**Ski Hawks Ottawa**

**Annual General Meeting**

**Wednesday, June 5, 2019**

**Fox and Feather**

**283 Elgin St.**

**Ottawa, Ontario**

**13 Attendees including:**

Kim Leahy (SHO President)

Robin Morrin (SHO Technical Director)

Dave Van Schaik (SHO Secretary)

Nicole Van Oosten (SHO Treasurer)

James Dicks (SHO member and CADS-NCD President)

Bernie Simpson (SHO member)

Bruce Meredith (SHO member)

**Regrets**:

Bob Einarsson (SHO BOD)

Paul Johannsen (SHO BOD)

Murielle Arseneau (SHO BOD)

**Proxies**:

Paul Johannesen (SHO BOD)

Mary Johannesen (SHO member)

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# Minutes.

|  |  |  |  |
| --- | --- | --- | --- |
| **Number** | | **Heading** | **Action Append** |
| **1.0** |  | **Call to Order** | **Kim Leahy** |
|  |  | Kim Leahy called the meeting to order at 18:02. |  |
| **2.0** |  | **Credentials Report** | **Kim Leahy** |
|  |  | There were 13 members in attendance, along with 2 proxies. It was determined that we had quorum. |  |
| **3.0** |  | **Approval of Agenda** | **All** |
|  |  | A motion was tabled to approve the agenda.  Moved: Carolyn Mitrow;  Seconded: James Dicks;  Status: Carried |  |
| **4.0** |  | **Approval of Last Year’s AGM Minutes (June 6, 2018)** | **All** |
|  |  | No modifications or edits requested.  A motion was tabled to approve the minutes of the 2018 AGM.  Moved: Bruce Meredith;  Seconded: Bernie Simpson;  Status: Carried |  |
| **5.0** |  | **Reports** |  |
|  | **5.1** | **President** | **Kim Leahy** |
|  |  | See APPENDIX 1 |  |
|  | **5.2** | **Treasurer** | **Nicole Van Oosten** |
|  |  | See APPENDIX 2   * Decrease in balance sheet reflects an operating loss for the year.   + Two CSA level 1s funded to 50%   + Ski passes, food and beverages costs did not change.   + Safety equipment funding lower due to purchase of radios last year.   + Awards includes repair of a trophy.   + The majority of the miscellaneous category are accountant fees and a hard drive purchase for recordkeeping backup.   + Revenues were down despite increased membership fees.   + Donations were also down roughly $1000. |  |
|  | **5.3** | **Technical** | **Robin Morrin** |
|  |  | See APPENDIX 3 |  |
|  | **5.4** | **Logistics** | **Murielle Arseneau** |
|  |  | See APPENDIX 4  Presented by Carolyn Mitrow on behalf of Murielle Arseneau. |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | A motion was tabled to approve the reports.  Moved: Bruce Meredith;  Seconded: Marius Parent;  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: Carolyn Mitrow;  Seconded: Robin Morrin;  Status: Carried |  |
| **7.0** |  | **Amendments to by-laws** | **All** |
|  |  | No amendments were proposed this year. |  |
| **8.0** |  | **Approval of Actions of Board of Directors** | **All** |
|  |  | A motion was tabled to approve the actions of the Board of Directors.  Moved: James Dicks;  Seconded: Monica Havelock;  Status: Carried |  |
| **9.0** |  | **New Business** | **All** |
|  |  | A round table discussion with the following highlights:  **Fundraising ideas**   * Suggestion to discuss possible donations Community foundation of Ottawa from Bruce. Possible options include training and technology related to safety (radios) * Explore flip give suggested by Robin * Suggestion of Amazon commission account by Dave. * Bernie mentioned that CADs is offering a chance to win $10,000 for charity – one entry for every dollar donated. * Jim suggested a GoFundMe page for fundraising   **Action items:**   * Kim to post on Facebook on how to participate in CADS draw (completed). * Kim to explore funding options for additional training and other ongoing needs (e.g. grants request).   **CADS-NCD Code of Conduct**   * Jim mentioned that CADS-NCD is working on a new Code of Conduct. More details to follow from CADS-NCD.   **Mandatory Policy Check starting in 2021**   * Jim also mentioned that police checks will become mandatory for CADS volunteers in 2021. More details to follow from CADS National. |  |
| **10.0** |  | **Adjournment** | **All** |
|  |  | The meeting was adjourned at 19:06.  Motion: Kim Leahy  Seconded: Dave Van Schaik  Status: Carried. |  |

