

# Employee Handbook



**Diamond Edge Figure Skating Club**  
P.O. Box 204  
Willmar, MN 56201  
[www.diamondedgeskating.com](http://www.diamondedgeskating.com)

*Home Ice*  
**Willmar Civic Center**  
2707 Arena Drive  
Willmar, MN 56201  
Rink Measures: 200 ft x 85 ft

*Updated September 2010*

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**Dear Employee,**

**Welcome to the DEFSC team! We are excited to have you on board.**

**During your first days of employment you should receive orientation to the organizational policies and procedures, your job description, expectations and DEFSC program information. If you feel this information has been incomplete or you have further questions on the information, please contact us.**

**It is our goal to have an open-door approach to communication with staff at DEFSC. Please feel comfortable contacting us about both successes and concerns you may have at any time.**

**Sincerely,**

***Marilee Dorn***  
**Skating Supervisor**

***Sara Folsted***  
**Employment Liaison**

**Beth Fischer**  
**Club President**

**Diamond Edge Figure Skating Club Board of Directors**

# DEFSC EMPLOYEE HANDBOOK

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## **EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM**

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**I acknowledge that I have received, read, and understand the policies outlined in the DEFSC Handbook. I agree to conform to the rules and regulations of DEFSC as described in the handbook, which is intended as a guide to human resource policies and procedures. I understand that the organization has the right to change the handbook without notice. It is understood that future changes in policies and procedures will supersede or eliminate those found in this book, and that employees will be notified of such changes through normal communication channels.**

**I also understand and agree that the information contained in these materials does not constitute an employment contract between DEFSC and me, and that either I or DEFSC may terminate our employment relationship at any time, with or without cause. I understand that no representative of DEFSC, other than the Skating Supervisor(s), Board President and/or appointed Board Employment Liaison of the organization, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.**

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**Signature**

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**Date**

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**Print Name**

**Please remove this page from the manual; sign and date this receipt and turn it into Skating Supervisor(s) for filing in your Personnel File.**

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## **I. PURPOSE AND INTENT**

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Whether you have just joined our staff or have been at DEFSC for a while, we are confident that you will find our organization a dynamic and rewarding place in which to work and we look forward to a productive and successful partnership.

The purpose of this Employee Handbook is to establish an equitable and uniform procedure for dealing with personnel issues and to thereby set out generally DEFSC's position regarding employee matters which affect DEFSC employees. The policies described herein are not conditions of employment and the language does not create a contract between DEFSC and its employees.

It shall be the responsibility of the Skating Supervisor(s) to administer the policies as set forth by the DEFSC Board of Directors, or as otherwise set forth in State and Federal law. In cases of emergency, the DEFSC Board President and/or DEFSC appointed Employment Liaison shall have the power to act outside the established procedures within the jurisdiction of his/her authority.

All DEFSC employees are expected to perform their respective duties in a competent and efficient manner. Each employee shall be courteous, respectful, tactful, and considerate in dealing with the public and each other. It shall be understood that each position within DEFSC exists for the purpose of providing services to the public. In so doing, each employee shall respect that responsibility and present a neat and clean appearance in conformance with accepted job standards.

It is not the intent of these policies to be all-inclusive or to cover every situation that may arise from time to time. Interpretations shall be made by the DEFSC Skating Supervisor(s), subject to approval by the DEFSC Board of Directors.

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## **II. MISSION**

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To develop a lifelong love of physical fitness through the art and sport of figure skating.

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## **III. HISTORY & BELIEFS**

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The Diamond Edge Figure Skating Club evolved from a Willmar Community Ed Program. In 2000 a group of parent volunteers took the initiative and turned Diamond Edge into a 501(c)3 non-profit organization administered by an elected volunteer board of directors. Our small central MN club has grown over 50% in the past five years. Parents, and skaters themselves, continue to volunteer countless hours of their time to develop and promote figure skating to the youth in west central Minnesota. The Diamond Edge Figure Skating Club is a member of United States Figure Skating (USFS).

