



WEST HILL

Community Centre

Volunteer Handbook

Connect • Belong • Thrive

West Hill Community Centre © 2026

WELCOME TO WEST HILL

Welcome to West Hill Community Centre.

Thank you for choosing to volunteer with us. Volunteers play a vital role in helping us create a stronger, more connected, and more inclusive community.

West Hill Community Centre exists to provide opportunities for residents to connect, belong, and thrive. Through programs, events, community outreach, advocacy, and resident support services, we work together to improve the quality of life for individuals and families across West Hill and surrounding Scarborough communities.

Your time, skills, and commitment help make this possible.

OUR MISSION & VISION

Our Mission: To strengthen communities by providing accessible programs, resources, support services, and opportunities that empower residents and foster meaningful connections.

Our Vision: A thriving, inclusive, and connected community where every resident has the opportunity to succeed and contribute.

OUR CORE VALUES

Respect

We treat all individuals with dignity and respect.

Inclusion

We welcome people of all backgrounds, cultures, abilities, and experiences.

Community

We believe stronger communities are built through collaboration and participation.

Integrity

We act honestly, responsibly, and professionally.

Service

We are committed to supporting residents and responding to community needs.

CODE OF CONDUCT

Volunteers must maintain a safe and welcoming environment. We expect all volunteers to adhere to the following code:

- Avoid discrimination, harassment, or inappropriate behaviour.
- Respect cultural diversity and individual differences.
- Follow staff direction during events and programs.
- Use Centre equipment responsibly and safely.

VOLUNTEER EXPECTATIONS

To ensure a positive experience for everyone, volunteers are expected to:

- Arrive on time for scheduled activities.
- Communicate promptly with staff if you are unable to attend.
- Treat participants, staff, and community members respectfully.
- Follow Centre policies and procedures.
- Maintain confidentiality when appropriate.
- Represent West Hill Community Centre positively in the community.

SAFETY GUIDELINES

Your safety is our top priority. Please follow these essential safety guidelines:

- Report hazards or safety concerns to staff immediately.
- Follow emergency procedures and exit guides.
- Wear appropriate clothing and footwear for scheduled activities.
- Seek assistance when lifting or moving heavy equipment.
- Notify staff of any incidents, injuries, or near-misses.

VOLUNTEER OPPORTUNITIES

Volunteers may assist with a wide range of activities and programs:

- **Community Events:** Helping set up, run booths, and coordinate major events.
- **Youth Programs:** Tutoring, sports instruction, and mentorship circles.
- **Family Programs:** Coordinating parent support circles and childcare playgroups.
- **Administration:** Front-desk registration support and office administration.
- **Outreach & Distribution:** Distributing flyers, food parcels, or resource packs.

RECOGNITION & BENEFITS

We value and celebrate every volunteer contribution. Benefits of volunteering include:

- Volunteer appreciation certificates.
- Reference letters (available upon request after active service milestones).
- High school community service hour verification.
- Invitation to annual volunteer appreciation events and dinners.

Contact Information

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