



Connaught Skating Club Volunteer Policy

As a non-profit organization, the Connaught Skating Club (CSC) is managed and operated by dedicated volunteers—including the CSC board and the parents of our skaters. The club relies on the time, energy, and active involvement of its members to support daily operations, run events, and maintain a safe, fun, and supportive environment where skaters can grow and thrive.

The success of the Connaught Skating Club is built on the generous contributions of time and effort from our members. [It is this volunteer support—not financial contributions—that enables the club to function smoothly and deliver high-quality programs.](#) By volunteering, members directly support the development and success of all our athletes.

Volunteering is also a great way to connect with other families, gain insight into how the club operates, and become part of a vibrant and welcoming community. No prior experience is required—just a willingness to give your time.

Volunteer Hour Requirements

Skaters in the competitive program (i.e., Bronze level and above) are required to complete a designated number of volunteer hours each season. The Connaught Skating Club operates on a four-season schedule:

- **Fall:** September to December
- **Winter:** January to March
- **Spring:** April to June
- **Summer:** July and August

The exact start and end dates of each season may vary slightly from year to year.

Volunteer hour requirements are assigned based on the [number of ice sessions each skater attends per week](#). The total hours required per season are determined by considering the expected number of competitive skaters and the club's anticipated volunteer workload. This system ensures volunteer responsibilities are fairly distributed among members according to their level of participation. Volunteer hour requirements are reviewed per season and may be adjusted to reflect the club's operational needs.

"Ice sessions" refers to [any on-ice training sessions](#) and are not differentiated by type (e.g., freeskate, group, day ice, open skate) or level (e.g., Bronze, Silver, etc. or pairs development). [Please note that any separately purchased buy-on ice will be monitored. Recurring buy-on sessions will be counted toward the total number of ice sessions used to determine the required volunteer hours.](#)

The required hours apply per immediate family—not per skater—and are based on the highest number of ice sessions attended by a skater within the family.

# of Ice Sessions per Week	2025 - 2026 Volunteer Hour Requirement (Fee Estimated at \$18/hr)			
	Fall	Winter	Spring	Summer
2 to 7	11 (\$198)	11 (\$198)	8 (\$144)	5 (\$90)
8 to 11	14 (\$252)	14 (\$252)	9 (\$162)	6 (\$108)
12+	16 (\$288)	16 (\$288)	12 (\$216)	9 (\$162)

Volunteer hours cannot be carried over to the following season. Each season has its own volunteer requirements based on the club's operational needs, and hours must be completed within the season to which they are assigned.

If a family does not complete their assigned volunteer hours for the season, a fee will be charged based on the **total required hours multiplied by the current minimum wage** in British Columbia (rounded to the nearest dollar for administrative ease). Minimum wage is used as a benchmark to reflect the cost the club would incur if it had to hire staff to fulfill essential operational roles. This fee is not pro-rated for partially completed hours, as the volunteer requirements are carefully calculated to meet the club's planned operational needs. Allowing partial fulfillment would compromise the club's ability to run programs and events effectively.

Volunteer Information Submission Guidelines

Acknowledgement of the volunteer requirements is a mandatory step as part of all registrations on Uplifter. By accepting on Uplifter, members confirm that they have read, understand, and agree to abide by the volunteer policy in full.

All volunteer hours must be submitted using the online Volunteer Hour Record Form available on our website. Members should log their hours as they complete their volunteer activities and ensure all hours are submitted by the end of the season.

All volunteer hours must be submitted **no later than 11:59pm two calendar days after the end of the season**. (For example, if the season ends on Friday, March 13, all volunteer hours must be submitted by 11:59pm on Sunday, March 15.) Submissions received after the deadline may not be accepted, and the volunteer fee may be processed as outlined in the club's policy.

Volunteer Fee Payment

The volunteer fee serves as a commitment to fulfilling the club's volunteer requirements and will only be invoiced to the skater's Uplifter account if the assigned hours are not completed. As a result, there is no actual cash outflow from members who complete their volunteer hours.

Members must submit their volunteer hours using the **Volunteer Hour Record Form no later than 11:59pm two calendar days after the end of the season**. The Volunteer Coordinators will verify the submitted information. If the required hours are not fulfilled, the full volunteer fee will be invoiced through Uplifter. Please note that this fee will not be pro-rated.

