



TLC SERVICE CREDIT PROGRAM 2024-2025

Welcome to the TAC TITANS, the number one USA Swimming program and absolute best place for athletes of all experience levels to hone their skills and improve their fitness! The Triangle Aquatic Center (TAC) is a 501(c)(3) nonprofit organization that generates revenues through programming, hosting events, community sponsors and philanthropic donations. Our mission is to develop swimmers for lifelong success, and we believe that an important part of swimmer development is competitive opportunity.

The TITANS Leadership Council (TLC) is a parent-led group whose purpose is to build a sense of community throughout TITANS Swimmers, parents, and coaches. The TLC is funded through the implementation of the TLC Service Credit Program. This program is designed to encourage volunteerism at TAC Events and Swim Meets.

To reduce TITANS membership costs as much as possible, events are hosted at TAC which generate revenue to subsidize TAC and the TAC TITANS operations. Hosting meets at TAC also saves parents thousands in travel expenses each season. To effectively host events and swim meets, volunteers are necessary to provide swimmers and other participants with the best possible experience. To encourage volunteerism, the TLC Service Credit Program is built to reward parents who can help provide positive event experiences at TAC through reduced financial responsibilities.

If you are unable to volunteer, that's OK too! The TLC uses funds generated by the Service Credit Program to give back to the TAC TITANS community. The TLC engages in community building activities, team spirit building activities, social functions, community outreach, dues reduction programs, alumni relations, etc. The TLC budget is available for you to review upon request.

Yearly, the TITANS Leadership Council reviews the performance and expectations of the TLC Service Credit Program to determine if any changes are required to meet future team needs and growth. Any changes will be communicated prior to registration each Season.

The following summarizes the TLC Service Credit Program policies and procedures.

Section 1: Service Credit Requirements - Each Track's Obligation is listed below (based on account; not the number of athletes in a family)

- A. **TAC TITANS Elite Track** (no swimmer in a group higher than Elite) are expected to earn the following:
 - a. **At least seven (7) Service Credits** in TITANS Home Competitions between September through March.
 - b. **At least five (5) Service Credits** in TITANS Home Competitions between April through August.
 - c. There is no carry-over of credits from the September-March events.
- B. **TAC TITANS Challenge Track** families (no swimmer in a group higher than Challenge) are expected to earn the following:
 - a. **At least five (5) Service Credits** in TITANS Home Competitions between September through March.
 - b. **At least three (3) Service Credits** in TITANS Home Competitions between April through August.
 - c. There is no carry-over of credits from the September-March events.
- C. **TAC TITANS Development Track** families are not subject to Service Credit requirements.
- D. **TAC TITANS Prep Track** families are not subject to Service Credit requirements.

- E. A Service Credit is equivalent to \$80 or a total of
 - a. \$560 for the SCY season (September-March) & \$400 for the LCM season (April-August) for swimmers in the Elite track.
 - b. \$400 for the SCY season (September-March) & \$240 for the LCM season (April-August) for swimmers in the Challenge track.
- F. Families earn Service Credits by working at TAC TITANS hosted swim meets and other sponsored events requiring volunteerism.
- G. Families can also earn Service Credits through their leadership roles on the TAC Governance Board of Directors, TAC TITANS Leadership Council (TLC), Triton Booster Club board member, and as a group liaison. There may be other opportunities to earn credits by volunteering at team-sponsored events which, when applicable, will be communicated to the membership. (See the **chart at the end of the document for defined roles that support the TITANS.**)
- H. Please note that some of the TLC lead and committee positions may already be filled for the upcoming season. If a TLC or committee position is of interest to you, please contact tlc@tactitans.org to express your interest, learn more about future opportunities and perhaps receive training in advance of your service.
- I. For families joining the TITANS after September and the initial registration period, Service Requirement Hours will be prorated as follows: 1 credit hour per month for the Elite Track; .75 credit hour per month for the Challenge Track (rounded up to the nearest whole number.)

Section 2: The Service Credit Job Listings are posted [on the website](#) and in the chart below. Each job is assigned a credit value. Please note that some jobs require pre-training before an individual will be approved to work in that role.

