



2025-26 Volunteer Program Description

We are starting a volunteer program, because we are a not-for-profit organization and the club needs assistance to operate efficiently.

Volunteering is a wonderful way to meet other members and is a fun and rewarding opportunity to give back to the club while helping to enhance the experiences and opportunities available for our skaters.

The core membership will be required to take part in this program. The core membership includes Comp 1, 2 & 3, Star A, B, C and D skaters (this includes any ice dancers and synchro skaters who are not part of these sessions). These members will be required to perform various jobs totalling 15 hours for the year or \$300 dollars. Members will agree to this new program when you register this summer for the fall/winter season. For families with multiple skaters, an additional 5 volunteer hours or an extra \$75 will be added for each additional skater. This fee will be returned once the hours have been fulfilled.

Volunteer opportunities will be listed on the website and members will be able to secure various jobs. This will be available after registration.

Tracking of hours. Each member can print off a volunteer sheet or drop by the office to pick one up. Family members can check in with the club office anytime to redeem hours. If you can't make it during our regular business hours, you can put your sheet in a sealed envelope and slide in under the office door. Hours will be updated and can be seen on your uplifter dashboard. If you accumulate more than 15 hours, this time will not carry over to the next year.

Volunteer hours are to be performed by family members who are older than 15 years of age.

After performing volunteer jobs, only a club person in charge can sign the volunteer sheet.

CanSkate program assistant hours do not count as part of the volunteer program.

Positions for the 2025-26 season are listed below. Please note that these are subject to change.

- Board of Directors
- Test days
- Session Rep Attendance
- CanSkate Greeters
- Synchronized Skating Gala and Send Off Gala
- EDGE Banquet & Team support
- EDGE Team Managers
- EDGE 5k Race
- Synchrofest Competition
- Simulations
- Holiday Skate
- PA Parties & Training sessions
- Year-End Celebration
- Club Competition

We thank you in advance for your time, and energy!

Volunteer Program FAQ:

What is the purpose of a volunteer requirement?

- As a not-for-profit organization, we rely on the support of volunteers to assist us with activities related to our organization. Without the support of our volunteers, we would not be able to provide the events and opportunities to our skaters that we currently do. Volunteering allows you to participate in new opportunities, meet new people and make a positive impact on skating in the Oakville community.

Which programs/skaters are included in the Volunteer Program?

- Comp 1, Comp 2, Comp 3, Star A, Star B, Star C, Start D, Comp Dance, Synchro skaters.

What is my Volunteer Program Requirement?

- All skaters listed above and their family members aged 15 years and older are expected to complete 15 volunteer hours to meet their club requirement for the 2025-26 season. This means parents/guardians of a Star A skater are responsible for fulfilling 15 volunteer hours.

What if I have more than one skater?

- For families with more than one skater, enrolled in our programs, an additional 5 volunteer hours or an extra \$75 fee will be added for each additional skater. For example, for a family with two skaters the total volunteer commitment would be 20 hours or buyout amount would be \$375.

Why is there a \$300 Volunteer requirement fee charged at time of registration?

- Consider this your buy-out amount. Once you have completed your required number of hours, you may submit your Volunteer Activity sheet to the office for approval. Once shifts have been verified, the \$300 fee will be returned to your account.

Volunteer Policy

- Participation in the volunteer program for the 2025/26 season is a condition of registration for the Fall/Winter session.

Do I have to volunteer?

- You don't have to volunteer. If you choose not to volunteer, the club will keep the \$300 to use for club programming.

How long do I have to complete my Volunteer Hours?

- The Skate Oakville Volunteer Season runs from September 2nd 2025, to June 30th 2026.

How do I see the volunteer jobs I have signed up for?

- In your member account, click on the volunteering button. Click FILTER at the bottom and your volunteer jobs will be listed.

Can I pass on extra hours accumulated to the next year?

- No. We reset, the volunteer time to zero each year.

What if my skater switches programs?

