**Ski Hawks Ottawa**

**Annual General Meeting**

**Wednesday, June 6, 2018**

**The Royal Oak**

**Ottawa, Ontario**

**21 Attendees including :**Tom Abernathy (Treasurer, CADS‑NCD);

James Dicks (President, CADS‑NCD);

David Farough and Dottie (SHO BOD CADS-NCD Representative);

Carolyn Mitrow (SHO President);

Robin Morrin (SHO Technical Director);

Bernie Simpson (SHO, CADS‑NCD);

Nicole Van Oosten (SHO Treasurer)

**Regrets**: Bob Einarsson (SHO BOD, Director at Large);

Adèle Farough (SHO BOD, Secretary)

**Proxies**: Murielle Arseneau (SHO BOD, Logistics Director);

Bob Einarsson (SHO BOD, Director at Large)

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# Minutes.

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| --- | --- | --- | --- |
| **Number** | | **Heading** | **ActionAPPEND** |
| **1.0** |  | **Call to Order** | **Carolyn Mitrow** |
|  |  | Carolyn Mitrow called the meeting to order at 18:35. |  |
| **2.0** |  | **Credentials Report** | **Carolyn Mitrow** |
|  |  | There were 20 members in attendance, along with 1 guest, 2 proxies and 1 guide dog. It was determined that we had quorum. |  |
| **3.0** |  | **Approval of Agenda** | **All** |
|  |  | A motion was tabled to approve the agenda.  Moved: Nicole vanOosten;  Seconded: Kim Leahy;  Status: Carried |  |
| **4.0** |  | **Approval of Last Year’s AGM Minutes (June 14, 2017)** | **All** |
|  |  | Adèle Farough advised that Robin Morrin’s surname was spelled incorrectly. It should have had two r’s.  A motion was tabled to approve the minutes of the 2017 AGM.  Moved: James Dicks;  Seconded: David van Schaik;  Status: Carried |  |
| **5.0** |  | **Reports** |  |
|  | **5.1** | **President** | **Carolyn Mitrow** |
|  |  | See APPENDIX 1.  It was requested that the link to the AMI piece on Ski Hawks Ottawa be obtained and circulated. |  |
|  | **5.2** | **Treasurer** | **Nicole Van Oosten** |
|  |  | See APPENDIX 2.  Carolyn Mitrow advised that we received $1,000.00 from CADS‑NCD this year for their portion of our certification costs. Because they had a budgetary shortfall this year, SHO will be giving them back $290.00. All programs within CADS-NCD will be providing some funds based on their size to the CADS-NCD budget in order to support the CADS - NCD Technical Committee shortfall.  **Action**: Nicole Van Oosten is to send CADS‑NCD a cheque.  **Note**: the new BOD will discuss bursaries for next year`s CADS festival. |  |
|  | **5.3** | **Technical** | **Robin Morrin** |
|  |  | See APPENDIX 3. |  |
|  | **5.4** | **Logistics** | **Murielle Arseneau** |
|  |  | See APPENDIX 4. |  |

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| --- | --- | --- | --- |
|  |  | A motion was tabled to approve the reports.  Moved: Bruce Meredith;  Seconded: Paul Johannsen;  Status: Carried |  |
| **6.0** |  | **Appointment of Accountant** | **All** |
|  |  | Nigel Van Dalen has signed off on the books, and has agreed to review our financial statements next year.  A motion was tabled to approve Nigel as our accountant next year.  Moved: Nicole vanOosten;  Seconded: Robin Morrin;  Status: Carried |  |
| **7.0** |  | **Approval of Actions of Board of Directors** | **All** |
|  |  | A motion was tabled to approve the actions of the Board of Directors.  Moved: Mary Johannsen;  Seconded: Paul Johannsen;  Status: Carried |  |
| **8.0** |  | **Election and Appointment of President** | **All** |
|  |  | Through acclamation the new President is Kim Leahy.  Carolyn Mitrow will stay on as Past President, and will also participate on the Technical Committee. |  |
| **9.0** |  | **Appointment of the New Executive** | **All** |
|  |  | The following members were acclaimed:   * Treasurer: Nicole Van Oosten; * Director at Large: Bob Einarsson; * Technical Director: Robin Morrin; * Logistics Director: Murielle Arseneau; * Director and CADS - NCD Representative: Paul Johannsen; * Secretary: David Van Schaik |  |
| **10.0** |  | **Destruction of Ballots and Proxies** | **Carolyn Mitrow** |
|  |  | Carolyn Mitrow destroyed the proxies. |  |
| **11.0** |  | **New Business** | **James Dicks** |
|  |  | James Dicks advised that there will be a CADS - NCD Meeting of the Members on Wednesday, June 27, 2018, at the St. Anthony’s Itallia Soccer Club. The purpose of this meeting is to vote on the following four changes to the by‑laws:   1. to change the name of the organization to Canadian Adaptive Snowsports – National Capital Division (CADS – NCD); 2. to raise the CADS – NCD portion of registration fees by $5.00 from $5.00 to $10.00; 3. to lower the level of quorum required at meetings of the members from 40 to 20; 4. to modernize the Composition of the CADS - NCD Board of Directors formally recognizing as programs the Canadian Veterans’ Winter Sports Clinic and CADS – NCD Technical Committee. |  |
| **12.0** |  | **Adjournment** | **All** |
|  |  | A motion was tabled to adjourn the meeting.  Moved: James Dicks;  Seconded: Robin Morrin;  Status: Carried  The meeting was adjourned at 19:38. |  |

