



West Hillhurst Skating Club Program Assistant (PA) Policy

Purpose

This policy outlines the requirements, role, responsibilities and expectations of Program Assistants (PA) within the West Hillhurst Skating Club.

Scope

This policy applies to all Program Assistants working within the West Hillhurst Skating Club.

Context

Program Assistants are individuals who have been trained by the West Hillhurst Skating Club's CanSkate Coordinator to assist in the delivery of the CanSkate program. Program Assistants support CanSkate coaches and are essential to the success of the Club and the programs offered. They are typically graduates of the CanSkate program and many have continued their training in our StarSkate program.

The volunteer efforts of Program Assistants reduces the need for the Club to hire additional personnel to support the delivery of the CanSkate Program and as such, contributes to keeping fees down.

Requirements to become a Program Assistant

Program Assistants must be at least 10 years old and registered in the StarSkate skating program. They must demonstrate reliability, patience, and an ability to communicate clearly. They must also be able to follow the tasks given by coaches and lead all assigned activities with enthusiasm and creativity.

West Hillhurst Skating Club coaches will identify potential Program Assistants from club members based on the requirements above.

Program Assistants must attend the Program Assistant clinic put on by the club prior to the start of the CanSkate season (typically in September each year). In the event that PAs don't start until January, they will be trained by the Canskate Coordinator and/or Coaches.

Program Assistant Role and Responsibilities

The role of the Program Assistant is to support the delivery of the club CanSkate program and to act as an ambassador and positive role model for the West Hillhurst Skating Club.

Responsibilities include:

- Be ready and dressed at least 10 minutes before the assigned session start time

- Follow directions from the professional coaches, including:
 1. Take attendance
 2. Assist or lead warm-ups, group activities or cool-downs
 3. Assist with the set-up and take down of circuits and stations
 4. Demonstrate skills and teaching progressions
 5. Lead circuits and rotations
 6. Provide assistance to skaters who may have additional needs
 7. Distribute awards (stickers, badges, coloring sheets, etc.)
 8. Provide encouragement and general feedback to skaters
 9. Provide general assistance to the coaches on the session

PA Commitment Expectations

Pre-CanSkate Program Assistants are required to commit to a minimum of one session per week, and be present for 90% of committed sessions. Each Pre-CanSkate class is 30 minutes long, with two back to back classes on scheduled days.

CanSkate Program Assistants are required to commit to a minimum of one session per week, and be present for 90% of committed sessions. Each CanSkate Class is 45 minutes long on weekdays, with two back to back classes on Saturdays.

Program Assistants may be able to work additional sessions, dependent on the number of PAs needed and available.

PA schedules will be created based on mutually confirmed availability at the commencement of the season by the CanSkate Coordinator and distributed via email.

Compliance

If for any reason a Program Assistant is unable to attend their assigned shift, they are responsible for finding a replacement and notifying the CanSkate Director **24 hours in advance of the session**. If PAs are not able to find a substitute and/or cannot provide 24 hours' notice, coaches must still be notified as soon as possible.

Emergency & Illness Exception: In the event of an unexpected illness that prevents attendance, the 24-hour notice requirement is waived. However, the PA must contact the CanSkate Coordinator and coaching staff as soon as symptoms arise so management can arrange coverage.

PAs who are present for less than 90% of their committed sessions, and/or who provide less than 24 hours' notice may not be invited to return as a PA.

New Program Assistant Probation and Credit System

All incoming, first-year Program Assistants are subject to a formal trial/probation period. PAs must complete a minimum of 10 sessions to be evaluated. No credits are issued or restored until the full 10-session requirement is met and reviewed by the CanSkate Coordinator.

Program Assistants will earn credits for every hour of on-ice time they are present for (pro-rated for sessions that are not a complete hour in length). These credits will be tracked by the CanSkate Director

and reported to the Club Treasurer at the conclusion of each program term (December, April and June). Credits will be recorded in the PA's Uplifter account as a Gift Certificate. If the skater leaves the club the credits will not be paid out in cash.

Club members who are unable to fulfill their minimum monthly commitments and who do not find a replacement will be invoiced for the committed sessions missed (based on the table below) in their bi-annual Open Invoices as issued by the Club (December and April).

The following chart outlines the value of credits accumulated per session:

Volunteer Year	Credit
1st Year	\$6.00 / hour
2nd Year	\$8.50 / hour
3rd and subsequent Years	\$11.00 / hour

Program Assistant Rostering

On-ice capacity caps are in place to ensure high-quality instruction, maintain optimal skater-to-coach ratios and manage club credit budgets. A maximum cap of **7 PAs** is enforced for all skating sessions, unless previously approved by the Coordinator or Board. To ensure high-quality instruction, maintain optimal skater-to-coach ratios, and manage club credit budgets, a maximum cap is enforced for all skating sessions. The ice cannot exceed the designated number of PAs listed below:

- **Monday & Wednesday Sessions:** Maximum **7 PAs** on the ice.
 - Pre-CanSkate: 2 PAs
 - CanSkate & Lead-to-Figure (LTF): 5 PAs (1 per designated group)
- **Saturday 9:15 AM Session:** Maximum **6 to 7 PAs** on the ice.
 - Pre-CanSkate: 3 to 4 PAs (assisting 2 concurrent groups)
 - CanSkate: 3 PAs (1 per designated group)
- **Saturday 10:00 AM Session:** Maximum **7 to 8 PAs** on the ice.
 - Pre-CanSkate: 3 to 4 PAs (concluding at 10:15 AM)
 - CanSkate & LTF: 4 PAs (1 per designated group)

Experience Balancing & Session Sign-Ups

To guarantee proper mentorship on the ice, sessions will be filled using a balanced scheduling system.

- **Sign-Up Structure:** Every standard 7-PA session sheet will feature **3 Senior PA spots, 3 Junior PA spots, and 1 Open/Wildcard spot.**
- **Definitions:**
 - *Senior PA:* An assistant with two or more years of club PA experience.
 - *Junior PA:* An assistant in their first or second year of training.

- **Filling Vacancies:** If designated Senior or Junior spots remain empty 24 hours before a session starts, they will revert to "Open" status and may be claimed by any available PA.

Scheduling Mechanics & Session Sign-Up Forms

All PAs must reserve their on-ice slots prior to the start of the season. Roster caps will be strictly enforced using standardized sign-up templates.

- **Official Templates:** Standard templates for weekday and weekend sessions are posted digitally on Google Sheets/Club Website or physically on the arena PA bulletin board at the discretion of the PA Coordinator.
- **Over-Budget Sign-ups:** Any PA who signs up on a sheet that has already reached its maximum capacity cap (e.g., an 8th person signing up for a Monday session) will be removed from the roster and will not receive credit for that session.

All questions regarding this policy can be directed to the Directors of West Hillhurst:
director@westhillhurstskating.com