Volunteer Roles Instructions for Ski Families for 2026-2027

CLUB HOST - INSTRUCTIONS

The club host role is to check skiers for day passes. Day passes can be purchased at McBike or via the two self-serve payment stations at the BV Nordic Centre (one at the lower parking lot and one at front of the lodge). The club host also has cleaning responsibilities to help keep our lodge open and safe.

Quick facts about the Nordic Centre (and our fees) to share as a Club Host:

~The BV Nordic Centre has 52 km of groomed trails, of which 5 km are lit and 10 km are dog-friendly.

~The Prinoth Bison groomer costs about $200 for every hour it is used. After fresh snow the Bison takes about 12-14 hours to trackset everything. The dog trails and other high use areas get extra grooming between snowfalls.

~Smaller grooming machines are used for low snow in the early season and later when the Bison is being serviced or to touch up the trails at a lower cost.

~It costs around $225,000 a year to run the Nordic Centre. Every dollar from season and day pass fees goes straight back to operating our trails and facilities (operation and maintenance of grooming and plowing machines, insurance, utilities and building maintenance). None of the season or trail pass income goes toward club programs or events.

~BV Nordic Centre trails are on Crown land. Skiing is managed by the Bulkley Valley Cross Country Ski Club under a Partnership Agreement with Recreation Sites and Trails BC. The partnership agreement and Recreation Regulations authorizes our club to collect user fees.

Storage Locations:

- Locker C in 1st aid room – maps, day tickets and envelopes, ticket hangers.
- Locker D in 1st aid room – various sized club host vests, fanny pack, clipboards, record sheets
- Locker E in 1st aid room – 1st aid kits and related supplies (bandaids, splints, feminine products, emergency blankets, Incident Report Form)
- Storage room under stairs – janitorial and cleaning supplies.

Club Host - Weekend Morning Shifts (Sat and Sun 9:00 am to 12:00 pm) and Holiday Shifts (Winter Break and Family Day 11:00 am to 3:00 pm)

Wear the Nordic Centre vest proudly and be a helpful and friendly club ambassador. (Vests are in locker D in the First Aid room). NEW for 2025-26 is that we do not clean, shovel or maintain the old outhouse. We have recently built a new outhouse that we do maintain.

<u>At the start of the shift:</u>

- Put up the “Ticket Checker on Duty” sign at the entrance to the lower parking lot (the sign is stored beside the info kiosk)

- At the lodge; shovel the deck, check ticket envelopes and pencils in self-serve station, refill as needed from supplies in locker C. Tidy up kids' sleds if any around the lodge are, incl behind the lodge
- At the lower parking self-serve payment kiosk; check ticket envelopes and pencils in self-serve station, refill as needed. Shovel snow off the kiosk deck and the new outhouse. (a shovel should be inside the new outhouse).

Mid-shift:

- **Ski trails and/or hang out at the lower parking lot** to check for passes with correct dates.
- **Take a fanny pack with a marker, a few self-serve envelopes for cash, and business sized cards with e-Transfer information.**
- **Checking the dog trails/lower parking lot is strongly 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.
- 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). Please give the person a self-serve envelope (cash), e-transfer 'business card' or ask the person to buy a pass at the end of their ski at McBike (credit).
- While patrolling, take note of the number of skiers without passes you encounter as well as the TOTAL number of skiers.

Near the end of the shift:

- Record shift (including number of people without passes and total number of skiers) on *Club Host – Lodge Cleaning Record Sheet* located on the clipboard on the downstairs ADP bulletin board to the right of the entrance to the First Aid Room. It is VERY important to update this sheet otherwise we may not be reimbursed for the shift.
- Take down the Ticket Checker on Duty sign at the lower parking lot, if you know there will be no afternoon shift.

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

Club Host - Weekend Afternoon Shifts (Sat and Sun 12:00 pm- 3:00 pm)

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.
Wear the Nordic Centre vest proudly and be a helpful and friendly club ambassador. (Vests are in locker D in the First Aid room).

At the start of the shift:

- Shovel the deck (the shovel is outside), and tidy kids' sleds.
- If not already in place, put up the sign at the entrance to the 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.
- **Take a fanny pack with a marker, a few self-serve envelopes for cash, and business sized cards with e-Transfer information.**
- **Checking the dog trails/lower parking lot is strongly encouraged!** Ski the opposite direction to dog traffic.
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- While patrolling, take note of the number of skiers without passes you encounter as well as the TOTAL number of skiers.

Near the end of the shift:

- Record shift (including number of people without passes and total number of skiers) on *Club Host – Lodge Cleaning Record Sheet* located on the clipboard on the downstairs ADP bulletin board to the right of the entrance to the First Aid Room. It is VERY important to update this sheet otherwise we may not be reimbursed for the shift.
- Take down the Ticket Checker on Duty sign at the lower parking lot, if you know there will be no afternoon shift

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

LODGE PARENT

The goal of the lodge parent is to provide safety and security for athletes and their families during ski practice times. We are required to have a lodge parent on duty anytime we have Track Attack aged programming happening.