# APPENDIX 1

## President’s Report for the 2019 Ski Season

This was my first year as President of Ski Hawks Ottawa – and what a year it has been!

As many of you know, I’ve been a participant for since 1986. I’ve also been involved – officially and unofficially – with the Board in various capacities, doing secretariat work, coordinating the weekend outings, posting updates on Facebook, random editing and translation request. I thought I had a fair understanding of the work involved, but clearly underestimated the time and effort involved to make sure the program runs smoothly all year long – from planning, budgeting, events and community outreach, and so much more.

My predecessors made it all seem so easy and effortless. **Carolyn Mitrow** certainly left big shoes to fill. But Carolyn made sure that the transition was seamless and has been there to guide the Board and I along the way – and she continues to play an active role in the program. On behalf of the Board and Ski Hawks Ottawa, I would like to commend Carolyn for her outstanding dedication, exceptional leadership, ongoing involvement and mentoring.

Ski Hawks Ottawa has been in operations for over 40 years with the support of Camp Fortune since Day One. And we strive to continue this partnership for many more years to come.

Our program would not be what it is today without all the dedicated volunteers. Thank you to all the guides and volunteers this year who came out despite the cold, snowstorms or freezing rain. You not only dedicated your time, you offered so much more, brining so much joy, smiles and countless hours of fun on the slopes to those of us who otherwise would not be able to enjoy skiing.

Behind the program’s operations, there is a very committed and hard-working team: our Board of Directors. I would like to acknowledge the valuable contribution of each Board member.

Starting with our veteran member, **Murielle Arseneau**, our Logistics Director, has been diligently coordinating rides for skiers since 1990. Every week throughout the ski season, Murielle does her best to pair skiers and rides. As you can imagine, this task can be daunting at times. Back in the day, Murielle had to call everyone. Thankfully, nowadays, the online notification system and email make the task a bit easier. Murielle was unable to be here today, but I want to extend my gratitude for her undying perseverance in organizing these rides over the years.

This year, we’ve expanded the use of radios to those willing to try them – And what a hit they were. Having a clear two-way communication makes such a difference when guiding or being guided – I can personally attest to this. **Bob Einarsson**, our Equipment Director, made sure that radios were set up and returned at the end of each outing – and batteries were fully charged for the following week. Bob also oversaw the other equipment, like bibs and flashing lights. He had to carry bins back and forth – another great way to burn extra calories.

**Nicole van Oosten**, our treasurer, continued to keep a close eye on our finances and made sure our bills were paid on time.

New to the Board this year was **David Van Schaik** as Secretary/registration administrator. With an IT and business background, Dave brings his knowledge and expertise to the program.

Also new on the Board this year, but well known within the program and at Camp Fortune, was **Paul Johannsen**, our Special Events Director. Paul represents us at the CADS-NCD level. He also plays an active role on the Technical Committee and oversees the guide training.

**Robin Morin,** our Technical Director, kept things in check throughout the ski season. Based on the year-end survey results, many skiers and guides alike seemed quite pleased with the pairing this year. Every week, Robin dedicated a considerable amount of time and effort matching skiers and guides, while dealing with unpredictable weather conditions and last-minute changes. Robin, along with the Technical Committee which includes **Carolyn Mitrow, Bruce Meredith, as well as Paul and Mary Johannsen**, always kept safety and training top of mind. Robin is entering his third and final year of his term, sadly. Should anyone be interested in taking on the role of Technical Director in the fall of 2020, please let Robin or myself know.

