

# Volunteer Roles Instructions for Ski Families for 2021-22 \*

\*subject to change if Covid-19 situation changes

## CLUB HOST - INSTRUCTIONS

**NEW: we are no longer directly selling tickets, collecting money, or making deposits, allowing more time to be a club host and check for day passes. McBike sells day passes and there are two self-serve payment stations at the BV Nordic Centre (one at the lower parking lot and one at front of the lodge). We also have cleaning responsibilities to help keep our lodge open and safe.**

### Storage Locations:

- Locker C in 1<sup>st</sup> aid room – Club host supplies; Club host and lodge cleaning record; lodge key for storage room under stairs; day pass supplies
- Locker D in 1<sup>st</sup> aid room – 4 club host vests. Supplies for trail emergency kits
- Locker E in 1<sup>st</sup> aid room – 1<sup>st</sup> aid kits and related supplies
- Storage room under stairs – locked with lodge key. Contains janitorial and cleaning supplies.

### Club Host - Weekend Morning Shifts (Sat and Sun 9:30 am to 12:30 pm)

- When in the lodge, wear a mask and help educate skiers about our Covid policy <https://www.bvnordic.ca/covid-19-info/>
- Wear the Nordic Centre vest proudly and be a helpful and friendly club ambassador. (Vests are in locker D in 1st aid room. There are a variety of sizes).

### At the start of the shift:

- Put up the sign at the entrance to lower parking lot: Ticket Checker on Duty. (The sign is stored beside the info kiosk)
- At the lodge and lower parking self-serve payment kiosks, check ticket envelopes and pencils, refill as needed from supplies in locker C.
- Clean washrooms and outhouses. (Instructions are in the washrooms. Cleaning supplies are in the storage room under the stairs. Key is in locker C)
- Shovel the deck (the shovel is outside), and tidy kids' sleds Disinfect used pencils and restock clean pencil bag in the ticket checker locker.

- If practical for your situation (vehicle, access to dump, or extra room at home for garbage), please take away garbage from the lodge. Otherwise, please put garbage in the timing hut.

#### Mid-shift:

- Ski trails and/or hang out at lower parking lot to check for passes with correct dates, while maintaining safe distance.
- **Take a fanny pack with a marker and a few self-serve envelopes**
- **\*\*Checking the dog trails is encouraged.** Ski the opposite direction to dog traffic.
- Everyone checking for passes on the trails needs to have a season pass or valid day pass themselves.
- **Be kind. Be Calm. Be Safe.** If someone is not complying with safety rules or does not have a pass, politely tell them why the rule or pass is needed (e.g. a friendly guilt speech – a short list of why the passes are important is provided (above, and in the locker). If comfortable, sell a day pass or ask the person to buy a pass at the end of their ski.

#### Near the end of the shift:

- Disinfect high touch surfaces (This will be done by Lodge Parent on Saturday mornings.)
- Record cleaning and disinfection
- Record shift (and names of people without passes) on Club host – lodge cleaning record sheet (in locker C)
- Take down the Ticket Checker on Duty sign, if you know there will be no afternoon shift.

### **Club Host - Weekend Afternoon Shifts (Sat and Sun 12:30 – 3:30 pm)**

**NEW: \*People scheduled for this shift can do their three hours as scheduled in the afternoon OR any time before the next weekend (excluding weekend mornings). Breaking this 3-hour shift into 2 or more sessions and at random times on weekdays and evenings is preferred if it works for the volunteer.**

- When in the lodge, wear a mask and help educate skiers about our Covid policy <https://www.bvnordic.ca/covid-19-info/>
- Wear the Nordic Centre vest proudly and be a helpful and friendly club ambassador. (Vests are in locker D in 1st aid room. There are a variety of sizes).

#### At the start of the shift:

- Shovel the deck (the shovel is outside), and tidy kids' sleds.
- Disinfect high-touch surfaces (instructions are at main floor disinfection station) and monitor occupancy. Record cleaning, disinfection and monitoring on the log sheet at the disinfection station.
- If practical for your situation (vehicle, access to dump or extra room at home for garbage), please take away garbage from the lodge. Otherwise, please put garbage in the timing hut.

