



OSC Board of Directors Meeting

Date:	Monday, November 1st, 2021
Time:	7:00 pm
Place:	Zoom Meeting

Directors Present: Joan Bernard, David Hallinan, Lee Card, Dillon Stuart, Dana Manhard, Kailee Mortimer, Rich McCleary, Luc Guilherme

Staff Present: Chelsea Francis

Guests Present: Lisa Palechuk, Roy Davidson

Regrets: Vesta Giles, Maureen Light, Brad Smith, Tim Cole

Meeting called to order at 7:05 PM.

David Hallinan chairing the meeting in Vesta’s absence.

1.1 President’s Report

Discussion:

Letter:

- Letter was sent to OSC by someone opposing vaccinations. In preparation for the season, it may be important to have a pre-set response to comments such as these.
- Dave will provide the letter to all members of the board.
- Dana thinks we should not have responded at all. Their first message was a threatening email and video. We should have a prepared response along the lines of “thank-you for the information, have a safe winter.”
 - Nobody has responded to the package, we said thank you and that’s it.
- Note that CCBC has said that adults should be vaccinated, other than that clubs can decide what they’d like to do in terms of vaccines.

Race Management Training:

- Race management training has come and gone.
- We should have an item in the budget for training. If there’s a budget item for it then it may be easier for people to go to the training without having to seek approvals from the board.
- How will this impact the budget for Dave? What should the budget be for this? If things come up on short notice, how will they be approved moving forward?
 - Whistler had planned the training, not as many people registered as anticipated. They put the offer out to other clubs to see if coaches wanted to participate.
 - The biggest concern with training courses are the expenses related to travel. For coach training, we try as much as possible to have training locally.
- Discussion item for later in the future. Perhaps we could develop a policy on this.
 - In future, we could have plan as to how to cover gas, hotels, etc.
 - Will be better to put a budget item for this in the future. Could send message to board asking if this is okay.
- Training levels completed are like a pyramid – lower-level training completed by more people. Higher training completed by fewer people, but may cost more.
 - Higher level training costs could be discussion as they’d be known further in advance.
- Could have additional discussions on this in the future if necessary.

Corporate Donation:

- Abbott Wealth Management would like to give the club a donation, it’s looking promising that they will cover the BC Hydro bill for next year/season.

Report:

COVID-19 Vaccinations:

Joan and I each received a bizarre, registered letter from a person who plans to make us legally responsible if someone has a vaccine and dies, or something like that. I talked to Brad about it and he has some information on this type of thing that we will discuss at the meeting. It shows we need a carefully prepared response to enquiries about this subject. It helps a lot that CCBC just made it a requirement for volunteers working with children which means we can redirect to them, but our messaging needs to be very clear.

Race Management Training:

Nancy Flood emailed about some race management training that was happening at whistler. We had less than a week's notice but it would be good if the race team identified where the gaps would be for future events and we had people identified who are interested in being trained so we can come up with a budget. That way the board won't need to approve something at the last minute. At some point we'll be back to hosting big events again and this would be a good time to train volunteers.

Corporate Donation:

Abbott Wealth Management wants to give us a corporate donation. We haven't finalized anything, but they are interested in possibly covering our hydro bill (5,000 was quoted to them). They would like some kind of sign in acknowledgement.

Details of the Lesson Plan: Guests Roy Davidson and Lisa Palechuk

See document provided by Dana at the end of the minutes.