I would also like to extend my thanks to **Monica Havelock** who lend a hand at the reception desk and **Mark Pearson** who organized a dry-land fitness class series this fall. Unfortunately, this series was cancelled due to very limited interest.

To help raise program awareness within our community and recruit new guides and skiers, we took attended a few special events throughout the year: the CNIB Tech Fair in September, the Ottawa Ski Show in October, a CNIB evening with parents of children with vision loss in December and the 2nd annual fair “Mon avenir m’appartient” in Gatineau in April. A special thanks to the following volunteers: **Jeff Boucher, Paul Johannsen, Carolyn Mitrow, Bob Einarsson, Robin Morin and Eric Lacasse**. We’ve successfully recruited new guides and skiers through these outreach efforts.

We’ve also secured a few donations from individuals ($254) and the **Institut canadien-français d’Ottawa** ($1000), a regular program supporter. We appreciate the financial support and will be looking towards more donations in the coming year.

In closing, I’ve seen Ski Hawks Ottawa grow and evolved over the years. We’ve come a long way… thanks to so many dedicated and kind-hearted people.

Have a great summer!

Respectfully yours,

Kim Leahy

# APPENDIX 2

## **Treasurer’s Report**



# APPENDIX 3

## Technical Director’s Report

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**Ski Hawks – 2019 in Review**

The 2018-19 season was another great success and the highlight this year was the integration of five new special case skiers, which will pave the way for program viability into the future. We had 19 skiers, up five from last year and 48 guides, down 10 from last year. This ratio was more successful and made managing the Wednesday nigh program easier. We didn’t have any serious incidents or accidents, which is fantastic. Some recommendations moving forward:

1. **Email previous members in October with a set registration cut off date. Once we meet our numbers, late submissions can go on a wait list.**
2. **Mandatory training to occur in early December and then a single make-up session on the first night of the program.**
3. **Make weather calls early based on the forecast, realizing that it is not a perfect science.**
4. **Continue to support the CSIA qualifications although actively promote CADS VI certification.**
5. **Continue with 7-9pm on Wednesday nights and reemphasize the importance of timings for both skiers and guides.**
6. **Continue to emphasise safety and positive control of skiers and the importance for individuals to report accidents/incidents.**
7. **The Assistant Guide program was a success and should be continued. Target age for skiers should remain 8 years old.**
8. **We need to leverage our membership to help recruit new skiers. Continue to do the CNIB fair and Ski Show, the latter to recruit guides.**
9. **Be open to accepting a limited number of handicapped skiers based on the staffing capacity as determined by the Technical Director.**
10. **Distribution of Camp Fortune tickets are not at the discretion of the Technical Director and cannot be offered to non-CADS friends and family who wish to ski. To do so would place our relationship with Camp Fortune in jeopardy.**
11. **We need to have a simple “Code of conduct” note for our members to include expectations, responsibility, roles of guides/skiers, timings and dispute resolution process.**

**Training**

1. We conducted a training day on December 03, led by Paul Johannsen, which was effective and especially important for the new guides. Training was restricted to briefings and discussions in the chalet due to a downpour outside although this time was critical to pass information to the group and provide some basic training to the new guides. This is the only time to have a club meeting before the season and pass on program information however the agenda must be tight and concise to avoid wasting time. Items to be covered are:

* + Introductions of key personnel
  + Program goals
  + Wednesday night schedule
  + Certifications – CASI/CSIA/CADS
  + Key events – Ski improvement, Mont Avila, Kobuz Cup and Fun Day
  + Outline of Training Day
    - This should include a basic run through from arrival at the hill to returning your skier at the end of the evening. Scenarios and role-playing should follow this initial discussion.
    - We should include video and photos to animate the introduction especially for the new guides.

