

**SKI HAWKS OTTAWA  
OPERATIONS MANUAL**

Updated October 24, 2011

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# **1. Ski Hawks Mandate**

To provide a safe alpine ski and snowboard program, ranging in all levels of skiing and snowboarding ability, for visually challenged or blind participants in the Ottawa and Outaouais area.

# **2. Insurance**

The Canadian Association of Disable Skiing (CADS) Ski Hawks Ottawa (SHO) members are insured under the Canadian Snowsports Association's (CSA) Commercial and General Liability (CGL) insurance when they are acting in the scope of their assigned duties, on behalf of the CSA or one of its member disciplines (i.e. as a volunteer, coach, athlete or member). You are also insured as an Officer of the CSA or of the National Board of Directors of one of its member disciplines, whenever you are acting in this capacity. You are insured, as a Director or Officer of a member discipline club, zone, or division, whenever you are acting in this capacity. CGL insurance protects the CSA, its member disciplines, and those bodies acting on its behalf, against the risk of sums they may become legally obligated to pay as the result of bodily injury and/or property damage caused through their sanctioned activities.

As a reminder to all CADS members, no CADS skiers/snowboarders are to go on terrain parks unless they are with an instructor who has Park & Pipe certification. They will not be insured.

Ski Hawks activities must be reported to CADS National Office at least 30 days in advance of the activity to be covered by the insurance. If the event to be sanctioned is out of the ordinary for the Club, such as a summer picnic or bicycle trip, then the office must be given 60 days notice.

# **3. Ski Hawks Structure**

## **3.1 CADS – NCD**

Ski Hawks Ottawa is a division of CADS – NCD (Canadian Association for Disabled Skiing – National Capital Division). All volunteers and skier/snowboarders are members of CADS once they have paid their membership fee. A newsletter is sent out

from the CADS national office 2–3 times per year. You can read more about CADS-NCD, including their Board of Directors, by accessing their website at [www.cads-ncd.ca](http://www.cads-ncd.ca)

## **3.2 Ski Hawks Ottawa Board of Directors (BOD), Roles, Responsibilities and Committees**

### **3.2.1 Guiding Principles of the Board:**

Must garner respect and trust for each other.

Operate Ski Hawks Ottawa with a view to its membership growth and development all in a safe environment

All decisions are shared and mutually inclusive. Note: there will be instances where President discretion is warranted but decision must be justifiable.

Recognize that we are all “volunteers”.

Work collectively to enhance our program and disabled skiing and snowboarding in general.

Establish annual operating budgets with an outlook of continued long-term viability.

Ensure Board liability insurance is renewed annually.

### **3.2.2 Responsibilities of Board for Ski Hawks program:**

Safety is paramount.

Off snow activities are just as important as the on snow activities.

Registration must be kept as affordable as possible

Ensure all program participants are registered in Ski Hawks Ottawa and acknowledgement of registration is transmitted to CADS National Office if at all possible before participant touches the snow.

Recognize that our guides and other support individuals are “volunteers”.

Continually thank and acknowledge the contributions of our “volunteers”.

Provide an annual awards program (skiers and guides).

Enhance the skier experience by advancing skiers according to their desires, promote ski improvement and certification of guides, and be aware of potential race candidates.

Survey program registrants to enhance the program.

Seek out promotional and marketing opportunities.

Maintain trust and working relationship with stakeholders.

Be an active partner in CADS-NCD and CADS (both administratively and technically)

Have fun!

## **3.3 Board of Directors**

### **President**

#### **Qualifications:**

- Demonstrated experience in leading and motivating volunteers and blind/low vision participants in recreational skiing and snowboarding.
- Commitment to the development of recreational skills in alpine skiing and snowboarding.
- Ability to coordinate the overall volunteer program which includes fundraising, training, volunteer recruitment and development.
- Ability to lead Board development, coordinate annual meetings, report generation and oversee financial reporting and accountability.
- Ability to communicate orally and in writing.
- Ability to work within deadlines.
- Ability to effectively promote and represent the organization with various stakeholders.