- Lessons can be booked through Fareharbour.
 - Takes 1.9% commission for each booking.
 - Rates have been changed to match what other clubs are providing.
 - Three types of lessons being provided – keeping it simple.
 - Would like to offer a three-lesson package, but unsure how to book it as of yet.
- Unsure if we (Lisa and Roy) need to have insurance coverage under the club. We need to figure out what this looks like.
- What if someone is giving paid instruction outside of these lessons?
 - Do we have some kind of policy around this? This will be an executive decision, but we will need to check with Alan.
- Lisa and Roy always paid as contractors of the club, never as employees of the club.
 - For employees, it's labor intensive to book lessons individually or at the booth and organize them that way. With Fareharbour, each coach could upload their own availability, making it far less intensive and time-consuming.
- Approximately \$11 goes back towards the OSC per lesson. Lesson does not include rentals or trail fees.
- Overall (with the lessons), it's important to provide a service the facility, etc. to build the club long-term.
- Lisa, Roy, Dana, Serena will be in the pool of coaches, but others could be added as long as they meet minimum requirements (CANSI Level 1 courses).
- Will people booking be able to see the profile of instructors?
 - Fareharbour will be embedded in current website, but profiles of instructors will be shown on OSC website.
 - Some people may be wanting a certain instructor or coach based on their bio or profile on the website.
 - Eg. Kelowna has availability, Vernon shows qualifications. Up to us as to where we put this on the website.
 - Will start with Fareharbour, move forward from there.
- Board discussion without Lisa and Roy:
 - Coaches need to have criminal records check. May be something to require in the future.
 - What are the models of other clubs? Employees vs. contractors?
 - Full range of everything, based on the individual club.
 - Last year - \$30 for lessons. How will membership respond to doubling of lesson price (increasing to \$60)?
 - May make people more accountable to showing up for their lessons.
 - No coaches really want to provide lessons anymore as all costs aren't paid for. Not worth it to go through the process of submitting expenses to club get paid for costs.

- Nothing is locking us into this model of coaching. We could do this for one year, see how it works.
- We're in a very big growth phase and need to do everything possible to ensure people come back.
- Need to incentivize things properly for instructors to provide quality lessons.
- Potential for insurance to be covered by other parties, Dana will call this week to confirm.
- NCCP doesn't provide a lot of skills for coaching adults, whereas CANSI does.
- At what NCCP level would coaches could be good to teach adult lessons?
 - If a middle-aged adult falls down and gets hurt in a lesson, they may be looking at what type of training and coaching was provided when they fell, in terms of level of certification.
 - Still worth another conversation with CCBC or national coaching body.
- Pricing: If only charging \$30, potential for "abuse" with lessons. Increasing prices may lower this.
- What are the programs?
 - CANSI – Focus on how to ski, how to do lessons for adults.
 - NCCP – More race oriented. How to ski fast, how to teach kids at various ages.
- Isn't our responsibility to pay for training for coaches if they're going to be going and coaching independently.
- Seems like coaches are more like employees if they're teaching a group lesson, contractors if they're teaching an individual lesson.
 - Club is taking a larger cut if they're teaching a group lesson. This approach may need to be refined.
 - Invoices need to be done based on a pre-defined timeframe. Stipulate if we're doing by hourly rate or lesson rate for audit trail. Make it a lesson rate rather than hourly rate.
- Chelsea needs to start adding info to the website.
- Dave would like some clarity on the rates. What will the fee structure be?
 - Will adjust to say instructor fee per lesson - \$60.

3.1 Publicity Report

Discussion:

- Tough call when we will start the season. We will let Tourism Kamloops know as soon as possible.

Report:

Video:

I'll start working on a script and talk to Dana, Dillon, and others about possible content and messaging in an etiquette video once I know who the new Trails Manager is.

Night Skiing:

Tourism Kamloops wants to know when we will start (right away or January) so they can plan their promotions. Any events? Is the light program happening again?

