SKI HAWKS OTTAWA

OPERATIONS MANUAL

2017-2018 Season



Updated November 2017

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# 1. Ski Hawks Ottawa Mandate

The mandate of Ski Hawks Ottawa (SHO) is 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.

This manual is intended to provide some supplementary information further to that set out on the Web sites for the [Canadian Adaptive Snowsports (CADS)](http://adaptivesnowsports.ca/), [Canadian Adaptive Snowsports - National Capital Division (CADS-NCD)](http://www.cads-ncd.ca) and [Ski Hawks Ottawa (SHO))](http://www.skihawksottawa.ca)

# 2. Ski Hawks Ottawa Structure

## 2.1 CADS – NCD

SHO is a program within CADS–NCD. All volunteers and skiers/snowboarders are members of CADS and CADS-NCD once they have paid their annual CADS membership fee or are granted life-time membership status. A newsletter is sent out from the CADS national office 2–3 times per year. You can read more about CADS-NCD by visiting its Web site at [www.cads-ncd.ca](http://www.cads-ncd.ca/) . The SHO Web site can be accessed off this site.

2.2 SHO Board of Directors

SHO is managed by a Board of Directors (BOD). We encourage all guides, skiers and members of the public interested in becoming a member of the BOD to inquire with the program administrators. The list of current BOD members is set out in Appendix 1. In addition, Appendix 6 sets out BOD principles and detailed descriptions of each Board position.

# 3. Policies and Procedures

This section sets out important program policies and procedures to help ensure a positive and safe alpine experience to all members and the public.

## 3.1 Registration Process

There is a new online registration process that was set up by the CADS. Volunteers and skiers/boarders can now register for CADS and Ski Hawks all in one spot. To register, please contact Carolyn Mitrow at [cmitrow@gmail.com](mailto:cmitrow@gmail.com) and she will send you the link.

## 3.2 Registration Fees for Skiers and Boarders

The SHO registration fees for skiers and boarders with equipment is $105 for the season and covers lift tickets and other program expenses including the CADS fee of $30 and the CADS-NCD fee of $5. An additional $25 fee applies for those wishing to rent equipment for the season.

## 3.3 Registration Fees for Guides

The annual registration fee for volunteer guides is $35 and covers the CADS insurance and registration within CADS, CADS-NCD and SHO. Guides volunteering from other CADS programs, as well as those with lifetime CADS membership status, are exempt as their memberships with CADS are paid elsewhere.

## 3.4 Late Registration Fees

To facilitate the start of the program, any previously registered visually impaired member renewing their membership before December 1st will pay the regular registration fee. A late fee of $25 will apply to anyone registering after December 1st, 2017, unless they are deemed as new members.

## 3.5 Wednesday Night Program

The regular Wednesday night program will run from January 10 to March 14. Guides and skiers are expected to be at Camp Fortune at 6:30 p.m. or earlier if possible, with the expectation of being on the hill from 7 p.m. – 9 p.m. Exceptions can be made for those who can’t get to the hill earlier.

## 3.6 Participation in Weekly Program

Skiers/boarders wishing to participate in a Wednesday night program can email the Logistics Director, Murielle Arseneau, at [marseneau@bell.net](mailto:marseneau@bell.net) no later than 9 PM on the Sunday preceding the event or complete the weekly skier notification form that can be found on the Ski Hawks Web site at [www.skihawksottawa.ca](http://www.skihawksottawa.ca).

## 3.7 Cancelling Program Attendance

If a guide or skier must cancel before the event, they are to contact the Technical Director/Evening Supervisor. They will assume that a guide is attending unless she/he has received an e-mail and or heard from them by the Monday before the event.

If a skier or guide must cancel on the day of the event, they must contact the Technical Director/Evening Supervisor by phone at 1-343-998-6200 before 5 p.m. or call Camp Fortune at (819) 827-1717 after 5 p.m. The reception desk will inform the Technical Director or an Evening Supervisor.

## 3.7 Cancellation of Weekly Program Due to Weather

On the day of each program, if the weather is questionable (too cold, rain, heavy snow, dangerous or icy roads, etc.), an email will be sent out to the distribution list and a message will be posted on the Ski Hawks Facebook page.

## 3.8 Serious Occurrences during the Program

In the event of an accident or incident during program hours, the Technical Director or one of the Evening Supervisors must be contacted. An accident/incident report will be completed, and any follow-up needed will be initiated by the Technical Director/Evening Supervisor.

