



51st CWSAA Spring Conference  
Fairmont Chateau Whistler  
April 24 - 26, 2019

Sponsored by:



TECHNOALPIN, SKYTRAC, AXESS AMERICAS,  
PACIFIC COASTAL AIRLINES, go2HR, RABBIT HILL SNOW RESORT

Mearl's Machine Works, Canada Ticket, WinSport, Inter-Mtn Enterprises,  
Summit Lift Company, Paradocs Mountain Software, World Cup Supply,  
Mueller Lifts Services, Snomax International, HTM Hydro-Tech Manufacturing,  
SMI Snow Makers, Skitude, Century Signs, 1RISK, WorkSafeBC, Liftopia

## Arrival Day Program Tuesday, April 23, 2019

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### CWSAA Registration

3:00 pm - 7:00 pm Fairmont Chateau Whistler  
Frontenac Foyer

Please remember to check in at the registration desk. **Name badges must be worn at all times** to access sessions, workshops, meals and social events.

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### Kick-Off Social at Merlin's Bar & Grill

6:00 pm - 9:00 pm

6:45 pm Dinner Served

Sponsored by



Wear your favourite team jersey.

**\*Pre-registration required**

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A special thanks to those that have given a financial contribution to the Small Areas Fund over the last year:

SilverStar Mountain Resort  
Whistler Blackcomb Mountain  
MMC Shames Mountain  
Inter-Mtn Enterprises  
Inter-Mtn Testing  
Doug Forseth

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## Wednesday, April 24, 2019

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### CWSAA Registration

7:00 am - 5:00 pm

Frontenac Foyer, Conference Wing

**Name badges must be worn at all times** to access sessions, workshops, meals and social events.

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### Breakfast / Keynote Presentation:

**The Times They are Changin': Communicating and working with today's multigenerational workforce**

7:30 am - 9:15 am > Frontenac Ballroom

**Shane Jensen**, New Quest Coaching & Consulting

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7:30 am - 8:00 am Breakfast service

8:00 am - 8:15 am Opening remarks

8:15 am - 9:15 am Keynote presentation

The changing workplace. The reality is that leaders, employees and organizations, both large and small, are beginning to feel the impact of trying to work with and communicate effectively across the four



different generations that make up today's labour force. Each generation brings their own set of values, expectations and markedly different attitudes towards work, authority, conflict and even customer service. All of this translates into different behaviours in

the workplace (and in interactions with clients), including differing work and communication styles, which can have direct impact on retention, productivity and staff engagement.

The presentation is designed to give participants some great information and insights to help them with their goal of working and communicating effectively with each of the four distinct generations.

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Wednesday, April 24, 2019



## Lift 151 Surface Lifts

8:00 am - 4:30 pm

8:00 am - 9:00 am > Empress C Room

9:00 am - 12:30 pm > Field demonstration stations

1:30 pm - 2:00 pm > Empress C Room > Review

2:00 pm - 4:30 pm > Exam

**Dave Looney**, Senior Safety Officer, Technical Safety BC

**Cam Surine**, Regional Business Leader,

Technical Safety BC

**Don Ulansky**, Safety Officer, Technical Safety BC

**Peter Sorensen**, Senior Safety Officer,

Technical Safety BC

**\*Pre - registration required**

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## Hydraulics & Hydrostatics

9:30 am - 12:30 pm > Empress C Room

**Martin Antoniak**, Antoniak Contracting Services

The first half of the session will cover the basic principles of hydraulics: overview on how both the Prinoth and PistenBully systems work and the difference between them; discuss basic tips on trouble shooting techniques.

The second half of the session will cover the basic principles of a closed loop hydrostatic system: a basic overview of both Rexroth (used in both Prinoth & PistenBully) as well as quick overview of Sauer- Danfoss (Prinoth) and the differences between them. Discuss basic tips on trouble shooting and system card.

## Winch Cat Anchors for Mountain Operations

9:30 am - 12:30 pm > Empress A Room

**Stan Kelly**, Grooming Manager, Whistler Blackcomb

**Seth Worthen**, Slopes Manager, Sun Peaks Resort

Ground anchors are an integral part of grooming and mountain operations. They vary and include man-made and natural forms. This session will review ground, tree and other options of anchors and include the new best practices developed between ski areas and regulators.