- Volunteer hour requirements remain unchanged when switching between programs, with one exception: if your skater moves from CanSkate into StarSkate or Comp 1. In that case, the required volunteer hours depend on when the switch occurs: 10 hours if at the start of the Winter season, 5 hours if at the start of Spring, and 0 hours if at the start of Summer.

What if I join the club part way through the 2025/2026 season?

- Upon joining our club and becoming a Skate Oakville member, all skaters are required to fulfill Volunteer Hours. If you join during the fall season you will be required to fulfill 15 Volunteer Hours, during the Winter season 10 Volunteer Hours, Spring season 5 Volunteer Hours, Summer 0 Volunteer Hours.

How do I sign-up for a volunteer job?

- There is a sign in form for all volunteer jobs on the Skate Oakville website. This will be found on the registration page under the Volunteer tab.

What is a Volunteer Activity Sheet and how do I get one?

- Volunteer Activity sheet are a way for you to track your hours independently of the office.
- You can print off your volunteer activity sheet or pick one up Skate Oakville office.
- It is your responsibility to have this sheet signed on-site after the job is done, by a Skate Oakville Personal in charge of the event.

Who can complete the Volunteer Hours?

- Hours may be completed by the parent(s)/guardian(s) of the skater or by the skater themselves if they are 15 years of age or older.
- Please note that if shifts are completed by a high school student aged 15 or older, those volunteer hours will first be applied towards the families Skate Oakville Volunteer Hours. Once those are fulfilled, the remaining hours may count towards the student's high school volunteer requirements.

My skater is in high school, but not 15 years of age. Can they still volunteer?

- Yes, but their volunteer hours will not count towards Skate Oakville volunteer program.

My skater is a PA (program assistant) do their hours count towards the Skate Oakville Volunteer program?

- No. The PA program is separate.

Are there restrictions on who can volunteer at Skate Oakville events?

- During the initial registration period for Skate Oakville events, registration is for the families of skaters involved in that specific event. For example, the Edge Synchronized Skating Gala will open volunteer spots for Edge families first. After a certain amount of time, and if there are spots remaining, registration for synchro volunteer jobs will open to the membership at large.

How can I check which Volunteer Shifts I have signed up for?

- You can easily do this by logging in to your Skate Oakville Members Account, clicking on My Account and then scrolling down to see the Volunteer button. Once you hit that button, you will see shifts you have signed up for, but not yet completed.

How do I change my volunteer job:

- If you need to change your volunteer job, you MUST contact the office 2 weeks before the event. CHANGES CAN NOT BE DONE THE DAY BEFORE, OR ON THE DAY OF THE EVENT.

How can I check to make sure my Volunteer Hours have been credited to my account?

- You can easily do this by logging in to your Skate Oakville Members Account. Your dashboard will set out, how many hours you have logged. *Please Note: Credits mean Hours. We could not change this with uplifter.*
- Please note, it can take up to 2 weeks for completed positions to appear after an event.

How do I get my refund once I have completed my hours?

- Thank you for completing your Volunteer Hours! For your refund to be processed, you MUST return your completed Volunteer Activity Sheet to the office. The hours will be cross-checked against the online tracking system, and once verified, the \$300 will be returned to your account.
- This process can be done anytime during the season, whenever you finish your hours!
- Please note, it can take up to 2 weeks for you to receive your refund.

What do I wear to my volunteer shift?

- Depending on where your shift will be, you might want to dress warm! You will be informed of this before the start of the event.
- All volunteers will be given a lanyard to wear to identify them as volunteers. You need to make sure this is clearly visible, and make sure to return it at the end of each shift.

All the volunteer positions seem to be full, now what?

- Please email volunteer@skateoakville.ca and the Volunteer Coordinator will do their best to find something for you to assist with. However, volunteer positions are first come, first served, and we do not recommend selecting a position to the end of the season.

If you have a particular skill or service, you feel you can offer to our club:

- If a job is not captured in the volunteer options listed, please reach out to Skate Oakville via Office@skateoakville.ca, or Tara@skateoakville.ca

The following people have contributed to this document. Thank you.

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