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
- Ensures that athletes are behaving safety and appropriately in around the lodge
- Ensures that no damage occurs to the Nordic Centre property
- Acts as a club ambassador

- ***NEW** - Check the bathrooms: replace stock, empty full garbage bags into the main garbage at the bottom of the stairs in the lodge entrance.
- *Check the lower trails NEW outhouse - shovel, replace stock, give a wipe if needed.

Lodge parent shifts:

- **Saturday Morning (9:30 am - 11:30 pm)**
- **Tuesday Afternoon (4:15 pm - 6:00 pm)**
- **Thursday Afternoon (3:30 pm - 5:30 pm)**

CLEANING SHIFTS

Weekend Cleaning Shifts – we are responsible for making sure that each of the cleaning shifts #1 and #2 occur once per weekend (plus more over the Holidays). Unless otherwise specified in your volunteer shift, cleaning can happen anytime between 9am and 3pm on Saturday or Sunday. Older athletes are encouraged to participate. Post-event cleaning shifts must be completed between 2pm - 6pm.

Cleaning and bathroom supplies are kept under the staircase of the main lodge. (Gloves, spray cleaners, toilet bowl cleaner, toilet paper, paper towel, hand soap, vacuum). Only use cleaning products provided as the septic system is sensitive to too many harsh chemicals!

SHIFT#1:

Lodge cleanup:

Upstairs: Please vacuum upper lodge and stairwell.

- Tidy kitchen and remove any mouse poop from lower shelves or anywhere in the kitchen area.
- Wipe all tables and window sills.

Downstairs:

- Vacuum and tidy lower lodge (including change rooms and locker rooms).
- Wipe out the cubbies in kick wax room.
- Put all lost and lonely looking items in the lost and found bin.
- Record chores on the log sheet located on the clipboard on the downstairs bulletin board to the right of the entrance to the First Aid Room.
- If practical for your situation (vehicle, access to dump or extra room at home for garbage), please take away garbage from the lodge otherwise place full garbage bags in the Wax ROOM by the electrical panel to be picked up..

SHIFT #2:

Wax Hut Cleanup:

- General tidy up including cleaning loose wax off of tables and sweeping the floor.
- Bag up garbage if full.
- Cut kindling and re-stock firewood.

- Record chores on the log sheet located on the clipboard on the downstairs bulletin board to the right of the entrance to the First Aid Room.
- If practical for your situation (vehicle, access to dump or extra room at home for garbage), please take away garbage from the lodge, otherwise place full garbage bags in the Wax ROOM by the electrical panel to be picked up.

Bathroom and Outhouses Cleaning:

Clean washrooms and NEW lower parking lot outhouse and outhouse behind the lodge.

BATHROOM AND OUTHOUSE CLEANING - INSTRUCTIONS

General

- Cleaning and bathroom supplies are kept under the staircase of the main lodge. (Gloves, spray cleaners, toilet bowl cleaner, toilet paper, paper towel, hand soap).
- Extra garbage bags, toilet paper and paper towel are also under the sink in the bathroom.

Bathroom Cleaning

Always clean beginning with cleanest surfaces to dirtiest surfaces.

- Using spray cleaner and paper towel, begin with wiping door knobs, light switches, counters and sinks in both bathrooms.
- Clean the mirrors with glass cleaner.
- Clean toilet lids and surfaces with spray cleaner and paper towel.
- Scrub toilet bowls with toilet bowl cleaner and brush (beside toilets).
- Urinal: spray cleaner on the entire bowl and wipe outside then inside.
- Sweep and mop floor using a mop and pail.
- Empty full garbage bags into the main garbage at the bottom of the stairs in the lodge entrance.
- Top-up supplies of toilet paper, paper towel and soap in both bathrooms.
- Record date/time/name on bathroom cleaning log.
- The sewer system is so very fragile to the massive amounts of bleach, chlorine and other harmful non-biodegradable products, please use only the products provided.

Outhouse Cleaning

- Using spray cleaner and paper towel, wipe the outside of the cone, the seat and the floor around the cone.
- Sweep out the floors.
- Refill toilet paper and empty garbage cans.

PLEASE NOTE: FOR CLEANING SHIFTS, THE SEWER SYSTEM IS VERY FRAGILE TO THE LARGE AMOUNTS OF BLEACH AND OTHER NON-BIODEGRADABLE PRODUCTS- PLEASE ONLY USE CLEANING PRODUCTS PROVIDED TO HELP PROTECT IT!

If you have any questions specific to this document or Ski booster activities, please contact yeva.glover@bvnordic.ca

For questions about BV Nordic Centre Operations, please contact the general manager, Jan Wengelin jan.wengelin@bvnordic.ca

For questions about the Nordic Skills Development Program, please contact the program coordinator nsdpcoordinator@bvnordic.ca