## Atlantic Snow Resorts Association Meeting (Closed Session - Atlantic Members Only)

9:30 am - 12:30 pm > Algonquin Room

## Terrain Park Design

9:30 am - 10:45 am > Empress B Room

**Mac Whillans**, Parks Manager, Cypress Mountain

**Jeremy Cooper**, Director, Mtn Sports Dev,  
Boyne Resorts

**Steve Petrie**, President, Arena Snowparks

**Lucas Ouellette**, Project Manager, Arena Snowparks

**Tyler Nichol**, Terrain Park Design, Friends of Mt Sima

A panel discussion focused on park design, shaping, and maintenance with emphasis on park progression.

## CWSAA AGM & Report

9:30 am - 10:45 am > Frontenac Ballroom

**Andre Quenneville**, Board Chair, CWSAA

**Christopher Nicolson**, President & CEO, CWSAA

9:30 am - 10:00 am Annual General Meeting

10:00 am - 10:45 am Industry Update

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## Coffee Break

10:45 am - 11:15 am > Frontenac Foyer

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## Sheave Assembly Loads for Tower Rigging

11:15 am - 12:30 pm > Frontenac B Room

**Randy Gliedge**, Owner, Summit Lift Company

This session will discuss calculating loads on sheave assemblies and tower rigging for sheave assembly work.

## Electrical 101 - A Low Voltage Primer for Ski Lifts

11:15 am - 12:30 pm > Saskatchewan Room

**Malcolm Yates**, Lead Hand, Electrical Department,  
Whistler Blackcomb

**Nels Powell**, Lead Hand, Electrical Department,  
Whistler Blackcomb

This presentation is geared towards lift mechanics or anybody working in the ski industry looking for a basic understanding of electricity. Followed by some common place situations and applications found in the day to day operation of a ski lift.

Wednesday, April 24, 2019



## Alberta, Saskatchewan, Manitoba

### Division Meeting

11:15 am - 12:30 pm > Frontenac C Room

**Jason Paterson**, Alberta, Saskatchewan, Manitoba,  
Division Chair

An overview and discussion of province-specific trends, issues and government policies that impact ski areas in Alberta, Saskatchewan and Manitoba.

### BC-Yukon Division Meeting

11:15 am - 12:30 pm > Frontenac A Room

**Andy Cohen**, BC-Yukon Division Chair

An overview and discussion of province-specific trends, issues and government policies that impact ski areas in the BC-Yukon Division.

### Rental Shop Best Practices

11:15 am - 12:30 pm > Empress B Room

**Alex Douglas**, Rentals & Retail Manager,  
Mt Seymour Resorts

**Doug Pettigrew**, Assistant General Manager,  
Rabbit Hill Snow Resort

**Christian Théberge**, General Manager,  
MMC Shames Mountain

This panel discussion will explore best practices on rental equipment pricing, industry choices for ASTM testing on rental equipment, recommended standards for boot only rentals and ISO boot sole norms and what to watch out for. The panel will also present options and ideas on using technology and systems to reduce wait times in Rental Shops.

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### Lunch

12:30 pm - 1:45 pm > Woodlands Terrace

1:00 pm > Traditional welcome from the  
Squamish Nation and Lil'wat Nation

Sponsored by



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### Exhibitor Trade Show Set Up

1:30 pm - 4:30 pm > MacDonald Ballroom

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## Introductory Operations Supervisor Workshop

1:45 pm - 4:45 pm > Frontenac C Room

**Anne Terwiel**, Senior Lecturer, Tourism Management,  
Thompson Rivers University

Specifically designed for ski area operations teams. Communicating effectively with staff is often the most challenging part of a supervisor's job. This workshop will provide information on the reasons that communication can sometimes be difficult, even when we feel we are strong communicators ourselves and will provide tools to help facilitate effective communication with your staff. While the focus will be on making communication go well from the start, we will also look at navigating difficult conversations and de-escalating situations that threaten to become out of control.

### AC & DC Drives

1:45 pm - 4:45 pm > Empress A Room

**Warren Sparks**

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If you have been wondering about technological advancements in motors and drives and wondering about recent code changes, here is your chance to gain insight into these important topics. You will learn about motor/drive theory and discoveries (ac, dc, direct drive), code requirements, pros and cons, safety considerations, safe torque off feature, braking with motors, overhauling loads, dynamic braking and standstill monitoring. Maybe you will be able to impress your friends by contributing to conversations about the square root of -1.