#### **Responsibilities:**

- Presiding officer at all BOD meetings and all Annual General Meetings of the corporation.
- Act as the Chief Executive Officer.
- Have the general and active management of the affairs of the organization.
- Ensures that all orders and resolutions of the Board of Directors are carried into effect.
- Represents the organization at Divisional and National Association meetings and the community at large.
- Performs other duties as required.

### **Treasurer**

#### **Qualifications:**

- Ability and willingness to learn how to use the basic functions of a database software package that is used to maintain member registration information.
- Ability and willingness to learn how to use the Simply Accounting software package that is used to maintain accounting information.
- Good grasp of basic accounting principles.

- Commitment to attend Board meetings and ski events.
- Well organized.

## **Responsibilities:**

- Maintain bookkeeping system.
- Prepare financial statements.
- Be aware of Canada Revenue Agency (CRA) tax regulations (small in number).
- Maintain historical record of all financial information.
- Collect funds remitted to the organization.
- Issue tax receipts to donors and maintain tax receipt records.
- Deposit moneys collected in the organization's bank account.
- Maintain records for cheque signing authority.
- Sign cheques as required.
- Create annual budget and submit to the Board for approval.
- Participate in Board meetings.

## **Secretary**

### **Qualifications:**

Ability to attend Board of Director meetings on a regular basis.

Organizational skills to keep track of all official documents for Ski Hawks.

Ability to follow up on important correspondence.

### **Responsibilities**

#### **Member registration:**

Coordinate registration process.

Produce registration forms.

Distribute registration forms to members (mail, email and/or in person).

Send registration forms to visually impaired skiers through regular mail if necessary.

Issue membership cards to members.

Provide updated membership information to CADS-NCD.

Provide required membership information to the Transportation Coordinator and Technical Director.

Carryout special tasks involved in registering members on the night of a ski event.

Maintain historical registration information.

## **Other Duties:**

Responds to correspondence.

Takes minutes of all Ski Hawks Board of Directors meetings.

Sends minutes to program Webmaster for posting on the web site.

Provides opportunity for Board members to review prior to publication on web site.

Responsible for coordinating and scheduling production of printed materials.

Sends thank you letters to sponsors, speakers and any person or organization who provides services/donations to Ski Hawks.

Keeps official records for Ski Hawks.

Distributes important information to all members by email and/or by telephone.

## **Technical Director**

### **Qualifications**

CADS certified at any level.

Canadian Ski Instructors Alliance (CSIA) certified. Canadian Ski Coaches Federation (CSCF) and or Canadian Association of Snowboard Instructors (CASI) certification an asset)

CSIA certified (CSCF and/or CASI certification an asset).

Ability to spend 1 - 2 hours prior to Wednesday night program for matching guides to skiers during the ski season.

Commitment to attend and supervise all program night sessions at Camp Fortune and to coordinate weekend activities and arrange for proper supervision if necessary.

### **Responsibilities:**

Screen and recruit an appropriate number of new guides (both skiers and snowboarders) for each season.

Maintain record of equipment inventory.

Coordinate and plan all guide training sessions including the first session of the year, and at least two ski improvement sessions thereafter.

Supervise Wednesday night program to ensure that guide/skier matchings are appropriate and effective.

Plan training sessions during the Wednesday night sessions for new guides.

Responsible for ensuring that all CADS certified guides are up-to-date with CADS information including volunteer training times, CADS certification courses and sessions.

Responsible for organizing and running Kowbuz Cup.

Coordinates awards decisions and purchases plaques, trophies and medals.

May attend CADS pre-course in order to prepare for season or is responsible for obtaining information that was delivered at the course.

May assist CADS-NCD with volunteer training and recruitment as well as CADS certified refresher training.

## **Member at Large**

### **Qualifications**

Demonstrate good communications skills.

An interest in assisting Board of Directors with special projects and activities as required. Duties vary from year to year depending on need.