Diamond Edge averages 65 - 85 skaters each season who range in age from 3 to 18. Families involved in Diamond Edge are provided an affordable positive activity and proactive community service for our youth. Research shows that athletes and fine arts participants have higher grade point averages, miss less school, and have the potential for greater success beyond high school than students who choose not to become involved in activities. Educational, athletic and fine arts programs are an integral part of our communities and the communities' support of these activities is an important part of any organizations success.

Figure skating is a great sport to encourage self-esteem and to develop self discipline by bringing together athleticism with the art of music and dance. It is our desire to continue providing for more area youth to learn the art and sport of figure skating through our expanding program. Figure skating is a great avenue for children to stay physically active, participate in a group environment

and have an opportunity through the annual show to be on center stage. The youth gain a real sense of accomplishment when they can feel and see that all the commitment, instruction and practice leads to a successful performance.

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## **IV. EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT**

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Equal Employment Opportunity has been, and will continue to be, a fundamental principle at DEFSC, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, sexual orientation, age, national origin, disability, marital status, status with regard to public assistance or any other protected characteristic as established by law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

DEFSC Board of Directors has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns should be referred to the appointed Skating Supervisor(s) or to the appointed Employment Liaison.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

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## **V. EMPLOYMENT AND PERFORMANCE**

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New positions or vacancies shall be open to all persons who meet the minimum qualifications for the position as set forth in the job description and/or job posting set by with by the Board of Directors with respect to experience, training, character, or such other factors, which may be held to relate to the ability of the candidates to perform the duties of the position.

### **Interview Procedure**

- a) Skating Supervisor(s), Board appointed Employment Liaison and/or Board President will conduct interviews with two of these individuals present at each interview.
- b) Question format will be the same for all interview candidates.
- c) Hiring is at the discretion of the Skating Supervisor(s), Employment Liaison and/or Board President. Appointments shall be made on a nondiscriminatory basis.

### **Employment**

All employees will attend a Student Skating Instructor meeting yearly and training as offered. This will include a review of the DEFSC Employee Handbook which includes job descriptions and expectations of employees as instructors and as members of DEFSC. These expectations are included in the Skaters Code of Conduct.

The employee's wages at the time of employment shall be set in accordance with DEFSC's wage scale. The employer may give credit for previous experience. The Board of Directors will determine wage scale adjustments annually.

All employees will have a confidential file. Skating Supervisors, Employee Liaison, and Board President will have access to files.

Each employee will receive informal and formal performance reviews. Formal evaluations will be typed and placed in confidential files. End of the year formal evaluations completed by the Skating Supervisor(s) and Employee Liaison will be typed and filed in the employee's confidential file.

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## **VI. GRIEVANCE POLICY & DISCIPLINARY ACTION**

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First incident – A verbal statement of infraction will be given by Skating Supervisor(s).

Second incident – Written documentation of infraction, improvement plan, and possible probation will be discussed. This meeting will be attended by the employee or volunteer assistant, at least one Skating Supervisor, Employment Liaison and/or Board President. A parent may be asked to attend if the employee or volunteer assistant is less than 16 years of age.

No Improvement – Termination will be at the discretion of Skating Supervisor(s), Employment Liaison and/or Board President.

Some conduct may be so severe that disciplinary action steps will only prolong the inevitable demotion or termination or an investigation may be needed to determine the extent of possible wrong doing. Any employee may be terminated immediately for gross misconduct at the discretion of Skating Supervisor(s), Employment Liaison and/or Board President.

The employee may appeal the termination decision at a closed meeting with the DEFSC Board of Directors. Skating Supervisor will present background information. If a request for a hearing is submitted, the dismissal shall be stayed until the hearing is completed and the Board renders its decision. Any period following the recommended date of dismissal shall be without pay.

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## **VII. ATTENDANCE & CO-WORKERS**

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Because DEFSC depends greatly on its employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time.

Make sure you are on time, at least ten minutes before your class begins. If you are late and someone else is available to teach your class they will get paid for that time.