### Engaging New Participants in SnowSports

1:45 pm - 3:00 pm > Empress B Room

**Paul Pinchbeck**, President & CEO, Canadian Ski Council  
**Simon Barrick**, PhD Candidate, Faculty of Kinesiology,  
University of Calgary

Growing our next generation of skiers and riders. New skiers research, learnings from the recent CSC new and lapsed skier visit study. And a special presentation on the role of winter sport participation as newcomers integrate into Canadian society.

Wednesday, April 24, 2019



## **SNOWsat - Snow Services & Operator Centre**

1:45 pm - 3:00 pm > Saskatchewan Room

**Josh Nelson**, SNOWsat & PRO ACADEMY Product Manager, PistenBully

The SNOWsat system provides complete information about the grooming activities taking place on the mountain.

Easily see snow depth data, machine telemetry data and GPS information from the entire fleet of grooming equipment, no matter who the manufacturer might be or the age of the equipment. Closing the loop on operator training, the PRO ACADEMY online training will bring all operators to a similar level of understanding on grooming terms, techniques and best practices. Join us to see how SNOWsat and PRO ACADEMY can improve the grooming operations overall.

## **Risk & Safety Meeting**

1:45 pm - 4:45 pm > Frontenac A Room

Moderated by **Kim Jones**, Risk & Safety Management Chair, CWSAA

This session includes updates on key safety and risk management issues and legal outcomes impacting the ski industry.

1:45 pm - 3:00 pm > Industry Trends & Safety Talks

## **Claims Management Best Practices**

**Marc White**, Risk Management & Safety Programs Director, Sun Peaks Resort

**Jonathan Faloon**, Senior Safety Manager, WinSport

## **Ski Industry Injury Reduction**

**Cynthia Thomas**, Communication Manager, CWSAA

## **Maintaining the Confidence of the Insurance Industry**

Insurance Partners: **JLT/Marsh**, **Gougeon Insurance**, **MountainGuard**

3:30 pm - 4:45 pm > Legal Updates

## **Risk Management Essentials**

**Kim Jones**, Risk & Safety Management Chair, CWSAA

## **Case Law and Helping Your Own Defence**

**Robert Kennedy**, Lawyer,

Farris, Vaughan, Wills & Murphy LLP

**Todd Lee**, Partner, Miles Davison LLP

## **Coffee Break**

3:00 pm - 3:30 pm > Frontenac Foyer

Sponsored by



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## **Lockout Roundtable**

3:30 pm - 4:45 pm > Frontenac B Room

**Wayne Wiltse**, Lift Maintenance Manager, Whistler Blackcomb

Discuss Whistler Blackcomb procedures and roundtable with other resorts to develop best practices on lockouts.

## **SnowSport Industry Success in Schools**

3:30 pm - 4:45 pm > Empress B Room

**Jennifer Konopaki**, Dir., Sport Leadership, WinSport

This case study session explores how WinSport grew their learn to ski/board lessons to over 20,000 with a wait list. Best practices on how to create a successful working relationship with your local school boards, program revisions and design elements, instructor engagement which mirrors the school class room, annual timelines, process and communication.

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## **Trade Show Reception**

5:00 pm - 7:30 pm > MacDonald Ballroom

Trade Show Bars sponsored by



Trade Show Reception Food sponsored by



\*Pre-registration required

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**Wednesday, April 24, 2019**





**Thursday, April 25, 2019**

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#### **CWSAA Registration**

7:00 am - 4:30 pm > Frontenac Foyer

**Name badges must be worn at all times** to access sessions, workshops, meals and social events.

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#### **Trade Show Breakfast**

7:30 am - 9:00 am > MacDonald Ballroom

Sponsored by



#### **Lift 152 - Fixed Grip Lifts**

8:00 am - 4:30 pm

8:00 am - 9:00 am > Empress C Room

9:00 am - 12:30 pm > Field demonstration stations

1:30 pm - 2:00 pm > Empress C Room > Review

2:00 pm - 4:30 pm > Exam

**Dave Looney**, Senior Safety Officer,  
Technical Safety BC

**Cam Surine**, Regional Business Leader,  
Technical Safety BC

**Don Ulansky**, Safety Officer, Technical Safety BC

**Peter Sorensen**, Sr. Safety Officer,  
Technical Safety BC

**\* Pre - registration required**

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#### **Detecting Alcohol, Drugs, Fatigue & Medical Impairment in the Workplace Workshop**

9:00 am - 5:00 pm > Frontenac B Room

**Ron Miciuk**, Esdaile & Associates  
Drugs in the Workplace

This workshop provides education on the detection and recognition of the signs/symptoms of alcohol, drug use, fatigue and medical impairment.