Outstanding volunteer fee balances will need to be paid **before** the first day of the subsequent season. Please note that unpaid fees may result in a skater's access to coaching services being suspended until the balance is resolved.

Skater Development Fund – Eligibility Criteria

Skaters who fulfill their volunteer hour requirements and meet the following criteria may be eligible to access the Skater Development Fund in the current year. This fund is intended to assist with expenses related to a skater's competitive development, such as coach travel, accommodations, and other competition-related costs.

To qualify for funding, skaters must meet the following criteria:

- **Membership Duration:** Be an active member of the Connaught Skating Club for one or more consecutive years.
- **Volunteer Participation:** Have completed all required volunteer hours for at a minimum three out of the four seasons in the past year and have no volunteer fees outstanding.
- **Current Year Fulfillment:** Be actively fulfilling volunteer hour requirements for the current year.

*Thank you for sharing your time and talents with the Connaught Skating Club.
We sincerely appreciate your commitment—your support makes a huge difference in how well the club runs and in the experience we're able to offer our skaters and families.*

Appendix A: Volunteer Roles and Eligibility

Volunteer Work Guidelines and Eligibility

Advance notification for volunteer event sign-ups will be sent via email. It is the responsibility of families to provide a valid and up-to-date email address. If you are unsure whether your email address is on the club's mailing list, please contact a Volunteer Coordinator to confirm.

Volunteer tasks are assigned on a first-come, first-served basis and are managed by the Club's Volunteer Coordinators.

Common volunteer opportunities include:

- Playing music during ice sessions (sign up weekly via SignUpGenius)
- Ensuring the music folder is available during ice sessions (one person per season per pod)
- Taking attendance
- Assisting at club events (e.g., Ice Show, Seminar, Awards Banquet)
- Handling CanSkate sign-in and sign-out (weekly commitment per season)
- Preparing and distributing ribbons and treats for CanSkate participants (once at the end of each season)
- Joining the Board of Directors (by election at the Annual General Meeting; two year term). The Board of Directors consist of President, Vice President, Director of Skating, Treasurer, Secretary, Registrar, Volunteer Coordinator, Events Coordinator, Attendance Coordinator and Test Assessment Chair, and Member at Large.
- Assisting at non-club BC/YK competitions (e.g., Winter Skate) - please discuss with a Volunteer Coordinator on eligible hours, as this may vary season to season depending on the club's needs

Members are encouraged to reach out to a Volunteer Coordinator to explore additional ways to help, propose new ideas, or share insights for strengthening volunteer engagement within the club.

Volunteer tasks are coordinated and assigned by the Club's Volunteer Coordinators, not by the coaching team. If a coach suggests a task you'd like to complete for volunteer hour credit, please consult a Volunteer Coordinator before beginning the task to ensure it qualifies.

Please note the following important clarifications regarding ineligible volunteer hours:

- Program Assistant hours (e.g., skaters helping in the CanSkate program) do not count toward a family's volunteer hour requirement.
- Volunteer commitments required as part of membership on any BC/YK-organized team (such as helping at competitions or events) are not eligible for Connaught volunteer hours. These are obligations specific to participation on those teams and are separate from Connaught's club-based volunteer policy.

Frequently Asked Questions (FAQ)

1. Why do we have a volunteer policy?

Our skating club is a **non-profit organization**. We rely on volunteers to keep costs low and ensure skaters get the most out of their time on the ice. This policy helps:

- Maximize coaching ice time for skaters
 - Minimize operational costs
 - Build a strong, supportive skating community
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2. Why are volunteer hours based on the number of ice sessions enrolled per semester?

This structure is designed to ensure fairness by aligning volunteer hour requirements with ice time. Skaters who participate in more sessions are asked to contribute more volunteer hours, while those with lighter schedules have a smaller commitment. This approach reflects our original intent for upper-level skaters to give back more, while easing the load for those newer to the sport.

We've now moved away from a **skater level-based system** to a **session attendance-based system**. This change helps streamline the process, especially for skaters who **transition between levels during the year**. Instead of recalculating volunteer requirements every time a skater advances, we simply look at how many sessions they're enrolled in each semester. It's a more consistent and transparent approach for families and club administrators alike.

3. How are required volunteer hours set?

Each year, the club's board evaluates the volunteer needs based on planned competitions and events. The total hours are then distributed across the average number of competitive skaters to ensure coverage and fairness.

4. How do I know how many volunteer hours I need to complete and what would the volunteer fee be if I decide I cannot meet the volunteer hours?

