the Senior Finance & Administration Lead will activate members’ official account in the Swimming Canada system. Members will be emailed a link and required to login and sign the *Assumption of Risk* waiver form to activate their account.

If a member is new to officiating, opportunities for courses will be communicated through the WGB Officials Coordinator at the beginning and throughout the season, when they become available.

To become certified at any officiating level, shadowing requirements are mandatory. Shadowing shifts are considered a part of WGB's volunteer requirements.

Members are expected to have their own autonomy in pursuing higher officiating certifications in order to meet compliance with the requirements outlined in this program.

Appendix A - Volunteer Obligations and Officiating Level by Roster per SESSION & SEASON

One hour of volunteer service equals \$30.00 CAD

Roster Group	Roster	# SESSIONS per Season	Volunteer Hour Obligation per SESSION	Dollar Value Amount per SESSION	Volunteer Hour Obligation per SEASON	Dollar Value Amount per SESSION	Officiating Level Requirement
Pre-Competitive	Gummy Bears	2	0	\$00.00	0	\$00.00	Level 1 (Optional)
	Teddy Bears	2	1	\$30.00	2	\$60.00	Level 1 (Optional)
	Cubs	2	2	\$60.00	4	\$120.00	Level 1 (Optional)
Non-Competitive	Grizzlies	3	1	\$30.00	3	\$90.00	Level 1 (Optional)
Junior Competitive	Panda Bears	2	6	\$180.00	12	\$360.00	Level 1 Certified
	Black Bears	2	8	\$240.00	16	\$480.00	Level 1 Certified / Optional Level 2
	Brown Bears	1	20	\$600.00	20	\$600.00	Level 2 Certified
Competitive	Polar Bears	1	24	\$720.00	24	\$720.00	Level 2 Certified / Level 3 Optional
	Kodiaks	1	28	\$840.00	28	\$840.00	Level 2 Certified / Level 3 Optional
	Silvertips	1	32	\$960.00	32	\$960.00	Level 3 Certified

Appendix B - Example: Multiple Athletes

A family has three swimmers:

- one in Silvertips
- one in Polar Bears, and
- one in Black Bears (registering for 2 of 2 sessions).

Their volunteer and officiating requirements are:

1. Silvertips (highest group): 100% of 32 hours (\$960.00) and Level 3 officiating
2. Polar Bears (second athlete): 60% of 24 hours = 14.4 hours (\$432.00)
3. Black Bears (third athlete): No additional requirement

Total: 46.4 volunteer hours (\$1392.00) for the season and Level 3 officiating at all swim meets.

Appendix C - Examples: Penalties

Example 1: One Athlete $\geq$ 75%

Group: Black Bears
Sessions: 1 of 2
Obligation: 8 hours (\$240.00)
Completed: 6 hours (\$180.00)
Amount Owing: \$60.00

Example 2: Multiple Athletes $\geq$ 75%

Groups: Brown Bears & Cubs
Sessions: 1 of 1, 2 of 2
Multiple-athlete Discount: 100% of Brown Bears obligation and 60% of Cubs obligation
Total Obligation: 20 hours (\$600.00) + 2.4 hours (\$72.00) = 22.4 hours (\$672.00)
Completed: 19.00 hours (\$570.50)
Amount Owing: \$101.50

Example 3: One Athlete < 75%

Group: Panda Bears
Sessions: 1 of 2
Obligation: 6 hours (\$180.00)
Completed: 1 hour (\$30.00)
Remaining: \$150.00
Penalty: \$180.00
Amount Owing: \$330.00

Example 4: Multiple Athletes < 75%

Groups: Polar Bears & Teddy Bears
Sessions: 1 of 1, 2 of 2
Multiple-athlete Discount: 100% of Polar Bears obligation and 60% of Teddy Bears obligation
Total Obligation: 24 hours (\$720.00) + 1.2 hours (\$36.00) = 25.2 hours (\$756.00)
Completed: 10 hours (\$300.00)
Remaining: \$456.00
Penalty: \$756.00
Amount Owing: \$1,212.00