**\*Paid course - Pre-registration required**

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#### **Financial & Economic Impact**

**(Closed Session for Study Participants Only)**

9:00 am - 10:15 am > Empress B Room

**Don Murray**, Senior Vice President, Ecosign  
**Phil Graham**, Chief Financial Officer, WinSport

A presentation of the CWSAA Financial Analysis by Ecosign and a case study on how to use the data to improve the bottom line.

#### **Conveyors Roundtable & Tour**

**(Closed Session - Ski Areas Only)**

9:00 am - 12:00 pm > Empress A Room / Whistler Mountain

**Shawn Whitty**, Operations Manager,  
Apex Mtn Resort

**Dan Williams**, Lift Maintenance Supervisor,  
Whistler Blackcomb

**Gord Shellborn**, Lift Maintenance Supervisor,  
Whistler Blackcomb

The past year has seen new regulations for conveyor lifts in some jurisdictions. This session will review the objectives and outcomes of recent changes, and consider learnings for future implementations from a ski area perspective. The session will be hosted as an outdoor walking tour and discussion through Whistler Blackcomb conveyor facilities.

#### **Succession Planning & Mentorship**

9:00 am - 10:15 am > Frontenac A room

**Derek Look**, GM, Rabbit Hill Snow Resort  
**Leah Muirhead MacDonald**, CEO,  
Inter-Mtn Enterprises

**Ryley Thiessen**, President,  
Ecosign Mountain Resort Planners

**Ken Larson**, Champion Performance Systems

Building for the future. A practical presentation using case studies on incorporating mentorship on succession planning into business operations.

#### **Board Governance - A Practical Guide**

9:00 am - 10:15 am > Frontenac C Room

**Deb McClelland**, Principal, onBOARD Training

A practical guide to board governance on recruiting directors in a small community, making board meetings meaningful and giving your committees something to live for.

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**Thursday, April 25, 2019**



## Coffee Break

10:15 am - 10:45 am > Frontenac Foyer

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**Snomax**  
INTERNATIONAL

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## Tube Park Maintenance & Design

10:45 am - 12:00 pm > Frontenac C Room

**Darcy Arnold**, Millwright Lead Hand, Big White

**Kelly Roach**, Operations Coordinator, Eastlink Park

**Kevin Kraft**, Tube Park Manager, Mt Norquay

A panel discussion from proven tube park operators discussing setup, building, design, grooming and maintenance.

## Fleet Maintenance Roundtable

10:45 am - 12:00 pm > Empress B Room

**Dave Hennessey**, Fleet Manager, Whistler Blackcomb

**Rob Hopkinson**, Vehicle Maintenance Manager, Big White Ski Resort

**Richard Roy**, Director of Maintenance, Vista Ridge

**Kerry Nicholson**, Snow-Tech Snowcat Service

A fleet maintenance roundtable to discuss how various operators look after: fleet image costs, leasing vs owning, user accountability, service requests, record keeping, fueling systems, new vehicles available and common or unique problems.

## Senior Management Roundtable

**(Closed Session: Senior Ski Area Management Only)**

10:45 am - 12:00 pm > Empress A Room

**Andre Quenneville**, Board Chair, CWSAA

This session will include an open forum specifically for General Managers from ski areas on industry topics, and breakout provincial discussions (if necessary) on selected topics.

## New Trends & Planning for Summer Operations

10:45 am - 12:00 pm > Frontenac A Room

Moderated by **Brent Harley**, President, Brent Harley & Associates

**Kyle Vash**, Resort Planner, Brent Harley & Associates

**Kris Hawryluik**, Director, Patrol, & Bike Park Operations Manager, Big White Resort

**Steve Bailey**, Director Skier Services, Revelstoke Mountain Resort

A panel discussion on preparing for new summer operations. Case studies on how planning behind the scenes differs from winter operation. Innovative ideas for year-round operations.

## NDT Method, Record Keeping Best Practices and Z98

10:45 am - 12:00 pm > Empress C Room

**Scott Patterson**, Millwright, Whistler Blackcomb

**Ross Muirhead**, General Manager, Inter-Mtn Testing

Review on NDT method, best practices on record keeping and Z98 requirements.