### **Responsibilities**

Attend all meetings of the Board of Directors.

Assist with special projects and activities as required.

## **Social & Administrative Director**

### **Qualifications:**

Ability to be available every Monday evening for 2 to 3 hours during the program in order to organize transportation for visually impaired/blind members.

Demonstrate very good organizational skills.

Demonstrate good communication skills.

Have access to a computer with email.

### **Responsibilities:**

Contact volunteers by telephone or email every Monday night in order to coordinate transportation for visually impaired/blind members for every week of the program.

On each Monday night, receives the list of names of skiers who will be skiing Wednesday night and provides list to Technical Director after the coordination for transportation is completed.

Contacts visually impaired/blind members by telephone when there is no transportation available for that person on that week.

Coordinates with other members of the Board the various social activities outside of the ski season.

Provides information to new skiers regarding program.

Attends Board of Director meetings

## **Weekend Administrator:**

Assists Social Director when needed with weekend events

Coordinates drives for skiers to ski events on weekends during the winter  
Assists when social administrator is out of town or unable to perform duties

## **Web Page Administrator**

### **Qualifications:**

The Ski Hawks web page has an English and French component to it. Though the web administrator does not need to be fluent in languages, it is preferable if they can read/write English and French to a degree that will allow them to maintain both components of the site.

### **Responsibilities:**

Develops and manages Ski Hawks website.

Works with the CADS-NCD divisional website coordinator who works with all the CADS-NCD programs to develop and implement standards that will apply to the entire division.

Suggests improvements to the website, while respecting guidelines set by the division.  
Creates web pages using an existing template.

Provides guidance on technical issues to Club members who need to prepare new content for the new website.

Maintains website content by:

>Posting any existing content not already on the site.

>Posting any new content on the site.

>Maintaining static information such as the annual schedule of events.

>Posting photos taken on Wednesday nights and special events.

Provides status report to the Ski Hawks Board of Director of website as well as to the CADS-NCD Board of Directors.

Coordinates resources required to translate items for website.

Note:

Members who want to add content to the site will be required to submit their request to the President for approval. She/he will then forward it to the web administrator with a text in English and French.

## **Fundraising and Community Relations Director**

### **Qualifications:**

A background in marketing or fundraising is an asset.

An ability to approach outside organizations for funds or support.

Good communication skills.

## **Responsibilities:**

Takes an active role in fundraising performed by Ski Hawks Ottawa, including organizing events to engage funds for the Club

Liaises with fellow members to try and find new sources of income for the Club.

Promotes Ski Hawks Ottawa in any way in order to enhance public awareness.

Works closely with the other Directors to ensure operations in general are continually enhanced to better the program.

Seeks donations from private outlets such as The Ottawa Community Foundation, banks, and local businesses.

## **4 Policies and Procedures**

The purpose of this section is to set out a few necessary policies and procedures intended to enable the program to provide a positive and safe alpine experience to all members and the general public. The items below are intended to clarify the approach to deliver this program.

### **4.1 Requirement for all skiers and guides to register**

In order to become a skier/board or guide member, it is mandatory that you register and pay the annual fee in the fall or prior to attending a program event. This enables the appropriate insurance to be arranged through the CADS National office.

### **4.2 Registration Fees for Skiers and boarders**

This fee is used to cover the cost of insurance and necessary club expenditures. An additional fee is charged to those wishing to rent.

### **4.3 Registration Fees for Guides**

Volunteer guides will be charged a registration fee to cover the cost of CADS insurance. Guides volunteering from other CADS programs are exempt.

### **4.4 Late Registration Fees**

In order to facilitate the start of the program, anyone registering before December 31<sup>st</sup> of any year will pay the regular registration fee. Anyone registering afterwards will be charged a late fee of \$25.

## **4.5 Participation in Weekly Program**

All skiers/boarders wishing to participate in a Wednesday program event must provide phone or email notice to the hot line prior to 8 PM on the Sunday preceding the event.