The training was mandatory and those that could not make the training day were scheduled on subsequent Wednesday nights to do an abbreviated course with the Training Director. I recommend that new guides that are unable to make the initial training or the first night training be removed from the roster. Returning guides can have a bit more flexibility however we cannot provide training each Wednesday to capture folks on holiday etc.

We offered two ski improvement days and hired Dave Morales to conduct the training, which was a great success. There were 7 participants on the first Sunday and 6 on the next 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 discussions prior to an on-hill evaluation 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**

At the beginning of the season the Finance Director indicated that we had sufficient funding to support two candidates for the CSIA Level 1. Alexandra Morrin and Karen McIntyre completed their Level 1. We had two members do their sit-ski certification although we did not have any guides complete their CADS training. This was my oversight and next year we need to schedule and plan for a CADS level 1 course as part of our program.

We did not fund any CSIA Level 2 courses and I recommend we continue to support the CSIA Level 1 only.

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

**3. Wednesday nights**

We cancelled twice for weather due to freezing rain and heavy snow. Late cancellations continue to plague the planning process and mid way through the season we changed the weather criteria and call-time for the program. The reality is that members usually cancel late in the day when faced with poor driving conditions and it is imperative that I cancel the program in time to catch members who travel from outlying areas. To this end going forward I will evaluate the weather in the morning call the program if:

* There is freezing rain, freezing drizzle, ice pellets, freezing fog or a significant amount of snow in the forecast,
* The forecast temps are -25 or lower.

The 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 guides 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 supervisor and the individual’s driver. This was reiterated during the season and must continue to be stressed.

We moved our area of operations to the tables by the western entrance and that seemed to work out better this year.

Late cancellations will always be a source of aggravation however they were better this year, especially among the guides, which I attribute to a better ratio of skiers/guides. I would often call guides during the day and offer the night off when I had an imbalance of skiers/guides, which also kept the numbers in order.

Significant effort went into the pairings to accommodate personal preferences, experience, training and safety. Continuity was better this year and most pairings had at least one consistent similar guide throughout the entire season.

**4. Safety**

We did not have any incidents or accidents that required medical attention his season. One skier hurt his ribs in a fall and was out for two weeks and a second skier suffered a concussion although details are scarce since she has not answered repeated emails. 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**

This year, we introduced a sit-ski for one of our skiers and the unit was managed completely by Martin Burgon. It was a loner from Edelweiss and hopefully we can use it again next year to prevent purchasing our own. 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 was effectively managed by the Equipment Director. As the cost and scope of the equipment increase, we need to keep better track of it than we did in the past.

**6. Assistant Guides**

The assistant guide program continued to be a success and we had another new guide start at 14 years of age. Maturity, not age, must be the measure of acceptance into the program and I recommend that we actively recruit younger guides if they have the right skill set and maturity.

**7. Recruitment**

We devoted significant energy into recruitment with little to show for it. We had representation at the Ski Show, the CNIB Fair, and the Tech Director did a presentation at the CNIB in December. Realistically our best recruiters are our members and we need to leverage that to attract new skiers and guides. I believe that we should cap the program at 25 skiers and 55 guides or 1:2.5 which will provide adequate coverage without having an excess of guides. The flexibility comes from skiers who are comfortable with only one guide and this occurred several times without issue.

This year we had five non-standard candidates join the program; two boys under 10, one older male recovering from a stroke with limited mobility, a young female quadriplegic in a sit-ski, and a severely autistic young man. This was a significant accomplishment for our club and being able to facilitate these individuals, who undisputedly benefited from our program, while providing a quality product to our regular skiers, was super. I believe that if we have the capacity and personnel, we must remain open to including these individuals on a **case-by-case basis** at the discretion of the Technical Director. An honest assessment of the staffing capacity must be done prior to taking on any special cases and should be decided by the Technical Committee and approved by the President.