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## Trade Show Lunch

12:00 pm - 1:30 pm > MacDonald Ballroom

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## SnowSports Focus

1:30 pm - 4:45 pm > Empress A Room

**Mike Manara**, Director Sports & Guest Services, Mount Washington Alpine Resort

**Stewart Laver**, Director of SnowSports, Sunshine Village

Join us for presentations and discussion on ways to recruit and develop new instructors for your Ski and Snowboard School. Learn ways to reduce staff injuries in your Snow Sports School. Discover "Loving Winter", which is a presentation on some innovative ways to introduce Snow Sports in schools. Hear about general updates from CSIA and CASI.

**Thursday, April 25, 2019**



### Tour of Blackcomb's New Gondola

1:30 pm - 4:45 pm > Meet in Frontenac Foyer

**Wayne Wiltse**, Lift Maintenance Manager,  
Whistler Blackcomb

Join Wayne on a tour of the new Blackcomb Gondola. Visit both the drive and return terminals of the lift.

### Snowmaking Panel & Industry Discussion

1:30 pm - 4:45 pm > Empress B Room

**Sam Oettli**, Ops Manager, Friends of Mt Sima

**Shawn Whitty**, Ops Manager,

Apex Mountain Resort

**Greg Anderson**, Partner, Mearl's Machine Works

The first half of the session will be a panel discussion on the top five issues facing snowmaking today. Group discussion to find ideas, solutions and connections within the industry.

The second half of the session will be a presentation on the basic overview of pump equipment and installation considerations when doing installations using in-house staff. Considerations for snowmaking pump equipment maintenance. Things to monitor in pump operation to check pump 'health'.



### Building Indigenous Relationships

(Closed Session - Ski Area Management Only)

1:30 pm - 2:45 pm > Frontenac A Room

**Eddie Wood**, General Manager, Mt Seymour Resorts

**Steve Paccagnan**, President & CEO,

Panorama Mountain Resort

**Sarah McCullough**, Director, Government and

Community Relations, Whistler Blackcomb

What ski areas need to know. A panel presentation on the value of building strong, mutually-beneficial relationships with Indigenous communities.

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### Coffee Break

2:45 pm - 3:15 pm > Frontenac Foyer

Sponsored by



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### Tourism Industry Association of Canada - Tourism Town Hall

3:15 pm - 5:15 pm > Frontenac A Room

Moderated by **Walt Judas**, CEO,

Tourism Industry Association of BC

**Sarah Finstad**, Regional Manager Director,

North America, Destination Canada

**Charlotte Bell**, President & CEO,

Tourism Industry Association of Canada

**Brady Smith**, Board Member,

Indigenous Tourism Association of Canada

In partnership with TIAC the session is part of a national Tourism Town Hall series and is the first national Town Hall done with the ski sector. The introduction will highlight tourism wins in the federal budget and opportunities for the ski sector. Destination Canada's presentation will feature information on markets and marketing strategies. The session will conclude with a Town Hall format where panel participants will answer questions from the floor including most prevalent issues facing ski and tourism operators.

Thursday, April 25, 2019





### Don't Fire Your Food & Beverage Director

3:15 pm - 4:45 pm > Frontenac C Room

**Jeni Batte**, VP, Account Services, Guest Research

**Dean Parkinson**, Director, Finance & Inside Operations, Castle Mountain Resort

**Michael J Ballingall**, Senior Vice President of Sales & Marketing, Big White Ski Resort

Food & Beverage is typically the second largest source of revenues for ski resorts. Unfortunately, based on guest feedback of 65 ski resorts and areas, it is the least satisfying experience skiers and riders have. This session will explore the reasons for the low satisfaction, identify which guest segments represent the greatest opportunity for improvement and examine the importance of food & beverage to guests' overall satisfaction and loyalty. Food & Beverage experts will weigh in on what steps they have taken to enhance the dining experience at their resorts.

### Associate Meeting (Associate Members Only )

3:15 pm - 4:45 pm > Saskatchewan Room

**Debbie Muirhead**, Associate Member Director, CWSAA

An open forum for CWSAA Associate Members to debrief trade show & conference and brainstorm new concepts for CWSAA.

### CWSAA Women's Happy Hour - Networking Event

5:00 pm - 6:00 pm > Woodlands Terrace

Sponsored by



An opportunity to enjoy a beverage and meet other women who work in this fantastic ski industry! Share stories, create contacts and have fun, while networking with other women leaders who have skied /ridden, worked hard and survived another season.

