



West Hillhurst Skating Club – Volunteer Handbook & Policies

Thank you for volunteering with our skating club! Our programs cannot run smoothly without your time and support. Below you will find our club's volunteer policies, hour requirements, and the complete directory of roles available for the upcoming season.

Volunteer Commitment Policy

To ensure the success of our skating season, every registered Star Skate (JR, INT, SR/Open) family is required to complete a minimum number of volunteer hours or provide a volunteer bond.

Please review the requirements below based on your skater's weekly registration:

Hour Requirements & Bond Values

- **Skaters registered for fewer than 3 sessions/week:**
 - Required: **3 volunteer hours** per skater, per year.
 - A **\$200 volunteer bond** is held at registration and only charged if hours are not completed by the end of the season.
- **Skaters registered for 3 or more sessions/week:**
 - Required: **5 volunteer hours** per skater, per year.
 - A **\$250 volunteer bond** is held at registration and only charged if hours are not completed by the end of the season.

Upfront Opt-Out Option

We understand that some families have busy schedules and cannot commit to physical hours.

- You may choose the **Upfront Opt-Out** option during online registration.
- Paying the **\$200** or **\$250** fee upfront immediately waives your hour requirement for the year.
- This fee goes directly toward hiring outside help to ensure club events still run smoothly.

Section 1: Weekly CanSkate Operations

These positions run regularly throughout the season to support our core learn-to-skate programs.

CanSkate Name Tags – Preparation

- **Volunteers Needed:** 1-2 per session
- **Time Commitment:** 3 – 4 hours prior to start of season.
- **Duties:** Assist Canskate Coordinator in placing all nametags of every Canskate, Pre-Canskate and Learn to Figure Skater in nametag holders and position on Canskate nametag banner, under the correct day. Includes cutting nametags and inserting in nametag holders.

CanSkate Name Tags – Clean-Up

- **Volunteers Needed:** 1-2 per season
- **Time Commitment:** 1-2 hours at the end of the season.
- **Duties:** Collect the name tags from nametag banners, remove nametags and stickers from nametag holders at the end of each season. Organize them back into the storage box so they are ready for the next session.

CanSkate Welcome Desk

- **Volunteers Needed:** 2 per shift per season
- **Time Commitment:** 1.5 – 2.25 hours
- **Available Shifts:**
 - Monday: 3:30 PM – 5:00 PM
 - Wednesday: 3:30 PM – 5:00 PM
 - Saturday: 8:45 AM – 11:00 AM
- **Duties:** Sit at the main arena entrance desk to greet families. Answer basic club questions, direct new skaters to the correct dressing rooms and assist with general session check-ins. Arrive early to check in all skaters and direct parents/skaters to the name tag banner where they can find their nametag. Help skaters locate their tags as they arrive so they can head onto the ice quickly. Help parents and skaters find the correct dressing room. Remind parents to return name tag to banner after each session.

Section 2: Weekly & Seasonal Fundraising

Fundraising helps keep our registration fees affordable. Volunteers in these roles handle sales and public interaction.

Fundraising Table (50/50 & Other)

- **Volunteers Needed:** 1 per shift
- **Time Commitment:** 1.5 hours
- **Available Shifts:**
 - Monday: 3:45 PM – 5:15 PM
 - Wednesday: 3:45 PM – 5:15 PM
 - Saturday: 9:00 AM – 10:30 AM
- **Duties:** Set up the fundraising table, sell 50/50 raffle tickets or other promotional items to spectators, manage cash safely, and count the total funds at the end of the shift.

Fundraising (Holiday Candy Table) – Weekly Shifts

- **Volunteers Needed:** 2 per shift
- **Time Commitment:** 1.5 hours, generally last week of winter season leading up to Holiday Show
- **Available Shifts:**
 - Monday: 3:45 PM – 5:15 PM
 - Wednesday: 3:45 PM – 5:15 PM
 - Saturday: 9:00 AM – 10:30 AM
- **Duties:** Display and sell holiday candy packs to club families during regular skating hours, track inventory, and handle cash transactions.

Fundraising (Holiday Candy Table) – Holiday Show

- **Volunteers Needed:** 2
- **Time Commitment:** 1.5 – 2 hours, during the annual Holiday Show (Exact times TBD).
- **Duties:** Run a high-volume candy table during our holiday performance. Serve a large crowd of spectators quickly and cheerfully.

Bottle Drive (Saturday, September 19th)

- **Volunteers Needed:** 6
- **Time Commitment:** 2 hours
- **Duties:** Assist skaters by driving a truck/vehicle to canvas the neighbourhood.

Section 3: Special Events & Competitions

These high-energy roles happen during our major club events throughout the year.

Holiday Show & Party Team

- **Dressing Room Check-In (1 Volunteer):** 3:30 PM – 4:30 PM. Check performers into their assigned rooms and ensure only authorized people enter the backstage area.
- **Arena Set-Up & Decorating (5 Volunteers):** 3:30 PM – 5:00 PM. Hang banners, set up props, decorate the ice barriers, and prepare the arena for spectators.
- **After-Party Room Set-Up (5 Volunteers):** 4:00 PM – 5:00 PM. set up tables, chairs, and festive decorations in the party room.
- **After-Party Room Clean-Up (5 Volunteers):** 8:00 PM – 8:30 PM. Take down decorations, clear trash, wipe tables, and leave the room clean.

Annual Club Banquet Team

- **Room Set-Up & Decorating (6 Volunteers):** Time TBD. **Time Commitment:** 2 hours. Transform the banquet hall by setting up tables, arranging centerpieces, and organizing the awards stage.
- **Room Clean-Up (6 Volunteers):** Time TBD. **Time Commitment:** 2 hours. Pack away club decorations, clean up tables, and help return the hall to its original state after the event ends.

Skate-A-Thon Fundraiser Team

- **Registration Desk (2 Volunteers):** Date/Time TBD. **Time Commitment:** 2 hours. Manage the check-in sheets, collect pledge forms, and hand out participant packages.
 - **Lap Counters (8 Volunteers):** Time TBD. **Time Commitment:** 1-2 hours. Stand at the boards during the event to count and record the number of laps completed by each skater.
 - **Candy Table (2 Volunteers):** Time TBD. **Time Commitment:** 2 hours. Keep skaters and spectators energized by selling treats during the event.
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Section 4: Club Support & Operations

These flexible, project-based roles can often be done on your own schedule or over a wider window of time.

- **Test Days (2 Volunteers):** Act as ice captains to guide skaters to the ice on time, or act as runners to bring marking sheets from the judges to the data room.
- **Simulation Day Assistant (1 Volunteer):** Help the coaching staff plan and run the competition simulation day, which takes place the day before official competitions.
- **Sourcing Fundraisers (1 Volunteer):** Research and brainstorm new ideas for club fundraisers. Assist the board with setting up potential corporate sponsorships or community events.
- **Teamwear Assistant (1 Volunteer):** Help coordinate our club "Try-On Day." Assist with labeling and distributing team clothing orders when they arrive.
- **Skater Development & Social Planner (1 Volunteer):** Work with the board to research off-ice training opportunities, skater clinics, or fun club-wide social activities.