If you are not able to attend and teach/assist with your lessons, it is **YOUR** responsibility to find a substitute, and let skating instructor supervisors know who will be taking your classes. Contact your substitute and notify them about your schedule and lessons plans.

Instructors are responsible for compiling and relaying information that affects their payment as directed by the Board Employment Liaison or designated representative.

Working as a team with your co-workers is expected. Mutual respect and support among co-workers during instruction time and other skating programming is essential. Please refrain from unkind remarks/gossip about other skaters. These types of behavior do not build a team working relationship and it violates the Skater's Code of Conduct. If you have a legitimate concern regarding a co-worker please bring it to the Skating Supervisor(s) or Employment Liaison. It is expected that all instructors and assistants support all the skaters and each other in a positive manner.

A list of instructors/assistants and their contact information will be available once all the information is obtained at the beginning of each season.

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## **VIII. TIME RECORDS**

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Attendance of time is recorded by each employee and submitted to the Board of Directors Treasurer as prescribed by current standards. Employee time records are DEFSC records, and care must be exercised in recording the hours worked. Each employee is responsible for his/her own recordkeeping. Employees are not to submit hours for other employees.

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## **IX. DRESS CODE WHEN INSTRUCTING / ASSISTING**

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- ❖ Black pants – must reach the skating boot, no capris or shorts. Knit material or wind pant type. Be sure pants are not too long; they must not drag on the ice or interfere with demonstrating footwork. Since we discourage skaters from wearing jeans, instructors and assistants may NOT wear jeans.
- ❖ Diamond Edge jacket or sweat shirt – if you need to remove your jacket because you are too hot – shirts must have sleeves. No tank tops.
- ❖ Long hair must be securely braided, clipped up, bound or pinned to avoid vision obstruction, entanglement or grabbing.
- ❖ No baseball-style caps are to be worn. A warm hat or helmet may be worn as needed.
- ❖ Wear mittens or gloves if needed, putting your hands in your sleeves is not acceptable.

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## **X. CLASS RULES**

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- ❖ Instructors must have your lesson plan ready each week. Be set up with equipment on the ice at the designated starting time for each class and get started right away – assistants can be requested to take on this responsibility.
- ❖ All instructors and assistants are required to use their skating instructor manual to ensure teaching of correct terminology and elements.
- ❖ Separate laminated sheets of each element by level are available for your use when teaching, as well as
- ❖ A class Roster will be provided to take attendance if requested.
- ❖ Display an attentive attitude toward your students. Use confident body language to gain students' respect and attention. Use positive feedback as much as possible and clear instructions when teaching.
- ❖ Avoid standing around; standing in one spot as you teach is not acceptable. However, observing and evaluating the skaters in the center of a circular pattern is acceptable.
- ❖ Appropriate games – reasonable time used to play games, not the entire instruction time.
- ❖ Instructors should guide assistants as needed.
- ❖ Swearing, vulgar or obscene language will not be tolerated during DEFSC practices and events. Control your tone of voice, even if upset or angry.

- ❖ Assistants are expected to assist the instructor with teaching, escort young skaters from the ice, and help set up and move cones, and put teaching materials away.
- ❖ If the instructor must remove a student from class due to behavioral issues, the Skating Supervisor(s) will monitor the student until the end of class. At that time, instructor and Skating Supervisor(s) will meet with the student's parents.

*Also see "Job Descriptions" in the back of this handbook*

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## **XI. GENERAL STATEMENT OF NON-DISCRIMINATION AND ANTI-HARASSMENT**

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It is the policy of DEFSC to maintain an environment that is free from offensive conduct, harassment, and violence based on race, national origin, gender, religion, disability, age, marital status, status with regard to public assistance, sexual orientation or disability discrimination, harassment, and violence.

It shall be a violation of this policy for any employee of DEFSC to engage in offensive or harassing verbal or physical conduct of a sexual nature or regarding race, national origin, gender, religion, disability, and age, status with regard to public assistance, marital status, or sexual orientation towards any DEFSC employee, officer, agent, or member of the public.