**\*Pre-registration required**

### Banquet & Awards Ceremony

6:30 pm - 11:00 pm > MacDonald Ballroom

Awards Dinner sponsored by



Award Bars sponsored by



- 6:30 pm Doors / Bars open
- 7:00 pm Opening remarks from MC, Andre Quenneville
- 7:15 pm Lars Fossberg Excellence Award Presentation by Hildur Sinclair
- 7:30 pm Dinner Buffet opens
- 8:15 pm Live small areas auction
- 8:30 pm Jim Marshall Leadership Award Presentation by Dave Gibson  
Jimmie Spencer Lifetime Achievement Award Presentation by Hugh Smythe
- 10:00 pm Silent Auction closes

**\*Pre-registration required**



Thursday, April 25, 2019



## Friday, April 26, 2019

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### CWSAA Registration

7:30 am - 12:00 pm > Frontenac Foyer

2:00 pm - 3:00pm

**Name badges must be worn at all times** to access sessions, workshops, meals and social events.

### Breakfast

7:30 am - 9:00 am > MacDonald Ballroom

Sponsored by



### SnowSports Breakfast Meeting

7:30 am - 9:00 am > Frontenac C Room

**Perry Schmunk**, Managing Director, CSIA

The world of skiing nations gathered for InterSki 2019 in Bulgaria this past March. Join in this working breakfast presentation to hear from Canadian attendees on innovative and interesting trends on snowsport disciplines from around the planet.

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### Lift 153 - Detachable Chairs

8:00 am - 4:30 pm

8:00 am - 9:00 am > Empress C Room

9:00 am - 12:30 pm > Field demonstration stations

1:30 pm - 2:00 pm > Empress C Room > Review

2:00 pm - 4:30 pm > Exam

**Rolf Lutje**, Safety Officer, Technical Safety BC

**Cam Surine**, Regional Business Leader,

Technical Safety BC

**Don Ulansky**, Safety Officer, Technical Safety BC

**Peter Sorensen**, Sr. Safety Officer,

Technical Safety BC

**\* Pre - registration required**

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### Rope Tows & Wineskins

9:00 am - 10:15 am > Empress B Room

**Bob Bell**

A look back from the early days of skiing through to present day. Highlighting advances in all aspects of the sport; from rope tows to high speed lift technology, snowmaking and grooming, and skiing and riding. A lot has changed over the past 90+ years. Come and enjoy a bit of history!

### Best Practices on Recruitment, Retention & Engagement

9:00 am - 10:15 am > Frontenac B Room

Moderated by **Alison Crick & Jen Dekkers**,

CWSAA Human Resources Committee

**Stewart Laver**, Director Of SnowSports,

Sunshine Village

**Melissa Boechler**, Human Resources Manager,  
Resorts of Canadian Rockies

**Helen Davies**, Employee Experience Manager,  
Sun Peaks Resort

Panel members will share examples of approaches and strategies and engage in active discussion around challenges and opportunities.

### Utilities Best Practice

9:00 am - 10:15 am > Empress A Room

**Bob Smith**, Director Of Public Works,

District of Squamish

**Peter Nixon**, Real Estate Sales & Development  
Manager, Sun Peaks Resort

Many ski areas operate utilities such as water and sewer systems. This session will highlight best practices through case study presentation.

### CSA Z98 Changes

9:00 am - 10:15 am > Empress C Room

**Dave Looney**, CSA Z98 Technical Committee Member

The 2019 edition of the CSA Z98 Safety Standard for Passenger Ropeways & Passenger Conveyors has been published. Come and hear what is new in this edition of the CSA Z98 and how it may affect you.



## Research in Action: Insights to Using Research to Achieve Your Goals

9:00 am - 10:15 am > Frontenac A Room

**Paul Pinchbeck**, President & CEO,  
Canadian Ski Council

**Mike Manara**, Director Sports & Guest Services,  
Mount Washington

**Katherine Seleski**, Manager,  
Pass Powderkeg Ski Area

Growing your business is all about trying, learning and perfecting. Listen and participate with us as we share two examples of how research is powering the development of new programs at Mount Washington and Pass Powderkeg.