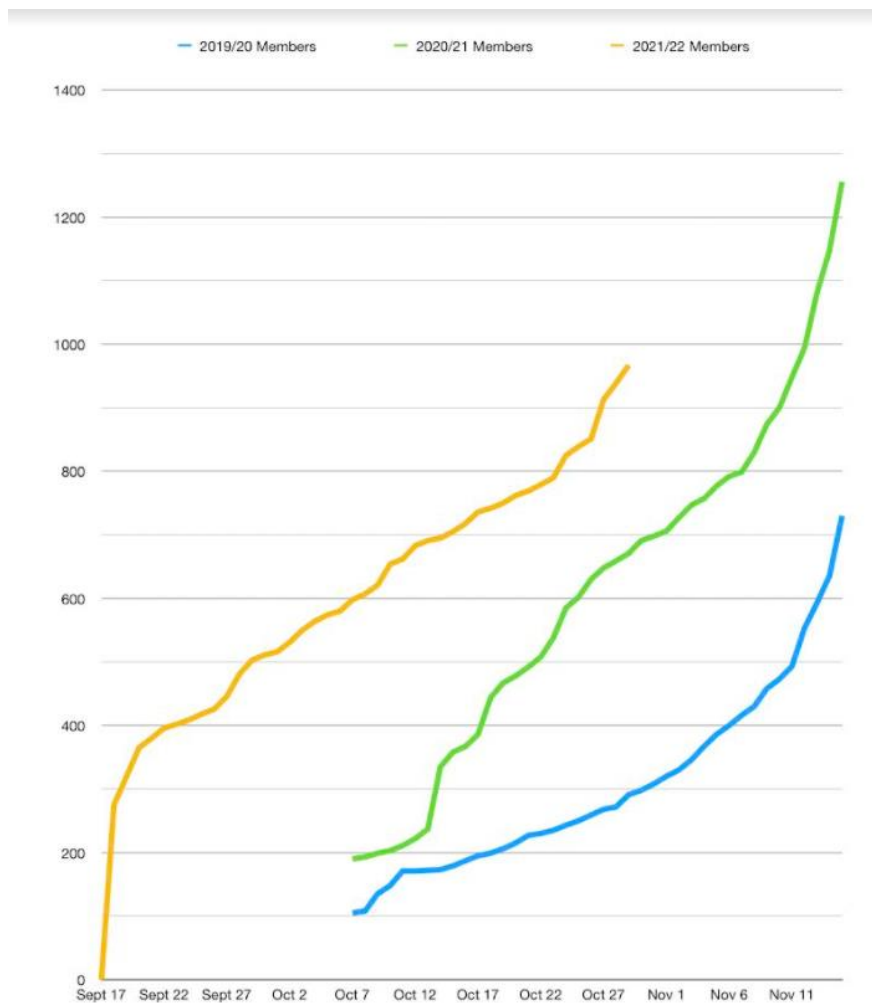
3.2 Registrar's Report

Discussion:

- We are now at 1,012 members. Got up to 1,582 ish last year.
- Some people are having issues with cookies, but going into Zone 4 and typing in info seems to resolve the issue.

Report:

- 971 (including 16 snowshoers) registered as of 10:30 Oct 31 (compared to 671 last season and 291 in 2019/20 on the same date)
- 55% Female, 45% male (in the spirit of being inclusive we may want more fields here in the future?)
- 197 indicate they are new Members (~20%)
- New members heard of us via friends (111 of 180 who responded, 63 said other)
- 4 people indicate they have a physical disability
- Cash revenue from Zone 4 is \$100,023.17



5.2 Trails Report

Discussion:

- Signs are up saying no walking on snow.
- Tim has been working to get trail cleanup done and get off-piste trails completed.
- Should we be acknowledging people who sign up to be volunteers when they're purchasing their pass?
 - Trail completing work is substantially completed and we don't need volunteers right now.
 - We may want to do a better job of responding to volunteers, if possible, in the future.
- Chelsea will spend an additional \$1,000 for Christmas lights.
- Groomer is supposed to show up mid-December or January.
- Lights are completed on Bronco. In future, Hoss may get lights. Lights may also be put in dog parking lot.
- Any update on questionable trail names?
 - We plan to update all names for next year, re-name trails for next year with new maps.
 - We should get communication out to members to say that we're doing something about this.

Report:

Francis – General Update:

- Water system preliminary tests went in two weeks ago, weekly tests to start next week so we should have drinking water by opening.
- Light up the lake lights are going up November 12, I have a work party organized. Still hoping to hear a small budget to purchase some more lights before then.
- One full time staff hired, 5 interviews scheduled for next Sunday, all with very promising candidates.
- Ski S'Kool is fully booked and ready to rock for the season
- Building maintenance and set up has started, now we just need snow :)
- Dana and I have had two meetings with Roy and Lisa since the last board meeting and also have the details of the lesson program to present for discussion please.

