



EMSA North Policy

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Policy Type:

Structure	Objectives	Registration	Game Regulation	Discipline	Security
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Title: Volunteer Policy

Policy Statement: Volunteer Policy

Volunteering for the North Zone:

Edmonton North Zone Soccer Association (EMSA North) is a volunteer run organization. Not only are our Coaches' volunteers but so are our Membership and Board of Directors. Many of our events such as gaming activities and special events are made possible by the work of volunteers, typically parent volunteers. All proceeds from these events go directly back into the association to assist in administering programs, purchasing equipment, and providing training to our coaches and athletes. Without the work of our dedicated volunteers (parents & board members), the costs of soccer would be much higher in turn raising the player registration fees.

In addition to the EMSA North volunteer commitments, The EMSA North membership organizations operate through volunteer run events also. These events directly benefit the community or club member who hold them and any proceeds for these events are also put towards either soccer or other community related activities.

Seasonal Volunteer Requirements

For every player who is registered with EMSA North & it's membership, 1 seasonal volunteer commitment is required to be completed for the season in which they are participating. The volunteer commitments selections are as follows:

- Team Official; Coach, Assistant Coach, Team Manager, Technical Trainer
- Gaming Event; Bingos, Casinos, Raffle
- Special Events; Tournaments, Pub Nights, Community Events
- Clean up or Transportation for events or equipment handout ect.
- Community Board Member Positions

All Commitments listed above except for Team Official & Community Board Member Positions will be 1 shift for a period of 4-8hrs.

The following roles are NOT considered a Seasonal Volunteer Commitment

- Ref Liaison
- Bench Parent
- Snack Parent

Purpose: To establish clear guidelines surrounding Volunteers and the handling of their assignments and deposits.

Volunteer Assignment

EMSA North assigns volunteers to its Zone Soccer related commitments first, then allocates remaining volunteers to its membership. EMSA North is committed to its membership and will assign no more volunteers than it needs each season ensuring their Community & Club members are able to use as many volunteers as possible for its events.

Each season the zone will tally the number of volunteers required for events and divide that by the number of teams declared, this number will be the amount of volunteers required per team. Based on what a community or club declares for teams will dictate how many of the volunteers will be allocated to Zone Commitments.

After Zone commitments are allocated, the volunteer commitment will follow the player. Meaning if the parent does not volunteer with the zone they will volunteer with the Community/ Club their athlete is playing with. The zone will provide the Membership Community / Club a list of volunteers that they can assign for their events. This list will go to the Soccer Director, and it is assumed that this person will handle or forward this list to the Applicable party allocating commitments for their association.

Team Officials will be included in the list of volunteers for the community however their commitment will be satisfied so if they continue to act as a team official, no further volunteer shifts should be assigned to individual unless to satisfy a commitment of a secondary or third child who is participating in the program.

Volunteer Deposits

For each volunteer commitment required a \$250.00 volunteer deposit will also be required. This requirement is also outlined in the registration policy. The North Zone will collect this deposit as part of registration and will hold onto it for the season.

The volunteer deposit may be submitted in the following ways

- Undated Chq made out to "ENZSA" for \$250.00 per each child you must volunteer on behalf of. The name of the Child is to be written in the Memo portion of the volunteer chq
- A Pre-Authorized Credit Card Volunteer Deposit Form – submitted via a secure electronic platform. This method allows one form for multiple children to be submitted.

*It is important to note the methods above do not involve depositing the \$250.00, the chq or credit card information is only held on file, unless the commitment is not fulfilled only then will the deposit be cashed.

Volunteer Deposits must be submitted each season. Once the commitment is complete the deposit will be destroyed. The North Zone & its members do not hand back deposits on file; they are destroyed.

Failure to Complete Volunteer Commitments

Your seasonal volunteer commitment will be considered incomplete if:

- Failure to sign up for a volunteer shift for the season upon request of the Community or Zone
- You sign up for a volunteer shift and NO SHOW to this shift
- You sign up for a volunteer shift then are unable to make the shift and do not find a replacement
 - Please note once you sign up for a volunteer shift it now becomes your responsibility to fulfill the shift you had agreed to. This means if you are unable to make the event you must find a suitable* replacement to go on your behalf.

*A suitable replacement means someone who is legally able to attend an event, for gaming events this is a person who is the age of majority.

Seasonal Volunteer Commitment Carry Over

In the event the Community or Club does not have enough commitments within the season the player is participating they have the option to request the parent volunteer complete their seasonal commitment within the next season. A commitment carry over cannot be carried over any more than 1 season.