In the event of an accident with a skier, 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. Guide accidents must also be reported to the Technical Director/Evening Supervisor.

## 3.9 Safety on the Ski Hill

All skiers/snowboarders must carry a flashing light on their helmet or jacket. However, there may be exceptional circumstances where this may not occur, which will be approved by the Technical Director/Evening Supervisor. The light must be turned on in order to increase visibility on the hill. Each guide and skier/snowboarder must wear a safety vest. All skiers/snowboarders are required to wear a helmet and goggles. Guides are also encouraged to wear helmets. Signs are placed at the bottom of each ski lift to help increase awareness of our activities on the hill.

## 3.10 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 or travelling with family members.

## 3.11 Minimum Age for Skiers Snowboarders and Guides

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

## 3.12 Skiing Ability – Guides

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

## 3.13 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.

## 3.14 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. Technical Program

The Technical Director/Evening Supervisor is responsible for pairing skiers/guides to help ensure that skiers/guides are safe on the hill at all times.

## 

## 4.1 CADS Manual

A copy of the new CADS Manual is available on the CADS Web site at <http://www.disabledskiing.ca>.

The Technical Director/Evening Supervisor should always have copies on hand each night. All guides are encouraged to review the manual 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.

## 4.2 CASI, CSIA, CSCF, CADS Certification

At the discretion of the Board of Directors, all guides or skiers/snowboarders who have demonstrated a commitment to SHO, have demonstrated technical proficiency, 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, will have their Level I course fees paid for if they pass. They will also be asked to commit to completing their VI Specialty module within two years of completion of the Level I unless they already have the CADS Level I or II, or plan to complete one of these levels within 2 years. The Level I is covered by SHO with half reimbursement from CADS-NCD.

For all levels past Level I, those interested should approach the Technical Director/Board to see about their fees being covered. The volunteer must either be on the Board or have demonstrated several years of commitment to SHO in a leadership role. CADS-NCD may also help out by covering ½ the course fees based on a Board vote.

## 4.3 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.

## 4.4 Vision Simulator App

The Braille Institute of America offers a free application, downloadable on various mobile devices, to demonstrate what persons with various visual acuity can see. For more details, go to:

[**http://www.brailleinstitute.org/digital/mobile-applications.html**](http://www.brailleinstitute.org/digital/mobile-applications.html)

## 4.5 Skier and Guide Matches

The Technical Director/Evening Supervisor will match skiers and guides for the Wednesday evening program events and year-end fun day. The common practice is to utilize different matches each week so skiers become more proficient on the hill with a variety of guides and are not dependent on any particular guide. Matches are made in consideration of several factors including: safety; teaching /developing skiers’ technical skiing skills; and developing levels of proficiency in particular skiers and guides.

Safety is of paramount concern so if there are instances where the safety of a skier or boarder have been jeopardized by a guide, the Technical Director and a 3rd party will meet with the guide to discuss the incident.

## 4.6 Skiers’ and Guides’ Photo Board

A board containing pictures of skiers and guides will be posted near where the Technical Director/Evening Supervisor confirms attendance on Wednesday night programs. It is intended to facilitate easier identification of skiers by their guides. In addition, it will assist guides in identifying new guides with whom they may be partnered for the program sessions. Photos will be in alphabetical order with skiers and guides identified separately.

## 4.7 Skiers’ Progress Cards

Since 2017, Ski Hawks Ottawa has implemented a system to track the progress of each skier during the ski season. A progress card is available for each skier, and guides are asked to review the skier’s card before each outing and make additional comments on the card at the end of the evening if there have been changes. This is intended to assist guides in their interaction with their skiers.

## 4.8 Ski Improvement, Safety, and Guide Training Sessions

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 everyone.

Since 2016, a day-long guide training session is held the first or second weekend in December. This year, the guide training will be offered on Sunday, December 3.

All guides are asked to attend to be briefed on the CADS Manual and any new training or certification activities, or policies for the ski season, and to update their skills. For insurance reasons, it is mandatory for all guides to attend a training session before being allowed to guide a skier/snowboarder. The training will also include safety questions.

In addition, each year, usually the second weekend in December, CADS-NCD guide and coach training sessions are held at Edelweiss Valley. These are optional for Ski Hawks volunteers who are always welcome to attend, if the date does not conflict with Ski Hawks training.