# APPENDIX 1

## Presidents Report for the Ski Season 2018

Well folks, it has been another great, safe ski year. We saw our skiers develop in their abilities and we saw several of our guides devote time to increasing their skills. The following is a brief summary of our year:

Membership

Ski Hawks had a very strong contingency of guides this year which we find is necessary as very frequently we get from 5-10 cancellations on the day of the program from guides who are sick or can’t leave work. Our skier membership was down slightly but we averaged 16 skiers per week. We will be doing a review of the current skiers before the summer to gage what the attendance might be like next year and will look at recruitment through the CNIB and local organizations who work with people with limitations.

Certification

It’s been a very busy year for our Ski Hawks volunteers. Two members achieved their CSIA Level 1, one received her CSIA Level 2 and one guide received his CASI Level 1 (snowboard).

Several of our members worked towards upgrading their CADS certifications with 4 members receiving their Visual Impairment specialty and one member upgrading to his CADS Level 2.

Overall, the program has been strengthened by the hard work of our members who have dedicated their time to improve their skills, and it is greatly appreciated.

Programs

There were 8 weeks of Wednesday night skiing and one weekend day which was the best ever attended. SHO representation at the Mont Avila CADS-NCD trip was also well attended.

CADS Festival

There was great SHO representation at the CADS festival at Mont Ste. Anne, QC. The venue will be out West in 2019 but the site has not been named as of yet. The following skiers and guide volunteers attended this year:

Guides: Tim Tatarchuk, Bernie Simpson, Bob Einarsson, Colin Moden, Wayne Phinney, Linda Tremblay.

Skiers: David Farough, James Dicks, Jan Brooks, Tatjana Gavrilovic, Blake Trafford.

Safety and Training

Mandatory training occurred in December and was a full day. The day was divided up between guiding training for new guides, and situational training for the more experienced guides who were matched up with the new volunteers in the afternoon to come up with solutions to assigned tasks. The program has continued to strengthen each year as guides are more thoroughly trained and mid-year ski training days are continued to be offered. The mandatory safety questionnaire was altered so that it was more amenable for group discussions. Guides who missed the training in December had to attend training at the beginning of the season before being permitted to guide.

Program Awareness

The Ski Hawks program was televised again on Accessible Media Inc. in March. Skiers and volunteers were interviewed by one of our new skiers Shelby Travers, who was also the skier followed by the camera crew. Cameraman Darcy did an amazing job again of showcasing the program and the spirit of those who volunteer and ski with us.

Finally, as I step down after 11 years as President, I cannot end my report without thanking the very dedicated, hardworking members of the Board of Directors who are always enthusiastic in doing their job as well, as the group of folks who put in extra time to help out, on top of guiding. We are a great club of people and it makes me very happy at the end of each session to see both skiers and guides smiling. I believe that we have a very strong, safe program and I am so glad that I have had the opportunity to help build the program and oversee its development over the years. I know that I am leaving with a strong group of people leading the club and I will also support them as they move forward…..if they need me.

# APPENDIX 2

## **Treasurer’s Report**



# APPENDIX 3

## Technical Director’s Report

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The 2017-18 season was a great success and we were able to provide a safe and enjoyable experience for over 75 participants. We didn’t have any serious incidents or accidents, which is fantastic.