The Outdoor Season runs from May 1st to September 30th, the Indoor season runs from October 1st to April 30th.

The North Zone Office will hold onto the volunteer deposits on file for a maximum of 1 season in order to satisfy the requirement of a possible carry over. After which point the deposits once a season is complete, the deposits from the previous season will all be destroyed.

Cashing Volunteer Deposits

In the event a volunteer fails to attend or complete their required commitment their deposit will be cashed.

If the event is being held by the North Zone you will be contacted via email to confirm your shift, then by phone if there is no response back. Failure to confirm or failure to attend or find a suitable replacement will initiate the cashing of your volunteer deposit.

In the Case of our Membership Community or Club, their policies surrounding volunteer contact will apply. However if the Community or Club is requesting that a volunteer deposit be cashed this request must be sent to the North Zone office via this form here: <https://fs4.formsite.com/socceroffice/ffmysazfx3/index.html> this ensures that there is proper record of this request and the understanding by the requesting party is made.

In all cases of cashing deposit chqs, the North Zone will email the applicable volunteer 24 hours prior to cashing the deposit to advise them of such.

Failure to cash a deposit due to insufficient funds or a bounced chq will initiate a note onto the player account where the deposit must be paid prior to being placed onto a team for the following season.

** Please note that our association & membership cash volunteer deposits for 2 reasons: If we do not provide enough volunteers for events the associations who run them will fine us, alternatively the deposit is used to pay someone last minute to complete the shift in cases of special events & or cleanup/transportation. **

Processing Times for Cashing Volunteer Deposits

Standard Request Processing Timeframe:

- Requests submitted during non-busy periods will be processed within two weeks (14 calendar days) from the date of submission.

Busy Period Request Processing Timeframe: (Feb 1st – Mar 30th and Aug 1st – Sept 30th)

- Requests submitted during busy periods will be processed within three weeks (21 calendar days) from the date of submission.

Request Processing Timeframe for Seasonal Volunteer Commitment Carry Over:

- Community or Club representatives must submit requests no later than two weeks prior to the current season end date. For instance, the Indoor season ends on April 30 each year any requests for the previous outdoor season must be submitted by no later than April 15. The Outdoor season ends October 1st each year any requests to cash deposits from the previous Indoor season must be submitted by September 15th.

Volunteer Disputes

All volunteer disputes will be handed back to the community or club in which the child plays. It is the responsibility of the Community or Club to handle these disputes.

In the event of a miss-allocated volunteer to the zone, the community would be required to provide a replacement volunteer on their behalf. This is because as EMSA North Commitment to provide their members with as many volunteers as possible there is no additional volunteers that the zone would have to pull from.

Reasons for miss-allocated volunteers are as follows.

- A person who became a team official but did not register as such in the portal.
- A person who signed up for a gaming commitment in error but due to religious reasons cannot participate.
- A person who ended up volunteering for the Community after being allocated to the Zone

The zone will make all efforts to resolve errors or disputes in house but in the End the member community or club is responsible.

Exceptions To Volunteer Deposits

In some a community or Club will already know if a volunteer deposit is not required.

- Returning and Approved Team Officials
- Community / Club Board Members
- Special Vouchers

In the case of Returning or Approved team officials, the Community Director must advise the Zone office when they reply to the email to Activate the team official, if the deposit is being waived.

In all other instances, **once the player is completely registered in the EMSA Soccer Portal** the community or club must send an email to socceroffice@emsanorth.ca with the players full name to advise that the deposit and or commitment is waived.

As per the dispute portion of this policy if a volunteer has a voucher from another community, it is up to the community in which they play to decide to honor the voucher.

Registration Fees – Team Official Children

Some communities/club may have special honorariums for their Team officials. This is separate from the EMSA North and as such must follow the rules & policies set out by that community / club.

If a Community/Club is aware of team officials who may receive registration honorarium for their children they are to communicate this to the north zone office **once the player is completely registered in the EMSA Soccer Portal**. This notification is to be sent to socceroffice@emsanorth.ca with the players & Team Officials full name. Failure to send all the information required or failure to send prior to the player being registered in the EMSA Soccer Portal could mean the information is not logged or missed.

Volunteer Commitments – Player Withdrawals

As per the Refund Policy, if a player withdraws after the applicable **Season Start Date** then their volunteer commitment stands. If there is a failure to complete the commitment, then the volunteer deposit will be cashed.

If a player withdraws prior to the **Season Start Date** they will no longer be required to satisfy their volunteer commitment and their deposit will be destroyed.