## **4.6 Cancellation of Weekly Program**

On the day of each program, if the weather is questionable (too cold, rain, heavy snow, dangerous or icy roads etc.) a message will be left on the program Information Hotline at noon indicating that the program has been cancelled. An email will also be sent out to the distribution list, however it is a member's responsibility to check the hotline.

## **4.7 Skier/board and guide cancelling program attendance**

If a guide or skier has to cancel before the event, they must contact the Technical Director so that she/he knows they are not coming. She will assume that a guide is attending unless she has heard from them by Sunday before the event. If a or skier cancel on the day of the event, they must contact the Technical Director before 5:00 p.m. or Camp Fortune at (819) 827-1717 if after 5:00.

## **4.8 Sympathy Donations**

Sympathy donations will be made to immediate family members of the Board in the amount of up to \$100 and any additional sympathy donations beyond the Board will be at the discretion of the Board.

## **4.9 Incidents or accidents during the Program**

In the event of an accident or incident during program hours, the Technical Director or one of the supervisors must be contacted. An accident/incident report will be completed, and any follow-up needed will be initiated by the Technical Director. In the event of an accident, guides must stay with the skier and ask someone to contact the Ski Patrol. Unless the guide is a certified ski patrol, they must not touch the skier.

#### **4.10 Visibility on the ski hill**

All skiers/snowboarders must carry a flashing light on their helmet or jacket to increase visibility on the hill. Each guide and skier/snowboarder must wear a safety vest, and all skier/snowboarders are required to wear a helmet. Guides are encouraged to wear helmets also. Signs are erected at each ski lift at the hill in order to increase awareness of our activities on the hill.

#### **4.11 Non-Provision of rides to Minors under the age of 18 years.**

Volunteers must not provide rides to minors under the age of 18 years, unless they are family.

#### **4.12 Minimum age for skier/snowboarders and guides**

Minimum age for skier/snowboarders is suggested to be 8 years old. There is no maximum age. Volunteers must be 15 years +. Exceptions to this rule must be approved by the Board of Directors.

#### **4.13 Skiing Ability – guides**

All guide volunteers must be able to ski with ease and confidence behind the skier/snowboarders. It is suggested that guides must be able to manage the most difficult terrain at each ski hill, as skier/snowboarder abilities vary and guides must be able to maintain a short distance between themselves and the skier/snowboarders. When volunteers are recruited, the Technical Director will screen them for their ability of skiing and there will be an assessment of their ability on the first night of the program.

#### **4.14 Guide Dogs at Program Events**

Due to safety concerns for guide dogs left unattended, dogs will not be allowed at Ski Hawks sponsored ski outings unless they are under constant supervision by someone outside of the program.

### **5 Technical Program**

The Technical Director is responsible for ensuring safe matches for skiers/guides, and for ensuring that our skiers/guides are safe on the hill at all times.

## **5.1 CADS Manual**

A copy of the CADS Manual is available on CD. The Technical Director should always have copies on hand each night and all guides are encouraged to review the CD for CADS policies, procedures, techniques, hints etc. Special attention should be paid to the section on working with visually impaired or blind skiers/snowboarders, however other sections will provide the reader with more insight and ideas on how to work with a skier with a disability.

## **5.2 CASI, CSIA, CSCF, CADS Certification**

All guides or skier/snowboarders who have demonstrated a commitment to SHO and wish to increase their level of certification with CASI (Canadian Association of Snowboard Instructors) CSIA (Canadian Ski Instructor Alliance) CSCF (Canadian Ski Coaches Federation) or CADS (Canadian Association of Disabled Skiing) will have their Level I course fees paid for if they pass. Level I is covered by SHO with full reimbursement from CADS-NCD.

For all levels past Level I, those interested should approach the Technical Director to see about fees being covered. Ski Hawks may cover other levels depending on the length of time a guide or skier has been with the program. CADS-NCD may also help out by covering ½ the course fees based on a Board vote for Level II and above.