Some recommendations moving forward:

1. Conduct training day in early December with a make-up on the first night. Trading is mandatory for all guides.
2. Determine the number of CSIA Level I certifications that we can support at beginning of season and continue to emphasise the CADS VI certification.
3. Continue with 7-9pm on Wednesday night and reemphasize the importance of timings for both skiers and guides. All members MUST be prepared to ski with whomever is assigned or they are incompatible with the program.
4. Continue to emphasise safety and positive control of skiers.
5. The growing equipment inventory needs better control and oversight.
6. The Assistant Guide program was a success and should be continued.
7. We need more active recruitment of skiers either through schools or the CNIB.
8. We need to reemphasise the mandate of the club at the beginning of the season to both skiers and guides.
9. Creation and make-up of the Technical Committee

1. Training

We conducted a training day in early December, which was effective and was especially important for the new guides. Training included both off and on hill work with scenario based training. This is the only time to have a club meeting and pass on critical information however the agenda must be tight and concise to avoid wasting time. Items to be covered are:

* + Introductions of key personnel
  + Registration process
  + Program goals
  + Wednesday night schedule
  + Certifications – CASI/CSIA/CADS
  + Key events in season – Ski improvement, Mont Avila, Kobuz Cup and Fun Day
  + Outline of Training Day

The training was mandatory and those that could not make the day training were scheduled on the first night to do an abbreviated course with a Senior Guide.

We offered two ski improvement days and hired Dave Morales to conduct the training, which was a great success. There were 6 participants on the Saturday and 8 on the Sunday. Recommend that these continue next year.

The new registration process prevents the Technical Director from evaluating the ability of potential guides before the start of the season so any discussion must include the caveat that any potential guide meets a minimum standard on the training day. Individuals that are unable to guide safely will either be used as blockers or will have their money returned.

2. Certifications

We changed the focus this year and decided to push the CADS training and restrict the CSIA certifications. Consensus was that there was no requirement for the program to have Level 2 qualified guides and therefore we would not actively sponsor candidates for the CSIA Level 2.

At the end of the season we determined that there was funding for four candidates however only one applied for sponsorship. At the same time there were two other candidates who elected to complete the CSIA Level 2 and the CASI Level 1. Due to the unused funding these candidates were supported however it must be stressed that the mandate of the Ski Hawks remains to support the CSIA Level 1 only.

We also certified 4 CADS VI and 2 CADS Level 2 guides.

Recommend that the policy of prioritizing the CADS training continue and the number of supported candidates for the CSIA be determined by funding levels at the beginning of the season and candidates be chosen by the Technical Director and approved by the President.

3. Wednesday nights

We were forced to cancel twice for weather and the second night was due to mass cancellations. The Technical Director consulted throughout each Wednesday with the President and we made a final decision by 2pm. The Tech Director would order the tickets from the Howard at the pro shop, which were later picked up at the front desk.

The new timings worked well and 7pm-9pm seemed to suit most people. Punctuality was a minor irritant and should be reemphasized next year with special emphasis on the skiers. Starting on time is required since there are usually two other skiers dressed and waiting by 7pm. The evening supervisor is responsible for signing the teams out at the beginning of the night and signing them in at the end of the night so extending beyond 9pm is unfair to the evening supervisor and the individual’s driver.

The hill was great and would have the lodge area cordoned off by 6pm. They were always helpful and accommodating. The new ticket system worked fine.

Late cancellations continue to raise the blood pressure of the Tech Director and there is good cell coverage at the hill so there really is no good excuse for not showing up. We routinely would have 20 guides and 4 skiers absent and many times the cancellations came after the tickets had already been ordered which creates needless cost and waste.

Significant effort went into the pairings to accommodate personal preferences, experience, training and safety. While personal preferences were usually accommodated skiers and guides must be prepared to ski with whomever they are paired with. We accommodated two skiers with demands for individual guides who would otherwise not have come out, however I do not recommend doing this again.

4. Safety

We did not have any incidents or accidents that required medical attention his season. We introduced helmet-mounted radios that were well received although the logistics still need refinement. The vests and lights continue to be effective and the blockers continue to ensure our skiers’ safety.

5. Equipment

We only used the snow slider twice this winter and the main candidate will not be coming back next year. Lights, vests, signs, tethers and now the addition of radios mean that the management of this equipment is beyond the scope of the Tech Director and should be assigned to a designated individual. My recommendation is that it be a board member. An equipment log should track who has what kit to improve our accountability.

6. Assistant Guide

We initiated a program of assistant guides that allowed new guides to build confidence under the general supervision of a more experienced partner. This was very successful and I recommend it continue next year. I would also recommend that we actively recruit younger guides if they have the right skill set and maturity.