## 4.9 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.

## 4.10 Alpine Responsibility Code

The [Alpine Responsibility Code](https://17dfdj3mzri3pv5x11aaujx1-wpengine.netdna-ssl.com/wp-content/uploads/2012/11/alpinecode21.gif) is a set of universal Canadian guidelines designed to safeguard and ensure that activities on a ski hill are safe, and respectful. As such, all Ski Hawks members, including skiers and guides, are encouraged to follow this code and be safe to themselves and others on the hill.

## 4.11 Safety with Visually Impaired or Blind Skiers / Snowboarders – A Few Tips

Please see **Appendix 5** for a one-pager about tips for guides when interacting with skiers /snowboarders in the lodge, on the lifts, and on and off the hill.

## 4.12 Insurance

CADS and 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). The events must qualify as designated CSA events that have been registered as prescribed in the insurance rider as noted above. Members are insured, as well as a Director or Officer of a member discipline club, zone, or division, whenever they 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.

## 4.13 Snow Parks, Terrain Parks, Jumps and Half Pipes with Proper Instructors

CADS skiers/snowboarders are prohibited in terrain parks unless they are with an instructor who has Park & Pipe certification or there is Park & Pipe certified personnel in the park. Otherwise, they will not be insured.

## 4.14 Report SHO Activities to CADS to Ensure Insurance Coverage

Ski Hawks activities must be reported to the 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.

# 5. 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.

## 5.1 Kowbuz Cup

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

## 5.2 Wally White Skier of the Year

Awarded annually to the most improved blind/visually impaired skier or snowboarder, this trophy was named after the late founder and 1st President of Ski Hawks Ottawa.

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## 5.3 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 was an instructor/guide with the program for 38 years.

## 5.4 Guide of the Year

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

## 5.5 The Bruce Meredith Volunteer of the Year

Awarded annually to a member of Ski Hawks Ottawa who has volunteered to assist members above and beyond the regular program activities and has shown long-term commitment to Ski Hawks Ottawa and disabled skiing.

## 5.6 Other Recognition Awards

### 5.6.1 Five-Year Recognition:

Guides who have been in the Ski Hawks Ottawa program for five 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 with CADS pins.

### 5.6.2 Award for Retiring Long-time Volunteers:

A plaque will be given to departing volunteers who have contributed a significant number of years to the program.

### 5.6.3 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, has been displayed in the main lodge. The Community Foundation of Ottawa has also been a strong supporter.

# 6. Marketing / Fundraising

Ski Hawks Ottawa Inc. is a non-profit, charitable organization, which relies on fundraising and membership fees to operate as membership fees alone are not enough. In the past fundraising activities have included golf tournaments, ski-a-thons, silent auctions, and fun ski races. Corporate pledges/donations are always welcome.

Since 2010, an annual gift award is given to the member who brings in the most donations over the course of the current fiscal year (May 1st – April 30th) and this award is given after the end of the fiscal year.

## 6.1 Recruitment

The efforts of many are needed to maintain the program; hence it is essential to also maintain a good number of skiers (15-20 at a minimum), as well as a strong inventory of guides to support the skiers (40 – 50 or more). The BOD promotes the program through brochures supplied to doctor’s offices, community agencies involved with visually impaired persons, word of mouth, school board programs and other external agencies such as Volunteer Ottawa. The BOD encourages members to inform them of any ideas particularly in the area of maintaining the skier base. Without skiers and guides there is no program.

# 7. Inventory

Maintained annually by the Technical Director and the President, the inventory includes all safety items (lights, vests, signs) some old jackets, radio sets, brochures, signs, awards medals and training equipment.

Skiers and guides are requested to return their vests and lights to the Technical Director at the end of each ski season so SHO can assess the inventory in preparation for the next year.

# 8. Web Site

The Ski Hawks Ottawa’s Web site is part of the CADS-NCD Web site [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. Facebook is also used to inform members.

Members who want to add content to the Web site or to our Facebook site are asked to submit their request to the President for approval. The President will then forward it to the Web site or Facebook administrators.