## **5.3 B1, B2, B3**

There are three levels of visual imparity recognized by CADS. B1 = 100% blind, B2 = 1%- 5% vision, and B3 = 5% - 10% vision.

## **5.4 Wednesday Night Program**

The main program generally runs from the first Wednesday in January to the Wednesday during March break – usually 10 - 11 weeks. Guides and skiers are expected to be at Camp Fortune at 7:00 p.m. or before if possible, with the expectation of being on the hill from 7:30 p.m. – 9:30 p.m.

## **5.5 Ski Improvement Sessions and Guide Training**

Ski Improvement sessions are offered to all guides by certified ski instructors or snowboard instructors hired by the program. As many as possible will be held to accommodate all.

Guide training will usually be held the first Monday of January and all guides are asked to attend in order to be briefed on any new activities or policies for the ski season and to update their skills. All new guides must attend a training session before being allowed to guide a skier/snowboarder.

## **5.6 Skier Code of Responsibility**

All skiers/snowboarders and guides are expected to know and follow the 8 rules of the *Skier's Code of Responsibility*. The Technical Director always has cards on hand for anyone wishing a copy of the code.

## **5.7 Skiers code of conduct**

The Ski Hawks code of conduct is a set of guidelines designed to safeguard and ensure that the Ski Hawks activities are held in a safe, respectful and fun environment. As such, all Ski Hawks members, including skiers and guides, are encouraged to:

1. Be respectful and courteous towards others at all times.
2. Act with integrity, impartiality and fairness and behave in such a way that does not endanger or prejudice others.
3. Respect the ski area, transportation vehicles and physical environment, including rental equipment.

Follow safety rules and procedures on the ski hill at all times

## **6. Awards**

Awards are coordinated each year by the Technical Director with support from the Board. Suggestions for awards recipients are recruited from the membership and the Board makes final decisions.

### **6.1 Kowbuz Cup**

Named after the late John Kowbuz and his wife Bonnie who were co-founders of Ski Hawks Ottawa. John was also the 2<sup>nd</sup> President of Ski Hawks Ottawa. This trophy is awarded annually to the winner of the "guestimation" race.

## **6.2 Wally White Skier of the Year**

Awarded annually to the most improved blind/visually impaired skier or snowboarder. This trophy was named after the founder and 1<sup>st</sup> President of Ski Hawks Ottawa.

## **6.3 Ron Prince – Rookie Guide of the Year**

Awarded to a new guide who has been volunteering in the program for one or two years who demonstrates strong skills and leadership when guiding. The trophy is named after Ron Prince who has been an instructor/guide with the program since its inception in 1978.

## **6.4 Guide of the Year**

Awarded annually to a guide who has demonstrated superior skills and leadership in their role.

## **6.5 The Bruce Meredith Volunteer of the Year Award**

Awarded annually to a member of Ski Hawks Ottawa who has volunteered to assist members above and beyond the regular program activities.

## **6.6 Other Recognition Awards**

### **6.6.1 Five Year Recognition:**

Guides who have been in the Ski Hawks Ottawa program for 5 years receive a Ski Hawks Ottawa embossed logo beer mug as a thank you for their dedication and contribution to the program. Note: At the banquet we also verbally recognize 10, 15, 20 and 25+ year members.

### **6.6.2 Guide Attendance Award**

Guides who have attended all program nights or who have only missed one night are recognized at the final banquet in April.

### **6.6.3 Corporate Sponsorship Recognition.**

Major corporate sponsors have been recognized over the years for their contributions. Camp Fortune (our major sponsor and supporter) has received the CADS *Ski Area of*

*the Year Award for 2004*, and a banner purchased by Ski Hawks Ottawa denoting this is displayed in the main lodge.

## **7. Marketing, Fundraising**

Ski Hawks Ottawa is a non-profit, charitable organization, which relies on fundraising and membership fees to operate. Membership fees alone are not enough; hence there is a need each year to find other revenues. The *Ski-a-thon* or *Spring Gate Basher* has been used to raise funds. Each member is asked to recruit pledges. In the past other fundraising activities have included two golf tournaments. Corporate pledges/donations are also encouraged.

