



Volunteers - Frequently Asked Questions

I have lost my Volunteer ID, what should I do?

Contact Team & Culture, Volunteer Coordinator as soon as possible. The Volunteer ID is your access at WinSport and is connected to your RFID access to the hill. Notifying us as soon as possible means we can deactivate the pass and prevent someone else from using it. A new ID will be issued to you through the Team & Culture department.

I need to make a change to my schedule, what should I do?

Notify us as soon as possible (minimum two weeks in advance), so we can make sure there is coverage for your shift.

How is my volunteer schedule determined?

The volunteer schedule is based on the availability forms filled out by the volunteers. Most of the time, volunteers are scheduled for their requested shifts, however, there may be some sessions that have a limit on the number of volunteers. If the session is full, the volunteer will be contacted to select another week. We will do our best to find a week that will work with the volunteer's schedule.

I am sick and can't make my scheduled shift, what should I do?

Contact your designated supervisor as soon as possible so we can find coverage for your position. Information regarding who you should contact will be provided in training.

I am interested in becoming a staff member next season. What should I do?

Apply online via www.winsportteam.ca and make sure you include details on your volunteer experience at WinSport. Connect with Team & Culture Volunteer Program to let them know you have applied. Volunteers, who are qualified for the role in which they are applying for, are interviewed. If you know you want to become a staff member in the future, let us know! We may be able to help coach you as a volunteer to become a strong staff member.

Once I have gone through the interview process, do I need to reapply for next season?

No, once you have applied and gone through the interview process you do not need to reapply. You can fill out the availability form and return it to the Team & Culture Volunteer Program. The exception to this is the Junior Patrol role, which requires application and interview process due to the nature and limited space in the volunteer program.

I have completed the Leadership Training and 20 volunteer hours, when will I receive my Leadership certificate?

The Leadership Training certificates are printed and ready to pick up at the end of each season. If you require the certificate sooner, please let us know and we will do our best.



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I did the Leadership Training last year, do I need to do it again?

Once you have completed the Leadership Training at WinSport and received your certificate, you do not need to complete the training level. However, if the training was not fully complete, or you did not complete the hours required then you would need to go through the Leadership Training again. Youth are required to move through the leadership level each year.

I have completed 100 volunteer hours, why do I have to finish my remaining scheduled shifts?

100 volunteer hours is the base requirement for the hill pass, however, the expectation for volunteers is to meet the minimum commitment of the volunteer position (i.e. two weeks plus training for summer camps) and to follow through on their commitments. Volunteers who do not follow through on their commitment to volunteer, will be considered inactive and will not be able to use their RFID pass.

Is there a space I can store my sport gear?

Unfortunately, WinSport does not have overnight storage for sport gear. If this is of concern to you due to transportation issues, please connect with the Volunteer Program.

What if I can't make the training?

Training is mandatory for all volunteers. If you are not able to make the training, let us know as soon as possible and we will do our best to find an alternative training date dependent on the volunteer position and program requirements. Scheduling alternative training is based on the number of volunteers, program requirements and seasonal needs, and we cannot guarantee there will be training outside of the original training dates.

I would like a reference/reciprocal/confirmation of hours letters, what should I do?

Please send the Volunteer Program an email detailing your name, position, contact information and request details a minimum of five business days before required. The request should come from the volunteer and not from a parent or guardian. Please note, we will do references for volunteers who have been with us at least one season and hours confirmation can be done at any time.

I already have experience volunteering at WinSport, why do I need to complete training?

Training is an important part of the volunteer experience and provides an opportunity for volunteers to gain knowledge and strengthen skills to be successful in their roles. Our programs are continually evolving and there are changes every year to the volunteer positions and programs. It is mandatory for all team members (volunteers and paid staff) to go through training at the start of each season. Training hours (excluding Leadership training), count towards the hill pass.