Vyse - Operating Plan:

The operating plan is ready for board approval and is attached.

The Annual Report is nearly ready for Board approval, but I can't complete it until I get the depreciation values from Dave. I will send the final version to the Board for approval, preferably by e-mail vote, as I'd like to have the report in RSTBC hands before the December meeting.

5.3 Ski League

Discussion:

- We currently have the highest-ever level of young athletes in the ski league program.
- COVID vaccines are required for all coaches. No negative feedback so far.
 - Bunny program with parents present may require refund to skiers, if vaccinations are required and parents choose not to be vaccinated.
- Ski league coordinator – no interest in position so far.

Report:

Coaching:

- 18 coaches so far
- This is a rebuilding year. With so many participants in the program it would be good to get a few more coaches (especially ones with some more experience to mentor the new)
- Will need to find a new Rec league coach (previous coach can't commit for this year)
- 6 brand new
- 5 to 6 looking to get their CC
- Sunpeaks CC course waitlisted - do our own or send coaches further (~\$600 per coach to get to CC level)

Program:

- 118 registered (Most ever)
- Levels 1 & 2 are full

Ski League Coordinator:

- No inquiries yet
- Large possibly for negative feedback on the program as it's loosely managed, many new coaches and new participants the program (with varied expectations)
- Parent expectations and program delivery may not match
- Paid position doesn't seem to have sparked interest

Covid:

- The PHO is now requiring that "Adults supervising or assisting with youth sports must be fully vaccinated", as per [HERE](#) (see "Sports" section). This includes; coaches, officials, volunteers, etc.
- I sent a note to the coaches on Thursday. No negative response back
- Need to communicate this to parents. Especially bunnies program as they have to have a parent present.
- Will need to determine what to do if refunds are requested (it will likely be easy to fill spots for level 1 and 2)

Non-Ski League related:

Clay Whitman will sponsor the Strava Challenges again this year. \$500 for swag! We just need to invoice him for it. Can someone send me a template for an invoice we use?

7.0 New Business

Distinguished Service Awards:

- [REDACTED] nominated.
- **Dave moves motion to recognize [REDACTED] with Distinguished Service Award. Seconded by Dana. No discussion. Motion passed.**
 - Luc will move forward with Alan to get this completed.

Punch passes:

- Will we again be allowing punch passes to be applied as a credit to a season pass?
 - Yes we should, it's a good idea to continue boosting membership through season.
 - Not heavily advertised. Some people may be doing it on purpose to see if it's a good snow season and hold off on buying a pass.
 - Could cut back some value of the discount provided next year, but it will remain at \$75 this year.

- We can continue doing the punch pass at same rate this year, revisit costs and rates of discount next year.

Bring a friend pass:

- Bulkey Valley and Whistler offer a 1-time membership “bring a friend” offer.
- We could have a list of members, could cross off members who have used the pass already.
- May be better idea for next year rather than this year. The board could discuss further and start next year, and advertise earlier in the season.
- May be something to offer mid week only, certain day of the week, after a certain date (eg. February 1st)
- Can’t clearly understand impact on staff, members, rentals, etc.
- Defer to next year or later in the season.

6.2 Action List / New Agenda Items

Discussion:

Approve October meeting minutes:

- **Move by Joan to approve October meeting minutes. Seconded by Dana. No discussion. Motion passed.**

COVID-19 vaccination and capacity of lodge:

- If we don’t need to check vaccine passports to use the lodge, then 24 would be capacity based on square footage.

Approval of Operating Plan for Stake Lake:

- Note that the plan is for this year’s season (2021-2022).
- **Move by Luc to adopt operating plan for next year. Seconded by Lee. No discussion. Motion passed.**

Website updates:

- Defer to next meeting when Vesta’s back.

Ski Club Update (Dana):

- Dana bought 10 pairs of roller skis, as mentioned at last meeting.
- \$12,000 from CCBC will be paid in the spring as remaining grant requirements need to be met.