New in 2010: The annual gift award goes to the member that brings in the most donations over the course of the current fiscal year (May 1<sup>st</sup> – April 30<sup>th</sup>) and this award will be given after the end of the fiscal year at the AGM.

## **8. Inventory**

Maintained annually by Technical Director. Includes all safety items (lights, vests, signs) jackets, radio sets, awards medals and training equipment.

## **9. Web Site**

The Ski Hawks Ottawa's web site is part of the CADS-NCD website [www.skihawksottawa.ca](http://www.skihawksottawa.ca).

Updates, registration forms, the brochure, links to ski hills and CADS National, pictures, and the Operations Manual are part of this site which is updated as needed by a member volunteer.

## Appendix I Board of Directors Contact List

### President

Carolyn Mitrow

(H) 819-827-6482

(C) 613-222-7718

email: [cmitrow@gmail.com](mailto:cmitrow@gmail.com)

### Treasurer

Bruce Meredith

(H) 613-725-2472

(C) 613-898-2472

email: [brucemeredith@rogers.com](mailto:brucemeredith@rogers.com)

### Technical Director

Mary Johannsen

(H) 819-827-2078

(C) 819-661-6789

email: [maryjohannsen@hotmail.com](mailto:maryjohannsen@hotmail.com)

### Secretary

Adèle Farough

(H) 613-721-9651

email: [adelefarough@rogers.com](mailto:adelefarough@rogers.com)

### Administration & Social Co-ordinator

Murielle Arseneau

(H) 613-830-8409

(O) 613-996-3099

(Fax) 613-943-7890

email: [marseneau@bell.net](mailto:marseneau@bell.net)

email: [arsenm@parl.gc.ca](mailto:arsenm@parl.gc.ca)

### Weekend Outing Coordinator

Kim Leahy

(H) (613)425-1127

email: [kmcleahy@gmail.com](mailto:kmcleahy@gmail.com)

### Fundraising

Doug Jones

(H)(613)822-8208

email: [dawndoug@rogers.com](mailto:dawndoug@rogers.com)

### Fundraising

Beth Dimsdale

(H) 831-6399

email: [bubblemaker@rogers.com](mailto:bubblemaker@rogers.com)

### Member at Large

James Dicks

(H) (613) 831-3007

(O) (819) 994-6510

email: [James.Dicks@inac.gc.ca](mailto:James.Dicks@inac.gc.ca)

### CADS Representative

David Farough

(H) 613-721-9651

email: [davidfarough@rogers.com](mailto:davidfarough@rogers.com)

### Web Site Developer

Steve Giorno

email: [steve.b.giorno@gmail.com](mailto:steve.b.giorno@gmail.com)

## Appendix II Registration Form and Waiver

SKI HAWKS OTTAWA INC.

WAIVER

2011-2012

NAME: \_\_\_\_\_

I, the undersigned, being a willing participant in the skiing activities or other program related activities planned and/or organized by Ski Hawks Ottawa Inc. do hereby release and forever discharge Ski Hawks Ottawa Inc., the Canadian Association for Disabled Skiing – National Capital Division, the Canadian Association for Disabled Skiing, and any or all officers, agents, and employees of the aforementioned organizations, whether acting officially or otherwise, of and from any and all claims, demands, actions or causes of action arising from any injury or damage to any person or property which may occur from any cause during said skiing or other activities, planned and/or organized by Ski Hawks Ottawa Inc. or any continuances thereof, including, but not limited to any claim of bodily injury and/or property damage from, or arising out of the negligence of Ski Hawks Ottawa Inc., the Canadian Association for Disabled Skiing – National Capital Division, the Canadian Association for Disabled Skiing, and any or all officers, agents, and employees of the aforementioned organizations.