- A. In addition to the roles detailed on the job listing, there will be other opportunities to help with tasks associated with various larger team events. This work will also be eligible for Service Credits and will be announced to the team when applicable.
- B. For member families with unique situations that may make it difficult to work in certain meet specific roles, please contact tlc@tactitans.org for assistance in finding the right job for your situation. We have a wide variety of positions to meet varied needs.

Section 3: Signing up for Service

- A. Families can sign up for various roles throughout the season via our team website (Team Unify).
- B. Opportunities will be announced via e-mail and the website.
- C. Service Credit positions will generally be recruited at least one week prior to the meet or event.
- D. Service Credit position age requirement is 13 years old. Registered TAC TITANS swimmers are allowed to assist at age 12 for certain roles, ex. Timer.
- E. Please note that students (TAC TITANS swimmers or other family members) may serve through the family's account and earn service credits for the TAC TITANS Service Credit Program while concurrently earning service hours needed for school or community clubs, honor societies, etc.

Section 4: Tracking of Service Credits will be handled through the Team Unify system.

- A. To earn a Service Credit, the person signed up must check-in at the appropriate time and work the entire duration of the job. If you leave your job early without providing adequate coverage, no Service Credit will be given.
- B. If an individual signed up does not check in by the appropriate time, their role will be re-assigned, and credit will be given to the family who fills the role.

- C. A penalty of one service credit (-1) will be assessed to the account in the event of a no-show without a minimum 24-hour notification via email to servicecredit@tactitans.org AND removal of the family's commitment in Team Unify.
- D. Service Credits cannot be split between families. The Service Credit will be assigned to the family who signs up to work the session. If someone fills in for another member for a partial session, no incremental credit will be given.
- E. It can take up to 15 business days for service credits to be reflected on a family's account.

Section 5: Service Credit Billing

- A. The April invoice will have a (maximum) \$560 Service Credit charge for the Elite Track and a (maximum) \$400 charge for the Challenge Track. The Service Credits earned between September and March will offset this charge. If a balance is due, it will need to be paid with the April invoice.
- B. The August invoice will have a \$400 Service Credit charge for the Elite Track, and a \$240 charge for the Challenge Track. The Service Credits earned between April and August will offset this charge. If a balance is due, it will need to be paid with the August invoice.
- C. Any service credits worked beyond the required number will not be rolled forward to the next swim season. Service credits worked beyond the required number may be donated to a pool set aside for Opportunity Scholarship recipients.
- D. If a Challenge or Elite track family terminates participation with the TAC TITANS before the end of the 11-month swim season, the Service Credits will be prorated as follows: two credits for the initial membership month, plus one additional credit per month of participation.

Section 6: TITANS Leadership Council Funding

- A. If volunteer positions are not filled in advance of an event or swim meet, the event administration will fill open volunteer positions with paid hourly employees or with other community volunteer organizations. Funds raised by the TLC Service Credit Program will be used to offset real expenses associated with filling open volunteer positions.
- B. Twenty percent (20%) of the remaining funds generated by the TLC Service Credit Program will be used to cover administrative oversight, fees, and labor necessary to implement the program.
- C. The remaining funds generated by the TLC Service Credit Program will be placed in a general liability account and use of these funds shall be determined by the TLC via annual budgeting process and approved by TAC.

Section 7: Questions/Comments

- A. Program information will be posted on the website to assist families in their understanding of the expectations of the program.
- B. We welcome your comments and suggestions on how to best provide support for the TAC TITANS in the future. If you have any suggestions regarding this program, please contact the TLC Service Credit Program administration at servicecredit@tactitans.org

*** NEW * for 2024 – 2025** – *In an effort to reduce the volunteer burden on parents, encourage teamwork, and inspire civic service amongst TITANS swimmers, four days of Championship swim meets will be timed by TITANS athletes. Senior swimmers in the Elite & Challenge tracks will team up to time the Saturday and Sunday sessions of one SCY Age Group Championship meet. Age group swimmers in the Elite & Challenge tracks will team up to time the Saturday and Sunday sessions of one SCY Senior Championship meet. These four days will NOT be included in the service credit program. There will be service credit program opportunities for parents to assist, guide and chaperone athlete timers as warranted during these four days of Championship swimming.*

