

## **Staff Meeting**

**December 14, 2020 (7-8:30pm)**

### **Agenda Topics:**

#### **Housekeeping Items:**

- Please keep your mic turned off while others are speaking to reduce background noise.
- I will try and stop regularly to allow conversation. If you have a concern or question hop in.

#### **Year to Date Overview:**

- Staff Resources Page [www.sovereignlake.com/staff](http://www.sovereignlake.com/staff)
- First off THANKYOU!! Opening with Covid in place and all these new different procedures and sales systems has been challenging but you have nailed it.
- November and early December Sales have been very good. We rea up about \$40.k over last year but that is all through Season Pass Sales. Day ticket revenue is significantly down as we had to cancel all out of town ski camps and the majority of early season visitations for out of towners. About \$50k down in day ticket revenue but our merch, wax and lessons are trending well.
- Instructors in place (Les, Mae, Gerry, Candace and Deirdre)
- Entabeni System is getting sorted and more and more functionality is working properly each day it seems. Apologies for having to deal with a system which is in constant change. The Scanning component seems to be working well now. I feel that there is probably about a 70% compliance on scanning.
- Selling day tickets through the till is still a great benefit and as we are not maxing out day ticket sales.
- Lesson bookings are now flooding in that we created a new calendar and made website changes to make it easier to find. Great to see!
- Saturday and Sunday parking lot scanning is going well. I like having someone at the entry to the parking lot to catch as many people as possible.
- Covid concerns from staff?
- Do you feel safe each day at work?
- What can we do better?

#### **Staff Schedules: - Candace B**

- No big issues surrounding staff training
- Holiday Schedule is being sorted this week
- Big thanks to everyone for consistent work schedules.

## First Aid Incidents Report:

- Fortunate not to have an significant trauma at SLNC. Generally our overall risk is very low but due to the senior demographic, or the inexperience of new people taking up the sport we should expect to see increased incidents this year as our membership has grown by 35%.
- **2 Breaks**
- **4 Strains**
- **2 Staff Incident Reports (all small in nature)**
- **3 Public Incident Reports with minor or insignificant injuries**
- We will be acquiring a new rescue toboggan in the next month which will make patient transport much more comfortable.
- Meghan has conducted Snowmobile training with a number of staff and has cleaned up our first aid room creating a much more welcoming space for patients. Who still has yet to attain training?
- Check out the Staff Resources page, in particular, take some time to watch the St. Johns videos regarding Primary Surveys, the CPR video, Fracture Stabilization and the Heart Start Defib video this week.
- Meghan has created a revised Emergency Response Plan that she will walk us through now!

## Revised Emergency Response Plan – Meghan ([document link](#))

- Meghan will work with Wendy to create a schedule of afternoon training scenarios for staff
- Provide toboggan packaging sessions and SKED training scenarios possibly in conjunction with VSAR.

## Xmas Plans and Holiday Hours:

- Coming into the Xmas holidays everything seems to be in control. It is eerily smooth and comfortable. We've got this!
- Day ticket sales will be huge with an influx in rentals. We are really selling to our local market over the next three weeks.
- **Xmas Eve** 9am - 2pm
- **Xmas Day** 10am – 3pm
- **Boxing Day** 9am – 5pm
- **New Years Eve** 9am – 5pm
- **New Years Day** 10am – 3pm
- Is anyone not able to work over the holidays?
- I will be off Xmas and Boxing Day this year but will work the two New Years shifts.

- Xmas Day annual food bank fundraiser. All day ticket sales will be donated to the Vernon Food Bank

### **Challenges or Concerns?**

- Too many people in the lodge at one time. Managing people at the door on busy days.
- Limiting upstairs access to renters only. And for merch/food sales
- All other users for washrooms downstairs.