



15622 Country Club Dr  
Mill Creek, Washington, 98012

## ***Service Hours 101***

### **How do we decide on the number of service hours required by each family?**

We look at the specific hours it takes to operate WEST hosted swim meets for that year, then we look at the number of families we have that year and divide up the hours amongst the groups. Hours are based on the expectation that all families will meet their requirements in full.

### **How do we sign up for service hours?**

To sign up for service hours go to the WEST website at [www.westswimteam.com](http://www.westswimteam.com) and go to job sign up under the event (usually a swim meet name). As the meet approaches, you will get an email letting you know volunteer jobs have been opened for signup.

You will be able to choose which job you want, as well as what shift you would like. Remember, that times are estimated, and depend on the timeline of the meet. Please plan on arriving earlier and staying later than you are assigned. We typically know the timeline a couple days before the meet. However, sometimes meets run longer than planned.

All families are expected to work at WEST hosted meets. There will be an initial limit to the amount of positions you can sign up for the first week that sign ups open - then the limit will be lifted. This allows for all families to have the chance to sign up for a job.

### **What happens if there is a last minute emergency and I can't come to the meet?**

If for any reason you are not able to fulfill your volunteer hours that you signed up for, you are welcome to reach out to other families on the team and have someone take your spot. When you do find someone who is able to cover your hours, you need to email the volunteer coordinator ([volunteering@westswimteam.com](mailto:volunteering@westswimteam.com)) as well as cc'ing the family who is taking over for you, and specifying the job and time slot that is being transferred.

If you are not able to find anyone, please reach out to the Volunteer Coordinator **IMMEDIATELY** and they will do their best to help you out.

### **What happens on the day of the meet?**

On the day of the meet, there will be a printed version of the job sign up sheet at Clerk of Course that you will sign in on.

### **How do we track hours?**

You will be able to see your service hours progress on the WEST website by going to "My Account", clicking on "My Invoice/Payment" and then going to "Service Hours". Please check this information after every meet to make sure your hours are correct.

### **Who do I contact with questions?**

Jason Schoper

[volunteering@westswimteam.com](mailto:volunteering@westswimteam.com)