It shall be a violation of this policy for any DEFSC employee to inflict, threaten to inflict, or attempt to inflict sexual violence or violence based on religion, race, gender, marital status, status with regard to public assistance, sexual orientation, age, national origin, or disability, upon any agent, employee, officer, or member of the public seeking services or accommodation from DEFSC.

DEFSC will act to investigate all complaints, either formal or informal, verbal or written, of offensive, harassing, or violent conduct of a sexual nature or based upon religion, national origin, race, gender, sexual orientation, marital status, status with regard to public assistance, age, or disability, and to discipline or take appropriate action against any employee, agent, officer, commissioner, or other elected official who is found to have violated this policy.

APPLICABILITY: Offensive conduct, harassment, or bias may occur:

- ❖ between a supervisor and an employee;
- ❖ between co-workers and/or peers;
- ❖ between an employee or supervisor and a member of the public;
- ❖ between a board member or other appointed official and an employee or member of the public receiving or seeking services/accommodations;
- ❖ between an agent of DEFSC and an employee, supervisor, or member of the public.

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## **JOB DESCRIPTION**

### ***Skating Instructor***

**Accountable To:** Skating Supervisor and the Diamond Edge Figure Skating Club Board of Directors.

**Job Summary:** Responsible for the teaching of the basic fundamentals of skating. Demonstrate proper use of equipment, techniques and methods of proper movements to achieve proficiency in activity. Instruction must follow the United States Figure Skating Associations Basic Skills program format and any specific Club direction. Explains and enforces safety, rules, and regulations. Keeps records and helps coordinate events. The Instructor is also responsible for keeping the Skating Supervisor, Board and parents informed of activities and problems.

#### **Specific Responsibilities:**

- ❖ Arriving prepared and on time.
- ❖ Provide ice skating instruction to youth according to the United States Figure Skating Associations Basic Skills program format.
- ❖ Instruct students in elements of class level. Make every effort to cover all elements of level. All elements need not be covered at each lesson, but lesson plans must be adequate to allow a student to learn and practice each element during the skating session.
- ❖ Assist Skating Supervisor with determining student placement and class combinations.
- ❖ Evaluate students on testing day of class and complete forms required by program.
- ❖ Assisting participants in their activities and provide support and extra direction as requested by the Skating Supervisor.
- ❖ Encourage appropriate behavior of students.
- ❖ May be required to select music and choreograph a program for class to perform during year-end Ice Show or other special event.
- ❖ Role modeling appropriate behavior by maintaining the dignity and integrity of Diamond Edge Figure Skating Club by:
  - a) Dressing appropriately and having a clean and tidy appearance.
  - b) Respecting facilities, participants and staff.
  - c) Not speaking negatively about the participants, other instructors or volunteers.
  - d) Use appropriate language.
  - e) Not yelling, hitting or verbally abusing the participants – If you notice something happening please ask the participant(s) to stop and bring it to the attention of the Skating Supervisor. *Always ask the Skating Supervisor for assistance in dealing with difficult behaviors.*
- ❖ Must attend training or refresher training sessions as directed by the Board and/or Skating Supervisor.
- ❖ Aiding the Skating Supervisor or Board in other duties as assigned or delegated.
- ❖ Must notify skating supervisors regarding absences and you are responsible to obtain substitutes as needed.

#### **Qualifications:**

- ❖ Must be at least 16 Years of age.
- ❖ Must have passed USFS Free Skate 1 or equivalent Program.
- ❖ Must like working with children.
- ❖ Must have been a skating assistant for at least 1 year or must have instructed USFS or ISI classes for one year (or “season”) in a previous home club.
- ❖ Must possess maturity and sound judgment.
- ❖ Must be an active member of Diamond Edge Figure Skating Club.
- ❖ Must be reliable and responsible.