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## Coffee Break

10:15 am - 10:45 am > Frontenac Foyer

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*Pacific Coastal*  
AIRLINES

**WORK SAFE BC**

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## Care and Connect

10:45 am - 12:00 pm > Frontenac B Room

**Nicole Baudisch**, Senior Manager of Employee Services & HOUSE, Human Resources,  
Whistler Blackcomb

The focus of this presentation is the importance of caring for the Mental Health of our employees. It will focus on ways in which we can Care and Connect with people on our team if we suspect they are having challenges with their mental health. It will cover some myths and signs that a co-worker may need help. It will review some resources and some self-help for care you as a helper may require.

## Business Budgeting Development

10:45 am - 12:00 pm > Frontenac C Room

**Jason Paterson**, Vice President Operations,  
Ski Marmot Basin

**Stephanie Avery**, Director Finance & Administration,  
Tourism Sun Peaks

Introductory budgeting for ski areas.

## Operations Roundtable

(Closed Session: Ski Areas Only)

10:45 am - 12:00 pm > Empress B Room

**Richard Roy**, Director of Maintenance, Vista Ridge

This is a closed session for Ski Areas to discuss key operations, maintenance issues and challenges.

## Government Relations 101

10:45 am - 12:00 pm > Frontenac A Room

**Dan Baxter**, Director of Policy

Development, Government & Stakeholder Relations,  
BC Chamber of Commerce

**Walt Judas**, CEO, Tourism Industry Association of BC

A step-by-step guide on how ski areas can engage in government relations, this session is presented by two of BC's most influential business association leaders. Dan Baxter will share how survey data is used to capture government interest to advance an initiative. Walt Judas will share examples of how government policy has been shaped to advance the tourism industry.

## Developing an Inter-Connected Feeder; Understanding the Canadian Sport System

10:45 am - 12:00 pm > Empress A Room

**Jennifer Konopaki**, Dir., Sport Leadership, WinSport

**Andrew Lunt**, Mgr Sport Dev., WinSport

**Anders Hestdalen**, CEO, BC Alpine Association

The first half of the session will be a case study by WinSport on how they have connected their snow school programs to performance-based programs, which feed the Provincial and National ski and snowboard teams. The second half of the session will be complimented with Provincial and National sport organization perspectives.

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**Friday, April 26, 2019**



### Lunch / Keynote Presentation:

#### Succession Success: Setting Ourselves Up for Seamless Transitions

12:00 pm - 1:45 pm > MacDonald Ballroom

12:00 pm - 12:30 pm > lunch service

12:30 pm - 1:45 pm > Keynote Presentation

**Ken Larson**, Champion Performance Systems

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**Bishopsgate**

**Gougeon**  
insurance brokers



All organizations and industries go through leadership transitions, some planned, some not. It is a critical function, and frankly... the responsibility of all incumbent leaders to seriously consider who will replace them, before that time arrives, planned or otherwise. Very few leaders take the time nor energy to plan this, never mind set the stage for its eventual execution. Effective and efficient leadership succession planning AND execution consists of a set of best practices that all leaders, both current and potential, need to become aware of, research, and customize in order to set themselves and their organizations up for succession success. Mix in some inspiration to take action, and you've got ~~the~~ YOUR winning formula.

### Working at Heights

2:00 pm - 5:00 pm > Bottom of Excalibur Gondola at the base of Whistler Mountain

**Dave McPhee**, Safety & Training Supervisor, WB

Operations and maintenance personnel will work at heights from time to time in the course of their duties. Understanding the principles of working at heights along with the practical knowledge of fall protection and fall retrieval equipment is an essential component of one's safe work practices. This session will review the definition of working at heights and worker's safety regulations. Demonstrate safe tower climbing technique and the use of retrieval equipment. Review the concept of harness induced pathology.

### Small Areas Workshop

2:00 pm - 5:00 pm > Frontenac A Room

Moderated by **Eddie Wood**, GM,

Mt Seymour Resorts

**Anne Nicolson**, Consultant, AC Tourism Solutions

**Kira Cailles**, Risk Management & Safety Manager, Whistler Blackcomb

**Arun Subramanian**, Director Industry Human Resources Development, go2HR

Sponsored by

**go2HR**

The first half of the session includes presentation on grant writing, developing a safety culture and HR resources available to ski areas.

The second half will be an open forum discussion.

### Advanced Operations Supervisor Workshop

2:00 pm - 5:00 pm > Frontenac B Room

**Anne Terwiel**, Sr. Lecturer, Tourism Management, Thompson Rivers University

Building upon the strong feedback from the introductory workshop, the advanced workshop is for those that have attended the introductory workshop, or have significant supervisory and communications experience.