- If not already in place, put up the sign at the entrance to lower parking lot: Ticket Checker on Duty. (The sign is stored beside the info kiosk)
- At the lodge and lower parking self-serve payment kiosks, check ticket envelopes and pencils, refill if needed from supplies in locker C

#### Mid-shift:

- Ski trails and/or hang out at lower parking lot to check for passes with correct dates, while maintaining safe distance.
- **Take a fanny pack with a marker and a few self-serve envelopes**
- **\*\*Checking the dog trails is encouraged.** Ski the opposite direction to dog traffic.
- Everyone checking for passes on the trails needs to have a season pass or valid day pass themselves.
- **Be kind. Be Calm. Be Safe.** If someone is not complying with safety rules or does not have a pass, politely tell them why the rule or pass is needed (e.g. a friendly guilt speech – a short list of why the passes are important is provided (above, and in the locker). If comfortable, sell a day pass or ask the person to buy a pass at the end of their ski.

#### Near the end of the shift:

- Disinfect high touch surfaces
- Record cleaning and disinfection
- Record shift (and names of people without passes) on Club host – lodge cleaning record sheet (in locker C)
- Take down the Ticket Checker on Duty sign (store beside info kiosk)

## LODGE PARENT

The goal of lodge parent is to provide safety and security for athletes and their families during ski practice times. In the past, lodge parents would serve snacks and drinks on Tuesday nights and this may resume if the pandemic situation improves.

The lodge parent:

- **Stays at or near the lodge** to be there for athletes who cannot ski with their group/come back early (for example, they have forgotten gear, need first aid, are too cold or too tired to ski) - this allows the coaches to coach the rest of the group
- **Perform a high touch area disinfection** (instructions at main floor sanitation station). **Record on log sheet.**
- Ensures that athletes are behaving safely and appropriately in around the lodge
- Ensures that no damage occurs to the Nordic Centre property
- Acts as a club ambassador
- Performs cleaning mid-week if needed – e.g. shoveling, wipe tables, and vacuuming.
- Check the lower trails outhouse. Shovel replace stock, give a wipe.
- **Note: we have added one new lodge parent shift on Saturday mornings so that the CLUB HOST will have more time ski and check tickets.**

Lodge Parents can help our athletes follow the current Covid-19 policy (and any changes that come this season)

- Wear masks in the lodge at all times (even if alone)
- Sanitize hands when entering and leaving the lodge

**Lodge parent shifts:**

- **Saturday Morning (10:00 am to 12:00 pm)**
- **Tuesday Night (6:00 – 7:30pm)**
- **Thursday Afternoon (3:30 pm to 5:00 pm)**

## LODGE CLEANING SHIFTS

- In the past, athletes took part in cleaning the lodge. However, due to the pandemic, it was decided that adults should perform the cleaning shifts. Athletes can help parents if the family chooses. Each family will sign up for a set number of cleaning shifts.
- Cleaning PPE (gloves and masks) will be provided by Nordic Centre but please bring your own mask if you have one.

**Weekend Cleaning Shifts – we are responsible for making sure that each of the cleaning shifts (below) occur once per weekend, families can choose days and times on SignUp.com**

**Cleaning Shift 1: Upstairs:** Please wipe all lodge tables, vacuum upper lodge and stairwell. Tidy kitchen if needed (kitchen is closed but may need to be wiped and cleaned occasionally). Wipe windows and as needed. Please disinfect high touch surfaces *if not already done recently* (instructions are at the main floor sanitation station). Record chores on the log sheet.

**Cleaning Shift 2: Wax hut:** please tidy, sweep, re-stock firewood, collect garbage if full. Windows as required. **Downstairs:** vacuum and tidy lower lodge (including changerooms and locker rooms). Please disinfect high touch surfaces *if not already done recently* (instructions are at the main floor sanitation station). Record duties log sheet.

NOTE: Vacuum is found in the wooden cupboard at the top of the stairs. Make sure to sanitize hands before and after using the vacuum. All other cleaning supplies can be found **under the stairs** (key is in ticket checker locker C). If cleaning or other supplies are low, please contact Shannon Pearce at [Shannon.Pearce@bvnordic.ca](mailto:Shannon.Pearce@bvnordic.ca).

If you have any questions specific to this document or Ski booster activities, please contact:

Tamara Gillis (250-643-4080, [tamara.gillis@bvnordic.ca](mailto:tamara.gillis@bvnordic.ca)) and Paula Bartemucci (778-210-2009, [paulabar@telus.net](mailto:paulabar@telus.net))

For questions about BV Nordic Centre Operations, please contact the general manager, Jan Wengelin [jan.wengelin@bvnordic.ca](mailto:jan.wengelin@bvnordic.ca)

For questions about the Nordic Skills Development Program, please contact the program coordinator, Denise Kelly [denise.kelly@bvnordic.ca](mailto:denise.kelly@bvnordic.ca)