Count how many on-ice sessions your skater attends each week, then refer to the Volunteer Hour Requirement Chart in the current season's policy to determine your required hours. The fee amount is calculated using **BC's minimum wage rounded to the nearest dollar** multiplied by the required hours.

Example 1:

A family has a single skater enrolled in 4 ice sessions at their designated level and 2 day ice sessions, totaling 6 ice sessions. For the fall season, this family must complete **11 hours**. The family must submit a pre-authorized payment or post-dated cheque in the amount of **11 × \$18 = \$198**.

Example 2:

A family has two skaters. One skater is enrolled in 3 ice sessions at their designated level and 1 day ice session. The other skater is enrolled in 5 ice sessions at their designated level, 2 day ice sessions, and 2

pairs development sessions. The required number of hours is based on the highest number of ice sessions attended by a skater within the family, which in this case is 9. For the fall season, this family must complete 14 hours. The family must submit a pre-authorized payment or post-dated cheque in the amount of **14 × \$18 = \$252**.

5. Why is there a volunteer fee if hours aren't completed? Can the fee be pro-rated based on how many hours are completed?

The club needs **volunteer time**, not money. However, if roles aren't filled, we must hire staff. The fee is calculated using **BC's minimum wage rounded to the nearest dollar** multiplied by the required hours.

The fee is **not prorated**. Partial fulfillment risks disrupting club operations, as volunteer requirements are carefully calculated to meet seasonal needs. In addition, changing to a per season volunteer requirement is a form of pro-rating volunteer hours and fees from the Club's historical annual based volunteer policy.

6. What if I can't find volunteer roles or don't have family here to help?

Please contact one of our **Volunteer Coordinators**. They can help you find suitable roles and manage your hours. They're committed to being flexible and supportive throughout the season. The goal is to help every skater or family meet their volunteer requirements without incurring a fee.

7. How do I record volunteer hours and what is the end of season completion process?

- Use the **Volunteer Hour Form** on our website
 - A tracking system will be available in near future to check completed hours
 - Submit your hours as they are completed and ensure all hours are submitted no later than 11:59pm two calendar days after the season ends
 - If hours are incomplete or forms are missing, you will be notified by email
 - Families have **3 calendar days to respond** with corrections
 - After that, the **volunteer fee will be charged** by an invoice via Uplifter
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8. What if I am joining the Club mid-season or exiting the club before the season ends?

The volunteer policy (i.e. the required hours or fee) remains in effect regardless of whether it is a skater's final skating season or if a skater leaves the club before the season ends. Exceptions may be granted due to medical or other extenuating circumstances on a case by case basis. In such cases, the skater should contact a Volunteer Coordinator to discuss the situation.

For skaters joining the Club mid-season, the required hours will be pro-rated based on the date of enrolment. For example, for the fall season, if a skater joins our Club in October and skates 6 sessions a week, then the required hours will be 11 hours x 3 / 4 (three out of the four months in the season).

9. How does this policy affect skaters from other clubs?

Skaters from other clubs who train with Connaught are also required to meet minimum volunteer requirements. Visiting skaters benefit from the high-quality programs and training environment offered at Connaught, which are made possible through the contributions of our volunteers. Visiting skaters should contact a Volunteer Coordinator before their first ice session to review and understand their volunteer obligations.

10. What will be my volunteer requirements if I register for minimal ice sessions at the beginning of the season, and instead occasionally purchase buy-on ice sessions?

Please note that any separately purchased buy-on ice that becomes a regular occurrence for a skater throughout the season will be counted toward the total number of ice sessions used to determine the required volunteer hours or corresponding volunteer fee. Therefore, it is important for skaters to register for all planned ice sessions before the start of the season to accurately assess their volunteer requirements. This also helps ensure that appropriate coaching plans are scheduled for all ice sessions the skater attends.

We trust that all families will adhere to the volunteer policy in good faith. Any attempts to circumvent the policy will be taken seriously. Non-compliance will be monitored and repeated violations may result in significant consequences, including monetary penalties (such as higher fees) or non-monetary measures (such as suspension of coaching access).

Contact Information

For questions or help with volunteer roles, please contact:  connaught.volunteers@gmail.com

Volunteer Coordinators

Queenie Chou - Bronze to Gold Skaters
Yvonne Ho - Diamond to Top Flight Skaters

Volunteer Administration Matters

Grace Sun