7. Recruitment

We had 17 skiers and 55 guides. This overweighting was required due to the high cancellation rate each night. We never experienced an evening where we could not cover the skiers and there was enough excess to allow for significant training. We do need to actively promote the program to attract new and younger skiers and I recommend an outreach program in the schools with the assistance of the CNIB and/or current Ski Hawks. There have been two requests to join the program next year from skiers who have mental and physical handicaps. I believe that if we have the capacity and personnel, that we remain open to including these individuals on a case-by-case basis at the discretion of the Technical Director. While the Ski Hawks is dedicated to visually impaired skiing, if we have the capacity to assist skiers with other handicaps my question would be, “why wouldn’t we?." This is a good topic for discussion at the next board meeting.

8. 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. While many of us have CSIA qualifications, the mandate of the club is not ski instruction and the CSIA training is not a prerequisite for guiding. This does not preclude guides from offering pointers or advice, if requested, however there should be no expectation on the part of either skier or guide that we are operating a ski school.

9. Technical Committee

This year we created an informal Technical Committee to discuss all matters that pertain to the skiing element of the club and to provide advice to the Technical Director. The committee consisted of the:

* Technical Director
* Board President
* Past Technical Director
* Paul Johannsen
* Bruce Meredith

This was an excellent way to retain corporate knowledge and expertise through an informal exchange of information with senior Ski Hawks members who are not necessarily still on the board. The make-up of the committee should be at the discretion of the Technical Director but should include the President and 2-3 other subject matter experts. It also provides collaborative input on CSIA candidate selection, and award nominations, which maintains a level of impartiality. This committee is focussed solely on the on-hill aspect of the club and in no way infringes on the authority or mandate of the Board of Directors, however it should be formalized and recognized in our governance structure.

Conclusion

2017-2018 was a very successful season with maximum participation in most events with no major accidents or incidents. General feedback was positive and I believe we accomplished our mandate of providing a safe and enjoyable environment for Visually Handicapped skiers to enjoy this wonderful sport.

We need to have an information night prior to the season to outline the program and review expectations and guidelines. At this event it is critical to reiterate that our guides are all volunteers and both skiers and guides must be prepared to ski with whomever they are assigned. This will reduce much heartache throughout the season and align expectations early.

Program timings should also be reviewed so that everyone understands why we need to start and end at specific times, and reiterate the importance of cancelling early if you are not able to attend. This would also be an appropriate time to review the guide/skier relationship, which we did with the guides this year however we never included the skiers in the discussion, which was an omission.

As the program grows in size we need to adjust our processes to accommodate and distribute the work amongst the different board members. It needs to be reiterated that the duration of an appointment to the board is for two years with the expectation that the leaving member will assist his/her replacement for another year afterwards. This should make it easier to attract members to the board if they realize it is not a lifetime commitment.

Written by:

Robin Morrin, Ski Hawks Technical Director 2018

# APPENDIX 4

## 2017-2018 Ski Hawks Logistics Director report

Again this year members were able to process their registration using an on-line form. This form included payments for CADS National, CADS NCD (division) and Ski Hawks Ottawa (local program) and which made the process easier since members could pay for all three registrations on the same form. There was also a registration in November at Fox & Feather for members who wanted to register in person. Every week skiers used the Weekly Skier Notification or notified me by email of their availability for skiing.

The first Wednesday evening was cancelled due to bad weather. There were two major changes to the program. First, we moved the start time for Wednesday evening skiing to 7:00pm and the end time to 9:00pm. This meant that members needed to arrive at Camp Fortune for 6:30pm. The majority of the members were able to make the new time. Secondly was the introduction of two-way headsets. These headsets brought the skiing experience to another level. It made it very easy to hear the instructions from the guide over all the noise on the hill. The ability of being able to speak to the guide immediately instead of waiting to stop on the hill made it safer.

Weekend events:

March 11 was the CADS-NCD trip to Mont Avila/Mont St-Sauveur. Here is a quote from Kim Leahy about that fantastic day “just a quick note to let you know that we had a terrific day at Mont Avila. Lots of smiles, lots of fun and a larger group than ever before!”

March 17 was the Ski Hawks BBQ/Fun day at Camp Fortune. The ski conditions were great; there was new snow on the hill, so no ice anywhere. We had 11 skiers and many guides. Everyone that participated had a great time skiing. Thanks to Kim Leahy, Carolyn Mitrow and Robin Morin for their hard work with the coordination of the weekend activities.

The end of year ski party took place at the Fox and Feather restaurant on April 4. This event had a turn-out of close to 50 people. Awards and trophies were presented during the evening.

Finally I want to recognize all the volunteers that provide rides every week for skiers. Everyone’s commitment to Ski Hawks makes this organization strong.

Murielle Arseneau – Director Logistics