I also hereby agree to release without reservation any videos or still photographs taken of myself while participating in any activity planned or organized by Ski Hawks Ottawa Inc.

The information gathered on the Ski Hawks Ottawa Inc. registration form will be used only for the purposes of Ski Hawks Ottawa Inc., C.A.D.S. National Capital Division (NCD) or Canadian Association for Disabled Skiing business. The information will NOT be given to those outside of Ski Hawks Ottawa Inc., C.A.D.S. NCD or Canadian Association for Disabled Skiing without the consent of the member.

I have read or have been read the above release form.

Dated: \_\_\_\_\_ Signature: \_\_\_\_\_ (over 18 yrs)

Witness: \_\_\_\_\_ (over 18 yrs)

I understand the above release form.

Dated: \_\_\_\_\_ Signature: \_\_\_\_\_ (over 18 yrs)

Witness: \_\_\_\_\_ (over 18 yrs)

## Appendix III Annual Calendar of Events

2011

**October 16:** BBQ + Early Registration

Carolyn Mitrow's House (2-4pm)

**November 16:** Registration Night  
Fox and Feather (283 Elgin St.), 5-8 PM

2012

**January 2:** Guide Training  
Camp Fortune, in the Main Lodge, at 7 PM sharp

**Jan. 4 - Mar.7** Wednesday Program

Camp Fortune, in the Main Lodge, at 7 PM

**January 21:** Ski Guide Improvement (free) (Saturday)  
Camp Fortune, in the Main Lodge, at 9:30 AM

**February 4:** Ski Guide Improvement (free) (tentative) (Saturday)  
Camp Fortune, in the Main Lodge, at 9:30 AM

**February 8:** Snowboard Improvement (skier and guide boarders)  
Camp Fortune, in the Main Lodge, at 7 PM  
(Wednesday program night)

**February 22:** Kowbuz Cup (Wednesday Night Program)  
Camp Fortune (Allens Alley)

**March 3:** Fun Day / BBQ (free) (Saturday)  
Camp Fortune, in the Main Lodge, at 9:00 AM

**March 11 - 16:** CADS Festival

## Kimberley Alpine Resort

April 4: Wind-up Dinner

Fox and Feather (283 Elgin St.), at 6 PM

May 9: Board of Director Meeting (Fox and Feather) 5:30pm

June 13 Annual General Meeting

Fox and Feather (283 Elgin St.), at 6 PM

## Appendix IV Voice Mail message instructions for Info. Hotline.

Questionable Weather - Hotline Info	
If the weather is questionable (too cold, rain, heavy snow etc.) on the day of our program, please call our Info Hotline.	
Call any time after 12 PM (noon) (613) 721-9651 and then press “ 1” for the Ski Hawks voice mailbox.	
Skiers	
By Sunday	Confirm your attendance by 8:00 p.m. by contacting <b>David Farough</b> at: <b>(613) 721-9651</b> and press 1 to leave a message for Ski Hawks or email Adele at <a href="#">Adele Farough</a>
On Monday or Tuesday	If cancelling or needing ride information, please call <b>Murielle Arseneau</b> Home: (613) 830-8409 or Work: (613) 996-3099
On Wednesday	If cancelling or needing information (day of the program), please contact <b>Mary Johansen at: (819) 827-2078</b>
Guides	
Providing a ride to a Skier?	If you are needed to pick up a skier, Murielle will call you by Monday evening with her request.
We are expecting you!	In order to help cut down on the administrative calls. **We assume that you will be attending each program night**
Can you make it out?	If you are unavailable or seek other information, please call Mary Johansen before Tuesday at 4:00 pm because Mary plans the guide matching on Tuesday nights. Her number is: (819) 827-2078
Emergency cancellations	If you have to cancel on Wednesday, please call Mary before 5:00pm.

Help us  
plan!

You should arrive at Camp Fortune between 7:00 PM and 7:15 PM.  
It's important to let us know as soon as possible regarding your absence to help us better plan lift tickets and skier/guide pairing.