Financial Update (Dave):

- Based on current financials, we don’t have to lease the groomer.
- Waiting to see if specific grant applications are approved.
- We can pay for the machine ourselves at this time, but it’s something that needs to be confirmed in the future.
- Would prefer to spend money on renovator.

Trail Manager Resumes / Applications (Lee):

- Someone will likely be hired shortly.

Note that strategic planning will be discussed at the next meeting.

Action Items List:

Action	Responsibility
Approval of October meeting minutes	All
COVID-19 vaccination requirements (if discussion necessary)	All
Approval of Operating Plan for Stake Lake	All
Approval of Annual Report (once complete – vote via email before next meeting)	Vyse/All
Details of lesson program	Francis
Website updates (if discussion necessary)	All

Dana motions to conclude meeting. Seconded by Joan. No discussion. Motion passed.

Meeting concluded at 8:37PM.

Minutes recorded by Kailee Mortimer.

Overview:

Overlander Ski Club is seeking to meet the high demand for lessons in our community. We hope to be able to provide lessons to people of all abilities, on an easy to use platform that minimizes club facilitation while boosting the user experience.

Scheduling Platform

Chelsea has experience with **Fareharbour**, and likes the platform. Coaches each have their own login and can enter their availability for people to register for lesson spots. System sends automatic confirmation and reminder emails. Payment is processed through Fareharbour at a 1.9% commission, and profits are deposited into Overlander Accounts. Coaches must be paid on a bi weekly basis with other staff. All Coaches must sign generalized contracts with the ski club, for standardization sakes.

Requirements:

Lesson Types and Fee Structure

Type	Number of Skiers	Cost	Comments
Private	1	\$60	Most in demand last season
Group	2 to 4	\$40/person	Skill level will be part of booking system and visible to customer.
Advanced Skier	1 (small groups based on request)	\$70/person	For high end skiers. At this point Dana is the only one interested in teaching this level.

Comments:

- Lesson length- 75 minutes
- Trail day pass not included
- Rentals not included

- 3 lesson package – this was popular last season, and we expect there to be demand for this again. There should be a lower price cost per lesson if a customer signs up for this. How this will work has not totally been developed at this time. Lessons need not be done consecutively but must be completed by end of current ski season (so no carry over into next year) ****

Note: Not sure how this is set up in Fareharbour or if we even want to offer this year? Does Fareharbour recognize returning customers? Or in order to get a discount for a set of 3 lessons do they need to call for a manual override?

-Cancellation Policy – other clubs have developed this and we will look at them and decide which would best suit OVSC. This will be part of the booking process ie customer will have to review and agree to the cancellation policy.

-Refund Policy needs to be clearly stated with specific time lines and will be part of cancellation policy.

-Liability - Dana believes that if you are a registered NCCP coach then the CCBC insurance covers your liability. This needs to be confirmed. CANSI Instructors have liability coverage through CANSI.

-Waiver of Liability for Customer - will be part of the online registration process. CANSI coverage will require CANSI instructors to use their waiver document. Instructor can send this to the customer.

-Covid-19 Waiver - will be part of the booking process and instructors will follow all rules as set out by provincial and regional health authorities, and OVSC.

Instructor Qualifications

- minimum CANSI Level 1 and /or NCCP Learning to Train
- initially Dana Manhard, Lisa Palehcuk, Roy Davidson, and Serena Lindsay will be utilized.
- discussion on “in service” training for instructor development.

Instructor Compensation

Lesson Type	Instructor Fee	Comments
Private	\$49	
Small Group	\$69	2 pp minimum
Advanced	\$59	

Comments

- The 4 instructors have much experience and qualifications to offer. As this is an instructor led program, it is felt that the majority of the customer fee should go to the instructor.

- Instructors to be paid as contractors. Lisa signed a contract with OVSC last year and this can be used as a template going forward.
- WCB coverage must be carried by OVSC for contractors.
- Instructors can teach private clients outside the system being established here.

Overlander Website

-requires significant changes to better showcase this program.

Items Still To Be Discussed

Confirmation Email specifics:

Reminder Email Specifics:

After the lesson email specifics:

Coaches Contact information (email) (for registration for their own logins)

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