# Appendix 1 Board of Directors Contact List

President

Carolyn Mitrow

(C) 613-222-7718

(W) 613-787-5272

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

Treasurer

Nicole vanOosten

(C) 613-794-7881

Email: [nicole.m.vanoosten@gmail.com](mailto:nicole.m.vanoosten@gmail.com)

Technical Director

Robin Morrin

(C) 343-998-6200

Email:rdmorrin@hotmail.com

Secretary

Adèle Farough

(H) 613-721-9651

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

CADS - NCD Representative

David Farough

(H) 613-721-9651

Logistics Director

Murielle Arseneau

(H) 613-830-8409

(W) 613-996-3099

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

Email: [Murielle.arseneau@parl.gc.ca](mailto:Murielle.arseneau@parl.gc.ca)

Weekend Outing Coordinator

Kim Leahy

(H) (613) 425-1127

(C) (613) 286-0440

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

Director at Large

Michael Cestnik

C) 902-999-6969

Email: [michaelcestnik@gmail.com](mailto:michaelcestnik@gmail.com)

Web Site Administrator

Steve Giorno

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

Email: davidfarough@rogers.com

Director at Large

Bob Einarsson

(C) 613-818-1492

Email: [einarob@rogers.com](mailto:einarob@rogers.com)

# Appendix 2 Waiver FOR ILLUSTRATIVE PURPOSES

|  |
| --- |
| http://adaptivesnowsports.ca/wp-content/uploads/2017/04/cropped-2017Header-EN-1.png  **RELEASE OF LIABILITY, WAIVER OF CLAIMS,**  **ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT**  BY SIGNING THIS DOCUMENT YOU WILL WAIVE CERTAIN  LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE  **PLEASE READ CAREFULLY** |

|  |  |
| --- | --- |
| **Participant’s First and Last Name** |  |
| **Address** | **Street** |
| **City Province Postal Code** |

**TO: Canadian Adaptive Snowsports, Ski Hawks Ottawa and to Canadian Snowsports Association**

**DEFINITIONS** In this Agreement:

a) The terms “Releasees” shall include (Canadian Adaptive Snowsports and Canadian Snowsports Association and their respective directors, officers, employees, agents and volunteers.

**ASSUMPTION OF RISKS**

I am aware that participation in Adaptive Alpine Skiing and Snowboarding involves many risks, dangers and hazards including, but not limited to: boarding, riding and disembarking ski lifts; changing weather conditions; avalanches; exposed rock, earth, ice, and other natural objects; trees, tree wells, tree stumps, forest dead fall; the condition of snow or ice on or beneath the skiing surface; changes or variations in the skiing terrain which may create blind spots or areas of reduced visibility; changes or variations in the skiing surface or sub-surface, including changes due to man-made or artificial snow; variable and difficult snow conditions; streams, creeks and exposed holes in the snow pack above streams or creeks; cliffs, crevasses; snowcat roads, road-banks or cut banks; impact or collision with lift towers, fences, snow making equipment, snow grooming equipment, snowcats, snowmobiles or other vehicles, equipment or structures; objects or equipment used in connection with skiing or ski-racing, impact or collision with other skiers, racers, spectators, participants, competitors, course officials; the failure to ski safely or within one’s own ability or within designated areas; negligence of other skiers; and **NEGLIGENCE ON THE PART OF THE RELEASEES. I AM ALSO AWARE THAT THE RISKS, DANGERS AND HAZARDS REFERRED TO ABOVE EXIST THROUGHT THE SKI AREA AND THAT MANY ARE UNMARKED.**

I AM AWARE OF THE RISKS, DANGERS AND HAZARDS ASSOCIATED WITH THIS EVENT AND I FREELY ACCEPT AND FULLY ASSUME ALL SUCH RISKS, DANGERS AND HAZARDS AND THE POSSIBILITY OF PERSONAL INJURY, DEATH, PROPERTY DAMAGE OR LOSS RESULTING THEREFROM.

**RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY AGREEMENT**

In consideration of THE RELEASEES accepting my application to participate in this Event and permitting my use of the property, ski lifts, ski runs and trails, snowboard and terrain parks, race courses and other facilities (hereinafter referred to as “the skiing facilities”), and for other good and valuable consideration, the receipt and sufficiency of which is acknowledged, I hereby agree as follows:

|  |
| --- |
| 1. TO WAIVE ANY AND ALL CLAIMS that I have or may in the future have against THE RELEASEES, and TO RELEASE THE RELEASEES from any and all liability for any loss, damage, expense or injury including death that I may suffer, or that my next of kin may suffer as a result of my participation, DUE TO ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY OR OTHER DUTY OF CARE, INCLUDING ANY DUTY OF CARE OWED UNDER THE **OCCUPIERS’ LIABILITY ACT**, R.S.A. 1980, C. 0-3, AND **OCCUPIERS’ LIABILITY ACT,** R.S.B.C. 1996, C.337 ON THE PART OF THE RELEASEES, AND INCLUDING THE FAILURE ON THE PART OF THE RELEASEES TO SAFEGUARD OR PROTECT ME FROM THE RISKS, DANGERS AND HAZARDS OF THE EVENT REFERRED TO ABOVE; |