**Skills, Experience, and Personal Traits:**

- ❖ Previous coaching/teaching in skating program preferred
- ❖ Knowledge United States Figure Skating Associations Basic Skills program format
- ❖ Knowledge of generally accepted teaching techniques
- ❖ Skill in managing large groups of skaters (i.e. youth / mixed ages).
- ❖ Ability to establish and maintaining effective working relationships with other instructors, Board Members, Skating Supervisor and parents.
- ❖ Ability to motivate and energize others.
- ❖ Sensitivity and interest in working with young (elementary aged) and/or adolescent children.
- ❖ Energy, assertiveness, initiative, creativity, and willingness to try new approaches and techniques.
- ❖ Works as a member of a team.

**Hours of Work:** Approximately 2-5 hours/week but could vary dependent on special event or performance needs.

**Compensation:** Instructors will be hired at minimum wage or above based on qualifications and experience.

**Other:** This program runs current with the DEFSC fiscal year. Taking extended time off during this period is strongly discouraged and will not be guaranteed. Please check with Skating Supervisor or Board Chair.

Updated & Approved by the DEFSC Board of Directors 9.13.10



## JOB DESCRIPTION

### *Student Skating Instructor*

**Accountable To:** Skating Supervisor and the Diamond Edge Figure Skating Club Board of Directors.

**Job Summary:** the Student Skating Instructor will work closely with and under the direct supervision of the Skating Supervisor for one year or until which time they reach the age of 16 and then may be reclassified as an “Instructor”. This position is responsible for the teaching of the basic fundamentals of skating; demonstrate proper use of equipment and techniques. Instruction must follow the United States Figure Skating Associations Basic Skills program format and any specific Club direction. Explains and enforces safety, rules, and regulations. Keeps records and helps coordinate events. The Student Instructor is also responsible for keeping the Skating Supervisor, Board and parents informed of activities and problems.

#### **Specific Responsibilities:**

- ❖ Arriving prepared and on time.
- ❖ Provide ice skating instruction to youth according to the United States Figure Skating Associations Basic Skills program format.
- ❖ Instruct students in elements of class level. Make every effort to cover all elements of level. All elements need not be covered at each lesson, but lesson plans must be adequate to allow a student to learn and practice each element during the skating session.
- ❖ If necessary, assist Skating Supervisor with determining student placement and class combinations.
- ❖ Assisting participants in their activities and provide support and extra direction as requested by the Skating Supervisor.
- ❖ Encourage appropriate behavior of students.
- ❖ Assisting the Skating Supervisor in evaluating students on testing day of class and complete forms required by program.
- ❖ May be required to select music and choreograph a program for class to perform during year-end Ice Show or other special event.
- ❖ Role modeling appropriate behavior by maintaining the dignity and integrity of Diamond Edge Figure Skating Club by:
  - a) Dressing appropriately and having a clean and tidy appearance.
  - b) Respecting facilities, participants and staff.
  - c) Not speaking negatively about the participants, other instructors or volunteers.
  - d) Use appropriate language.
  - e) Not yelling, hitting or verbally abusing the participants – If you notice something happening please ask the participant(s) to stop and bring it to the attention of the Skating Supervisor. *Always ask the Skating Supervisor for assistance in dealing with difficult behaviors.*
- ❖ Must attend training or refresher training sessions as directed by the Board and/or Skating Supervisor.
- ❖ Aiding the Skating Supervisor or Board in other duties as assigned or delegated
- ❖ Must notify skating supervisors regarding absences and you are responsible to obtain substitutes as needed.

**Qualifications:**

- ❖ Must be at least 14 years of age (following current MN Child Labor Law).
- ❖ Must be an active member of Diamond Edge Figure Skating Club.
- ❖ Must have passed the USFS Free Skate 1 test or equivalent.
- ❖ Must have been a skating assistant with DEFSC for at least 1 year.
- ❖ Must like working with children.
- ❖ Must possess maturity and sound judgment.
- ❖ Must be reliable and responsible.

**Skills, Experience, and Personal Traits:**

- ❖ Knowledge of United States Figure Skating Associations Basic Skills program format.
- ❖ Skill in managing large groups of skaters (i.e. youth / mixed ages).
- ❖ Ability to establish and maintaining effective working relationships with other instructors, Board Members, Skating Supervisor and parents.
- ❖ Ability to motivate and energize others.
- ❖ Sensitivity and interest in working with young (elementary aged) children.
- ❖ Energy, assertiveness, initiative, creativity, and willingness to try new approaches and techniques.
- ❖ Works as a member of a team.