ROLES ELIGIBLE FOR EARNING SERVICE CREDITS:

JOB	SERVICE CREDITS (Per Meet Session Worked)
Officials (Stroke & Turn, Starter & Admin Official) <i>*Must be USA Swimming Certified</i>	1 Service Credit (See below for more information)
Clerk of Course <i>*Requires pre-training</i>	1 Service Credit
Formal apprentice or trainee roles (for officials and other roles requiring training) <i>*Must be approved in advance to train</i>	1 Service Credit
Timers (including Head Timer and Relief Timer)	1 Service Credit
Runner	1 Service Credit
Meet Marshall	1 Service Credit
Volunteer Check-In	1 Service Credit
Hospitality Helper	1 Service Credit
Heat Prize Distribution	1 Service Credit
Announcer	1 Service Credit
Photographer	1 Service Credit
Heat Sheet/Admission Sales	1 Service Credit
TLC Committee Chair	Full Yearly Credits
Triton Club Board Chair	Full Yearly Credits
Group Liaison	Varies, depending on season

***Note:** not all positions are available at all meets. Positions needed and numbers of openings will be determined by the meet sanction guidelines and size of the meet.

TLC Service Credit Program Administration reserves the right to change Service Credit roles throughout the Season as swim meets or events need additional volunteers. All available Service Credit roles will be publicized to TAC TITANS families throughout the season.

2024-2025 TAC TITANS MEET OFFICIALS POLICIES / PROCEDURES

USAS Registration and Background Check Reimbursement Procedures:

- Certified Officials: Complete the 2024 Non-Athlete Registration Application on the USA Swimming website and pay for your registration. Once you've done this, please email your receipt to events@triangleaquatics.org for credit on your TITANS account. TAC reimburses the registration fee for all Certified Officials.
- If you need to update your Level 2 Background Check (\$18), you will have to pay it up-front. Print a receipt for it and turn it in to: events@triangleaquatics.org for reimbursement. *Reimbursement will be through Dues Credit to your account.*
- Officials receiving reimbursement from TAC must work a minimum of six (6) sessions as a TAC Official prior to the start of the next short course season/registration period.
- Apprentice Officials: Fill out the 2024 Non-Athlete Registration Application on the USA Swimming website and pay for your registration. Please keep your registration email to be turned in AFTER you complete your certification. At that point, your registration fee will be credited to your TITAN account.
- Apprentice officials need to initiate and pay (\$38 fee) for the Level 2 Background Check themselves. You will be emailed a receipt for payment from Sterling Infosystems, please keep this for your records because you will need it to submit as your receipt for reimbursement.
- Once an apprentice official has become Certified – passed the background check, athlete protection training course, all on-deck training and passed the officials' test – then you may submit receipts for reimbursement of the registration fee (\$72) and 'background check fee' (\$38) to events@triangleaquatics.org. *Reimbursement will be through Dues Credit to your account.*
- If you have any questions regarding reimbursement, please contact events@triangleaquatics.org.

Service Credit / Dues Credit

- Only TITANS meets are included towards service and dues credit. Championship-level events (where the TITANS do NOT offer a sign-up for officials) are not part of the program. Time Trial sessions are not a part of this program unless it is designated as a Time Trial meet.
- TAC TITANS Meet Officials will be compensated via Dues Credit on their billing account once the current season's family service credit obligation has been fulfilled.
- Only Certified Officials are eligible for dues credit.
- Meet Officials who qualify for Dues Credit after completing their Service Obligation will be credited at the following rates per meet session:
 - Stroke and Turn Judge: \$50
 - Admin Official: \$60
 - Starter: \$70

- Deck Referee / Admin Referee: \$100
- Meet Referee: \$120

- The opportunity exists for certified officials to work at non-TITANS meets. Individuals will be selected by the meet referee or TAC Program Director. For these events, compensation will be by check and will be mailed at the end of the month once the meet has been finalized and reconciled with NC Swimming. A current fiscal year W9 must be on file to receive compensation.

- If you have any questions regarding account credits, please contact events@triangleaquatics.org.