2. TO HOLD HARMLESS AND INDEMNIFY THE RELEASEES from any and all liability for any property damage or personal injury to any third party resulting from my participation in this Event;

3. That this Agreement shall be effective and binding upon my heirs, next of kin, executors, administrators, assigns and representatives, in the event of my death;

4. That this Agreement shall be governed by and interpreted in accordance with the laws of the Province of Quebec; and

5. That any litigation involving the parties of this Agreement shall be brought within the Province of Quebec.

In entering into this Agreement I am not relying on any oral or written representations or statements made by the Releasees with respect to the safety of this Event, other than what is set forth in this Agreement.

|  |
| --- |
| I CONFIRM THAT I HAVE READ AND UNDERSTOOD THIS AGREEMENT PRIOR TO SIGNING IT, AND I AM AWARE THAY BY SIGNING THIS AGREEMENT I AM WAIVING CERTAIN LEGAL RIGHTS WHICH I OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS, ASSIGNS AND REPRESENTATIVES MAY HAVE AGAINST THE RELEASEES |

Signed by day of year

|  |  |  |
| --- | --- | --- |
|  |  | **Signed by Participant** |
|  |  |  |
|  |  | **Print name clearly** |
| **Witness** |  |  |
|  |  | **Signature of Parent / Guardian\*** |
|  |  |  |
|  |  | **(\*If participant under 18)** |

**THIS AGREEMENT MUST BE COMPLETED IN FULL, INITIALLED, DATED, SIGNED AND WITNESSED BY US PRIOR TO PARTICIPATION**

# Appendix 3 Annual Calendar of Events

|  |  |
| --- | --- |
| **2017** |  |
| **October 22 – 23** | **Ottawa Ski, Snowboard & Travel Show, Sat & Sun 10 to 5** at EY Centre, 4899 Uplands Drive at Airport Parkway, Ottawa |
| **October 31- December 31** | Electronic Registration for all new and returning skiers and guides  Late Penalty applies to returning skiers if registration occurs after December 31 |
| **November 1** | **CADS – NCD Annual General Meeting St Anthony’s Soccer Club starting at 5:15** |
| **November 15** | **Registration Social Night** Fox and Feather 283 Elgin Street  5:30 PM – 8:00 PM |
| **December 3** | **SHO Volunteer Guide Training** day at Camp Fortune Main Lodge at 9:00 AM. Day to end by 3:00 PM |
| **December 16-17** | **Volunteer training at Edelweiss Valley – Ski Hawks volunteers are welcome to attend.** |
| **2018** |  |
| **Jan. 10 - Mar. 14** | **Wednesday Program -** Camp Fortune, in the Main Lodge, at 7:00 PM |
| **January 19** | **Advise if you wish to attend the CADS Festival and inquire about funding** |
| **January 12 TBC** | **Ski Guide Improvement (free)**  Camp Fortune, in the Main Lodge, at 9:30 AM |
| **January 28**  **TBC** | **Ski Guide Improvement (free)** (tentative)  Camp Fortune, in the Main Lodge, at 9:30 AM |
| **February 7 TBC** | **Snowboard Improvement (skier and guide boarders)**  Camp Fortune, in the Main Lodge, at 7 PM (Wednesday program night) |
| **February 14** | **Kowbuz Cup** (Wednesday Night Program)  Camp Fortune |
| **February 18** | **VI Specialty course at Camp Fortune (max 8 guides) 9:00 a.m. – 2:00 p.m.** |
| **March 10 (Sat.)** | **CADS-NCD Ski Trip Mont Avilla -** skiers must find their own guides |
| **March 17 or 24** | **Fun Day / BBQ (free) (Saturday)**  Camp Fortune, in the Main Lodge, at 9:00 AM |
| **March –19-23** | **CADS Annual Festival Mt. Ste. Anne, QC** |
| **April 4** | **Wind-up Dinner**  Fox and Feather 283 Elgin Street, at 6 PM |
| **May 2** | **Board of Director Meeting**  Location to be determined 5:30 PM |
| **June 6** | **Annual General Meeting** – Location to be determined 6:30 PM |