Friday, April 26, 2019





### Snowmaking Tour

2:00 pm - 5:00 pm > meet in Frontenac Foyer

**Bob Pasch**, Snowmaking Senior Manager,  
Whistler Blackcomb

**Na Tai Perdue**, Snowmaking Maintenance  
Supervisor, Whistler Blackcomb

**Mick Gannon**, President, Snow Mountain Projects

**Brian Betts**, President,  
HTM Hydro-Tech Manufacturing

Join a tour reviewing overall Whistler Blackcomb snowmaking and potable water plant operations including SCADA and GIS integration. This includes a visit to two primary stations on both Blackcomb and Whistler Mountains. Principles of operation and general maintenance of the stations' equipment will be discussed including Cooper compressors, Evapco cooling towers, Flowserve pumps, US motors, ABB drives, Fisher PRVs and HTM hydrants and pedestals. During the tour an assortment of fan and air water snowguns will be on hand to view and discuss including the SMI, HKD, Ratnik, York, TechnoAlpin and Snowlogic brands.

Note that you will be crossing open terrain on Whistler Mtn., so **appropriate footwear** is required.

**\*Pre-registration required**

### Crisis Communication Workshop

2:00 pm - 5:00 pm > Frontenac C Room

**Tamara Little**, Owner and Chief Client Advisor,  
Coast Communications

This workshop will be facilitated by Tamara Little, who has 20 years' experience in corporate communications and public affairs. Much of her work is spent developing crisis communications strategies for organizations and supporting clients who are facing a crisis, from reputational and operational crises to cyber attacks and privacy breaches. The session will review crisis management best practices and take the group through exercises and scenarios. Tamara will provide a leave behind to help members through their first 24 hours of a crisis.

### Coffee Break

3:15 pm - 3:45 pm > Frontenac Foyer

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### Wrap Up Social

5:00 pm - 7:00 pm > Woodlands Terrace

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Sample some local BC micro brewery beer & wines, paired with some tasty canapés.

**\*Pre-registration required**

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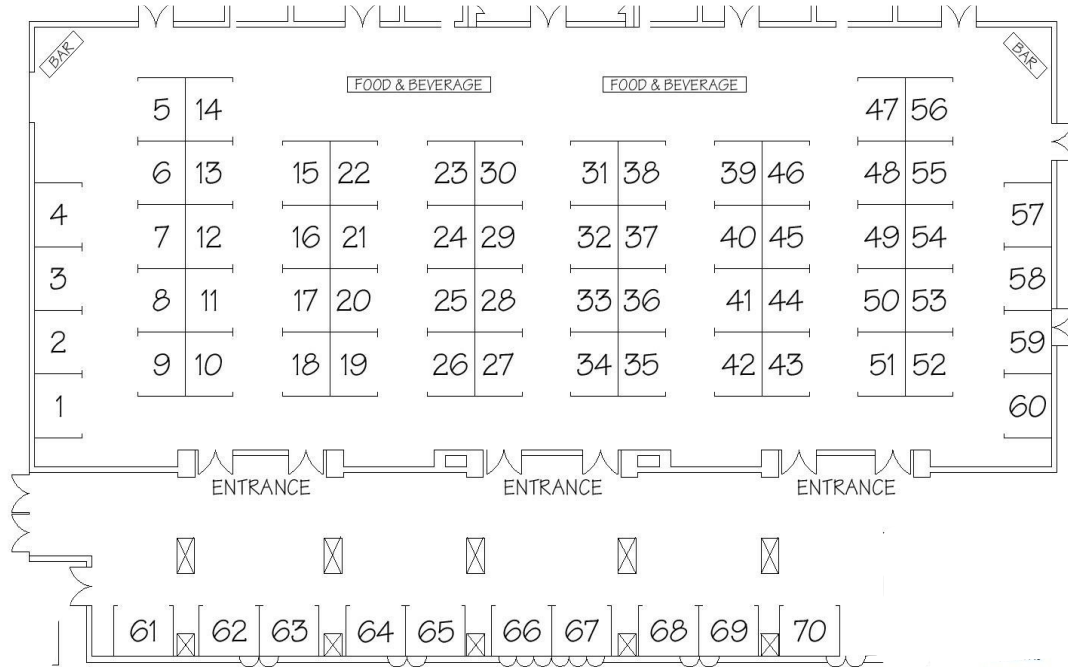


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Please remember to participate in the post-conference survey.

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