Appendix D - Procedure to Submit a Request Under Section 12: Exemption, Accommodation and Considerations

To request an exemption, accommodation, or alternative arrangement, please email executivedirector@whitehorseglacierbears.ca and include the following information:

1. Name of the swimmer and parent/guardian requesting the exemption.
2. A brief explanation of the reason for the request.
3. Supporting documentation from a licensed medical, health, or support professional that outlines:
 - a. The functional limitations or restrictions that impact your ability to meet volunteer obligations.
 - b. Any potential accommodations that may support partial or modified participation, if applicable.

Please do not include medical diagnoses or sensitive personal health details. Only provide information necessary to support the Board's decision-making related to accessibility and reasonable accommodation.

All requests and documentation will be kept confidential and reviewed only by individuals directly responsible for policy implementation.

Appendix E - Activities and Corresponding Point Values

The following list includes examples of activities and their corresponding point values, but it is not exhaustive:

Position / Job Description	Hours	Unit
Swim Meets/Time Trials Officials & On-Deck Positions		
Referee – Head	4 hours	Per Event Session
Referee – Shadow	3 hours	Per Event Session
Starter	3.5 hours	Per Event Session
Starter – Shadow	2.5 hours	Per Event Session
Chief of Electronics	4 hours	Per Event Session
Chief of Electronics – Shadow	3 hours	Per Event Session
Chief Timer	3.5 hours	Per Event Session
Chief Timer – Shadow	2.5 hours	Per Event Session
Chief Finish Judge	3.5 hours	Per Event Session
Chief Finish Judge – Shadow	2.5 hours	Per Event Session
Inspector of Turns	3 hours	Per Event Session
Inspector of Turn – Shadow	2 hours	Per Event Session
Judge of Strokes	3 hours	Per Event Session
Judge of Strokes - Shadow	2 hours	Per Event Session
Safety Marshal	.5 hr	Per Event Session
Recorder Scorer	3.5 hours	Per Event Session
Recorder – Shadow	2.5 hours	Per Event Session
Timer	2 hours	Per Event Session
Timer – Shadow	1 hour	Per Event Session
Meet Operations		
Meet Manager	15 hours - time trials 20 hours - Ryan Downing 30 hours - Yukon Champs	Per meet / time trial
Meet Manager – Shadow	7.5 hours - time trials 10 hours - Ryan Downing 15 hours - Yukon Champs	Per meet / time trial
Admin Desk (Clerk of Course)	2 hours	Per Event Session
Admin Desk (Clerk of Course – Shadow)	1 hour	Per Event Session

Awards / Ribbons	1 hour	Per Event Session
Apparel Stand	2 hours	Per Day at Event
Parent Helper (Marshalling Area, Group Helper)	1 hour	Per Event Session
Bleacher/block transport	2 hours	Per Transportation per Event
Meet Set-Up	1 hour	Per Event Session
Meet Take Down	1 hour	Per Event Session
Food Runner	.5 hours	Per Event Session
Food Donation	.5 hours	Per Event Session
Governance		
President	44 hours	Per Season
Vice President	40 hours	Per Season
Secretary	38 hours	Per Season
Treasurer	34 hours	Per Season
Director at Large	30 hours	Per Season
Volunteer Roles		
Officials Coordinator	20 hours	Per Season
Apparel & Merchandise Coordinator	20 hours	Per Season
Fundraising Event Coordinator	5 hours	Per Event
Event Volunteer Coordinator	5 hours	Per Event
Team Travel Chaperone (9 or fewer athletes)	15 hours	Per Event
Team Travel Chaperone (10 or more athletes)	20 hours	Per Event
Event Photographer	.5 hour	Per Event Session
Goody Bag Organizer	3 hours	Per event
Other Tasks or Activities - must be approved by Executive Director and/or Board of Directors in advance of activity	TBD	TBD