# Appendix 4: Instructions for Program Notifications or changes

|  |  |
| --- | --- |
| Questionable Weather - Hotline Info | |
| If the weather is questionable (too cold, rain, heavy snow etc.) on the day of our program, an email will be sent to the distribution list and a message will be posted on our Facebook page. | |
| Skiers | |
| By Sunday | Confirm your attendance by 9:00 p.m. by submitting the Skier Notification form found on the Ski Hawks Web site or by contacting Murielle Arseneau at [marseneau@bell.net](mailto:marseneau@bell.net) no later than 9:00 p.m. |
| On Monday or Tuesday | If cancelling or needing ride information, please call **Murielle** **Arseneau.**  Home: (613) 830-8409 or Work: (613) 996-3099 or email her at [Murielle.arseneau@parl.gc.ca](file:///C:\Users\Carolyn\Downloads\Murielle.arseneau@parl.gc.ca). |
| On Wednesday | If cancelling or needing information (day of the program), please contact **Robin Morrin at: (343) 998-6200.** If it is after 5:00 p.m., you must call the Camp Fortune Registration Desk and ask them to pass the message on to the Technical Director\evening Supervisor. |
| Guides | |
| Providing a ride to a Skier? | If you are needed to pick up a skier, Murielle will email 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\*\* unless you have indicated otherwise to Robin. |
| Can you  make it out? | If you are unavailable or seek other information, please call Robin Morrin before Tuesday at 4:00 pm because he plans the guide matching on Tuesday nights |
| Emergency cancellations | If you have to cancel on Wednesday, please call Robin or email him before 5:00 pm. If you must cancel after 5 p.m. contact the reception desk at Camp Fortune (819) 827-1717, who will relay the message to Robin. |
| Help us plan! | You should arrive at Camp Fortune between 6:30 and 6:45 PM. Please let Robin know if this poses a problem. |

# Appendix 5 Safety with Visually Impaired or Blind Skiers / Snowboarders – A Few Tips

1 **Assessment**:

* Always talk to the skier/snowboarder or their parents about their vision; can they see better at night or day, can they see shadows, range of vision.
* Assess the percentage of sight and range of vision outside on snow.
* Talk to them about their skiing experience. Have they ridden the lift? Have they skied or snowboarded?
* Determine if there is any health problem that may affect their skiing i.e. do they get cold easily, hearing deficits, attention deficit disorders, and recent injuries. Are they athletic? How strong are they?

2 **Equipment:**

* Ensure that they are dressed appropriately and that they have goggles and a helmet.
* Outfit the skier/boarder with a radio and microphone if they have opted to us one with the guide.
* Check how their boots fit and see if skis/snowboards appear to be safe and on properly. Teach them how to wipe snow from the bottoms of their boots.
* Assess whether or not you need to bring ski or snowboard aids with you. Aids might include ski bra, bamboo pole, hula hoop, or harness.
* Ensure that they know where you put their skis/snowboard at the end of the session.
* Ensure that the skier is wearing a flashing light and safety vest.

3 **Voice:**

* Talk directly to the skier / snowboarder.
* Speak clearly and loudly enough to be heard above other noises.
* Have a confident, panic-free voice and be firm with directions.
* Use terms that they understand. They may not understand "traverse", "carving", etc.
* Safety point - when the skier cannot hear the guide’s voice, tell them to stop.

4 **Hill Safety**:

* When skiing/boarding keep your skier/boarder away from the side of the hill, but it is okay to stop on the side of the hill to avoid traffic.
* Be visible at all times. If a skier/boarder falls -stand directly above them to protect them. If you stop, stay where you are visible.
* Always ski/board up-hill from your skier/boarder. Do not ski where possible directly behind them.

5 **Lifts:**

* Explain the lift operation to skier/boarder and if it is their first time, tell the operator.
* If possible position them between two guides and hold their poles.
* Count down until the lift comes to them.
* Link the skier/boarder under arm to assist off of lift and explain how to get off the lift what they will feel. Use a verbal countdown for standing up and getting off of lift.