**Hours of Work:** Approximately 2-5 hours/week but could vary dependent on special event or performance needs.

**Compensation:** The Student Instructor will be hired at least at the current minimum wage standard.

**Other:** This program runs concurrent with the DEFSC fiscal year. Taking extended time off during this period is strongly discouraged and will not be guaranteed. Please check with Skating Supervisor or Board Chair.

Updated & Approved by the DEFSC Board of Directors 9.13.10



## **JOB DESCRIPTION**

### ***Volunteer Skating Assistant***

**Accountable To:** Skating Instructor/Student Instructor, Skating Supervisor and the Diamond Edge Figure Skating Club Board of Directors.

**Job Summary:** Assist the Skating Instructor/Student Instructor in the teaching of the basic fundamentals of skating by demonstrating and assisting young skaters in the proper use of equipment, techniques and methods of proper movement to achieve proficiency in activity.

#### **Specific Responsibilities:**

- ❖ Arriving prepared and on time.
- ❖ Assist as directed by the Skating Instructor/Student Instructor or Skating Supervisor in providing ice skating instruction to youth according to the United States Figure Skating Associations Basic Skills program format.
- ❖ Assist in preparing the ice for instruction and record attendance if requested. For example, setting up cones, getting teaching equipment, etc.
- ❖ Assist the Skating Instructor/Student Instructor in completing Achievement Certificates for students who did not master elements required in order to pass on to the next level.
- ❖ Assist in teaching the program choreography for class to perform during year-end Ice Show or other special event.
- ❖ Assisting participants in their activities and provide support and extra direction as requested by the Skating Instructor/Student Instructor or Skating Supervisor.
- ❖ Encourage appropriate behavior of students.
- ❖ Role modeling appropriate behavior by maintaining the dignity and integrity of Diamond Edge Figure Skating Club by:
  - a) Dressing appropriately and having a clean and tidy appearance.
  - b) Respecting facilities, participants and staff.
  - c) Not speaking negatively about the participants, other instructors or volunteers.
  - d) Use appropriate language.
  - e) Not yelling, hitting or verbally abusing the participants – If you notice something happening please ask the participant(s) to stop and bring it to the attention of the Skating Supervisor. *Always ask the Skating Supervisor for assistance in dealing with difficult behaviors.*
- ❖ Must attend training or refresher training sessions as directed by the Board and/or Skating Supervisor.
- ❖ Aiding the Skating Supervisor or Board in other duties as assigned or delegated.
- ❖ Must notify skating supervisors regarding absences and you are responsible to obtain substitutes as needed.

#### **Qualifications:**

- ❖ Must be 13 years of age and B8 or above.
- ❖ Must be a member of Diamond Edge Figure Skating Club.

**Skills, Experience, and Personal Traits:**

- ❖ Knowledge of United States Figure Skating Associations Basic Skills program format.
- ❖ Ability to establish and maintaining effective working relationships with Instructors/Student Instructors, Board Members, Skating Supervisor and parents.
- ❖ Ability to motivate and energize others.
- ❖ Sensitivity and interest in working with young (elementary aged) children.
- ❖ Energy, assertiveness, initiative, creativity, and willingness to try new approaches and techniques.
- ❖ Works as a member of a team.

**Benefits to Volunteer:**

- ❖ Work Experience.
- ❖ On the Job Training.
- ❖ References.

**Hours of Work:** Approximately 2-5 hours/week but could vary dependent on special event or performance needs.

**Other:** This program runs concurrent with our fiscal year. Taking extended time off during this period is strongly discouraged and will not be guaranteed. Although this is a volunteer position it is a commitment to the Club and your attendance at each assigned scheduled session is expected as the Instructors and students depend on you.

Updated & Approved by the DEFSC Board of Directors 9.13.10