**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.

**9.Technical Committee**

The Technical Committee advises the Technical Director on all matters that pertain to the skiing element of the club. The committee consisted of:

* Technical Director
* Carolyn Mitrow (Past President)
* Mary Johannsen (Past Technical Director)
* Paul Johannsen (Training Director)
* Bruce Meredith (Past President)

This is 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 is at the discretion of the Technical Director but should include 3-4 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. The President is always invited to attend meetings whenever desired.

**Personnel**

I am continually amazed at the calibre of guides that we are able to attract. This is in large part to the recruitment and word of mouth of our existing guides, but we are very fortunate. Next year if we need to select guides, preference needs to be given to those that were most committed to the program and can provide the performance we require.

We had two young (6,9) skiers and while successful, our target age should remain 8 or older. Similarly, we need to honestly assess the physical capability of our skiers and be clear in our expectation that we need the individual to be able to ski for the full two hours.

We had and incident where one of our skiers regularly quit skiing after two runs and then spent the remainder of the night in the bar drinking to excess. This caused issues with both his guides and his driver, and after I requested him to ski more, drink less, he repeated the routing the following night. He was removed from the program.

This highlights the role we all play as both volunteers and skiers. Disrespectful, entitled, unsafe or rude behaviour cannot be tolerated. Complaints must be heard, evaluated and actioned if we are to maintain a positive environment for everyone.

**Conclusion**

2018-2019 was a great season with unprecedented participation at both the Avila event and the final Awards Night. General feedback was positive, and I believe we accomplished our mandate of providing a safe and enjoyable environment for visually and otherwise handicapped skiers to enjoy this wonderful sport.

While email is a great way to pass information, the training day allows folks to meet and interact, which is critical. I recommend we continue to have 2-3 of our skiers present to help train the new members.

Outreach and recruitment will continue to be an issue and we need to leverage our existing membership to help get the word out. I believe that with our young members we can tap into their school/social nets to attract VI skiers and should reach out to their parents early in the fall.

I think that somewhere in our information packages to our skiers we need to include a simple “code of conduct” to align everyone’s expectations. It will include the skier/guide relationship, timings, program expectations (attendance, etc.) pairings, and accidents. This will reduce much heartache throughout the season and align expectations early.

We need to continue to look for a better meeting spot than the Fox and the Feather. The staff is great although the food and venue is a challenge. We had too many people for the space on the Awards Night, which impeded the social flow and movement of our group. We have some time to come up with an alternate option.

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 and board members are encouraged to actively look for their own replacements.

Robin Morrin

Ski Hawks Technical Director

2019

# APPENDIX 4

**2018-2019 Ski Hawks Logistic Director Report**

Registration for members was done using an on-line form. The process was made easier for payment as the total showed costs for both Ski Hawks Ottawa and CADS-NCD. We still hosted a registration at Fox and Feather restaurant in November for people that wanted to do this in person.

Every week skiers used the Weekly Skier Notification or notified me by email of their availability for skiing. Most skiers did it before the deadline of Sunday evening at the exception of a few.

The program started on January 9 because the first Wednesday of the year was January 2. It was easier to reach everyone for the second week of January. The snow and participation were great. During the season we had to two cancellations due to bad weather. We kept the time of the program from 7:00pm to 9:00pm with arrival to the hills for 6:30pm. This year we had enough two ways headset for every skier that wanted to use them. We equipped the lead guide with headset prior to the 1st Wednesday evening this made the process faster on the first ski night. The headset improved the skiing experience as it makes it easier to hear the guide’s instructions. A great addition which makes skiing safer for everyone.

Weekend events: March 10 was the CADS-NCD trip to Mont Avila/Mont St-Sauveur. Everyone that participated to this event had a great time.

March 16 was the Ski Hawks BBQ/Fun day at Camp Fortune. The ski conditions were great which made for a fantastic and successful day.

The end of year ski party took place at Fox and Feather restaurant on April 3. The participation to this event was above expectation. This was the biggest turn-out we ever had. Awards and trophies were presented during the evening.

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

Murielle Arseneau

Director Logistics