6 **Pre-snow if new**:

* Walk them around the lodge to help them identify sounds and tell them about what is there, i.e. washroom, ski rentals, etc.
* Practice the entry into the bindings. Have them feel the equipment. Explain how the boots should feel. Have them walk around in their boots.
* Discuss the sounds outside and walk them around to hear the lift, snowmaking, snowmobiles, skis/snowboards on snow, etc.

7 **On-Snow:**

* Clarify the skiers/snowboarders response to your directions i.e., right vs gentle right, or slight right ....stop....
* Describe the surroundings before each descent and describe the terrain as you ski.
* Ski/ride uphill and behind the skier (mandatory unless approved by the Technical Director/hill supervisor). If there is another guide present, they can ski in front of the skier/boarder.
* Stay alert at all times making constant shoulder checks. Be prepared to stop on a dime.
* Be at the level of skiing that you can keep up with the skier/boarder. If you aren't tell the supervisor.
* Practice stops and turns before heading out to assess the skier.

8 **New Skier/Boarder on Snow:**

* If it is a new skier/boarder, work on CSIA/CASI progression.
* Use hands to explain ski position (i.e. snow plow, parallel, wedge, flexion, extension. etc.)
* Practice falling and getting up.
* Take it slow to start. Gain your skier/boarder's trust.
* Don’t forget to complete the progress card.

# Appendix 6 Ski Hawks Ottawa Board of Directors, Roles, Responsibilities & Committees

## A6.1 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 Presidential discretion is warranted, but the 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.

## A6.2 Guiding Responsibilities of the Board for the 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 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!

## A6.3 Board of Directors Positions - Qualifications and Responsibilities:

### 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.
* Has 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 when needed, and the community at large.
* Monitors Board action items to ensure follow-though
* Organizes the Fall plenary session, the May program wrap-up meeting and the AGM.
* 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 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 member registration information and bookkeeping system.
* Ensure all SHO members have registered with CADS before first on hill activity to ensure insurance liability coverage.
* Provide required membership information to the Logistics Director, Technical Director, and President.
* 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.
* Ensures Web site domain fees are paid in order to maintain access to Web site.
* 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

* Takes minutes of all Ski Hawks Board of Directors meetings.
* Arranges meeting venue.
* Sends AGM minutes to program Web site Administrator for posting on the Web site.
* Provides opportunity for Board members to review prior to publication on Web site.
* Keeps official records for Ski Hawks.
* Distributes important information to all members by email.

### 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)
* 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 assist with the coordination of weekend activities and arrange for proper supervision if necessary.
* Commitment to organizing the guide training day at the beginning of the season.

#### Responsibilities:

* Screen and recruit an appropriate number of new guides (both skiers and snowboarders) for each season.
* Maintain record of equipment inventory.
* Prepare the safety questions and ensure that all guides complete them before guiding each season.
* Coordinate and plan at least two ski improvement sessions for guides and one for the guide snowboarders.
* Supervise Wednesday night program to ensure that guide/skier matching are appropriate and effective.
* Plan initial training session for all volunteer guides and the training sessions during the Wednesday night sessions for guides who missed the initial training session
* Responsible for ensuring that all guides are up-to-date with CADS information including volunteer training times, CADS certification courses and sessions.
* Responsible for organizing and running the 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.

### Members at Large (2 Directors)

#### Qualifications

* Demonstrate good communications skills.
* An interest in assisting Board of Directors with special projects and activities as required.

#### Responsibilities

* Attend all meetings of the Board of Directors.
* Assist with special projects and activities as required.

### Logistics Director

#### Qualifications:

* Ability to be available every Monday or Tuesday evening for 2 to 3 hours in order to organize transportation for visually impaired/blind members.
* Demonstrate very good organizational skills.
* Demonstrate good communication skills.
* Bilingualism is an asset.

#### Responsibilities:

* On Sundays, receives an individual email or notice from each skier that wants to participate.
* Contacts volunteers by email by Monday night, in order to coordinate transportation for visually impaired/blind members for every week of the program.
* On Monday compiles the final list of skiers and drivers and sends it to the Technical Director.
* 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 Site 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 Web site.
* Verifies with Treasurer that the Web site domain is current and active.
* Works with the CADS-NCD divisional Web site 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 Web site, 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 Web site.
* Maintains Web site 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 Web site as well as to the CADS-NCD Board of Directors.