

Volunteer Refund Policy

Effective April 1st, 2019

The Vancouver Minor Hockey Association, like most minor sports organizations, is almost entirely dependent on volunteer participation in order to effectively run its programming and community-based initiatives. This need has historically been focused on the “day to day” components of VMHA operations, such as team management, coaching, team safety etc. However, in the past few years, new volunteer needs have surfaced in order to support various tournament functions, community functions and fundraising functions, all equally important to the effectiveness and sustainability of the association. Accordingly, effective 2019, the VMHA Board of Directors have undertaken reforms to the existing Volunteer Policy in order to better align it with the association’s current requirements. The following policy is now in effect:

1. A refundable volunteer fee, currently levied at \$150, will continue to be added to the registration for each family. Please note, the fee is applied per family, NOT per player. Families with multiple siblings registered in the VMHA will receive a single charge of \$150. This fee is refundable upon completion of a minimum 6 hours per season of qualifying volunteer duty. These duties include but are not limited to:
 - Any ongoing duties related to the management of operations, programming, events for any specific VMHA team or VMHA sanctioned event where there has been an explicit call for volunteers. Examples include Team Manager,

Safety Person, Time/Scorekeepers (ONLY) at VMHA produced special events (ie. Tournaments)

- Any project, event or initiative produced and sanctioned by the VMHA and its Board of Directors.

2. The Board also recognizes that there are additional “project based” volunteer functions that sometimes require a greater, condensed contribution of volunteer hours. These are volunteer roles that typically involve a significant amount of planning, event coordination, sometimes even impacting a volunteer’s regular work schedule. The hours invested will range from greater than 6 hours to as many as 20+ hours, typically concentrated within a short period of time. In order to populate these volunteer roles, without impacting the existing day to day roles team-based roles, the Board has revised the refund policy to more accurately compensate those functions requiring significantly more individual volunteer commitment due to the nature of the project or initiative. The following are the key policy points:

- a. The policy guiding the dispensation of increased refunds will be applied to those short term, task-based initiatives or projects requiring an individual’s investment of a disproportionately high number of hours within a relatively short span of time. Refunds will be based on the number of hours committed within our refund scale. Each project, the respective positions qualifying for increased refunds, expected commitment and value of the refund will be clearly identified and broadcast to the membership in a timely manner prior to the implementation of those

projects, allowing for fair opportunity to have any qualified individual from our membership participate

- b. The refund amounts for any project at any refund level will be **INCREMENTAL** to any refund already earned. In other words, if a team official or other individual has already earned the minimum \$150 refund (ie. team manager, safety official, coaches etc.), they can qualify for an **additional refund** if they choose another volunteer function throughout the season. The value of additional refunds will be pre-determined by the project manager or Board member responsible for leading the project or initiative.
- c. The appropriate refund amount will be determined by the project manager in accordance with the following refund table:
 - 6 hours - \$150
 - 12 hours - \$300
 - 20+ hours - \$450
- d. In order to qualify for a refund of any sort within the scope of this policy, the individual must be a parent or guardian of an active player (member) in good standing within the VMHA.