



# AGM & Trade Show / Fall Education Seminar & Sessions

Agendas – *subject to change*

Alpine Ski Club Sep 20-23, 2021

## Monday September 20, 2021 AGM & Trade Show

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:30 – 9:45 am     | Continental breakfast and registration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10:00 – 11:15am    | <b>OSRA 57<sup>th</sup> AGM</b> in the Georgian Room<br>Welcome from OSRA Chair, Marty Thody & Committee Reports<br>Followed by Internal Survey Report                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11:15 – 11:35      | <b>OPENING ADDRESS</b><br><b>Hon. Lisa MacLeod, Minister of Heritage, Sport, Tourism and Culture Industries</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11:35 – 12 noon    | <b>Christopher Bloore, President &amp; CEO, Tourism Industry Association of Ontario (TIAO)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12 noon – 12:30 pm | <b>Paul Pinchbeck, President &amp; CEO, Canadian Ski Council: Changes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:30 – 4:00 pm    | <b>TRADE SHOW</b> in Ascot Hall/Fireside – lunch in the Trade Show Hall at 12:30pm.<br><b>Note - set up available Sunday Sep 19, 12noon – 3pm &amp; from 10am on Monday</b>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 1:30 – 3:30 pm     | <b>SUPPLIER CONCURRENT SESSIONS : 30 mins each</b><br>Room A 1:30pm Tekton Performance Films – BRONZE SPONSOR<br>2:00pm Mtn Equipment<br>2:30pm SMI Snow Makers – BRONZE SPONSOR<br>3:00pm North Summit Payments<br>Room B 1:30pm Prinoth – GOLD SPONSOR<br>2:00pm David Brown Santasalo Canada – BRONZE SPONSOR<br>2:30pm Doppelmayr Canada – GOLD SPONSOR<br>3:00pm PNH – BRONZE SPONSOR<br>Room C 1:30pm Leitner Poma Canada – GOLD SPONSOR<br>2:00pm HKD Snowmakers – SILVER SPONSOR<br>2:30pm Kawartha Metals – BRONZE SPONSOR<br>3:00pm industrial Werks Canada (Pisten Bully) – SILVER SPONSOR |
| 4:00 – 5:00 pm     | <b>COCKTAILS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:00 – 5:30 pm     | <b>AWARDS PRESENTATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 5:30 – 7:30 pm     | <b>BBQ ON THE PATIO WITH MUSIC</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 7:30 – 8:00 pm     | <b>SHUTTLE AVAILABLE FROM ASC TO BLUE MOUNTAIN VILLAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Tuesday September 21, 2021 Fall Education Seminar Day 1

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7:45 – 8:45 am    | Continental Breakfast and Registration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 8:45 – 9:00 am    | Welcome remarks by OSRA President & Committee summaries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9:00 – 10:00 am   | <b>KEYNOTE ADDRESS</b><br><b>Yvette Murray – Mental Health Advocate</b><br><br>Have you ever wondered: What is Mental Health? Do I have Mental Health? How do I help myself or someone else with a Mental Health issue? How do I know if someone has Mental Health?<br><br>Join Canada’s Mental Health Trainer Yvette Murray as she helps participants recognize common mental health illnesses and problems, increase confidence in providing help to others, and decrease social distance from people with mental health illnesses or problems. Yvette will also provide you with actionable tips to add to your own Mental Health First Aid kit whether you are at work or at home!                                                                                                                    |
| 10:00 – 10:30 am  | Coffee break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10:30 – 11:00 am  | <b>Sylvain Audet, Wage &amp; Salary Survey 2020-21</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11:00 – 12 noon   | <b>Alan Drimer, Managing Partner &amp; Ryan Taylor, McCague Borlack LLP</b><br><br>Alan & Ryan will address the following topics related to COVID-19:<br>Refusing Access to the Premises; Enforceability of Waivers; Business Interruption Insurance & Defending COVID-19 Related Charges.<br><br><b>James Jennings, Lawyer, Filion Wakely Thorup Angeletti LLP</b><br><br>James will cover these Employment Law “hot buttons”: Vaccination policies; COVID-19 Safety Plans and current public health requirements applicable to the workplace; family status accommodation requests, particularly within the context of COVID-19; Temporary Layoffs / Infectious Disease Emergency Leave (where the case law is headed on the IDEL as a constructive dismissal at common law); remote work arrangements. |
| 12 noon – 1:15 pm | <b>Lunch</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1:15 – 2:30 pm    | <b>BREAKOUTS A: concurrent</b><br><br>1. <b>CSP/CSIA/CASI/FSO/SO/CADS/Track 3</b> – OSRA Partner organizations discuss their preparations for 2021-22 COVID-19 operations.<br><br>2. <b>Sandra Cooke, Ombudsman &amp; Dean McLellan, TSSA: Via Zoom</b><br>Introduction to Compliance Standards for Ski Lifts & TSSA Update<br><br>3. <b>Joe Baker, Ontario Tourism Education Corporation (OTEC)</b><br><b>Change Leadership Training</b><br><br>As organizational leaders, we have all been confronted with the need to lead change as a result of a disruption to our business environment. But when was                                                                                                                                                                                                |

the last time we paused to reflect on exactly *how* we can lead change effectively? Or even more importantly *why* we need to lead change?

O TEC has designed an interactive training experience to provide organizational managers and leaders insights into some of the most transformational change leadership principles, practices, and resources.

This training experience contains three key components:

- ) A dynamic presentation to advance understanding of the reinvention process,
- ) An interactive and challenging change leadership exercise, and
- ) A framework of change leadership with reference to the many training programs available through O TEC to help organizations realize change.

2:30 – 2:45 pm

Coffee break

2:45 – 4:00 pm

### **BREAKOUTS B: concurrent**

**1. Katie McKeiver, Rental Shop & Terrain Park Manager at Boler Mountain: Rental Shop Operations** – panel discussion regarding the Pros and Cons of last year’s season and looking ahead at this upcoming season. Contributions by Selena Griffin, Snow Valley & Mike Green, Glen Eden. Ben Bradshaw, Head Canada and Adam Carmichael, Burton will review routine maintenance on the rental fleet, and anything new with the Head and Burton rental programs.

**2. Jeremy Barber, Craigeith Ski Club – Lift Operations Update**

**3. Cross Country & Alternative Winter Activities**

5:30 pm

**Meet at the Gondola at Blue Mountain Village for ride to Summit**

5:30 – 7:30 pm

**Cocktails & Dinner at the Summit View tent with entertainment**

7:30 – 8:00 pm

**Gondola ride down to Village**

## **Wednesday September 22, 2021 Fall Education Seminar Day 2**

7:30 – 8:45 am

Full Breakfast and Supplier Prize Draw

8:45 – 9:45 am

### **KEYNOTE ADDRESS:**

**Dr. Rob Butcher, Foundations: Consultants on Ethics & Values, Canada Inc.**

Pandemic Ethics – Rob will attempt to identify where we have been over the last year or so – but more importantly why. This will include a discussion of the harms caused by the measures taken to control the harms caused by COVID 19. So, why were ski resorts closed for so long?

9:45 – 10:30 am

**John Olah, Beard Winter LLP & Brian Edwards, Edwards Insurance**

John will provide an update on waivers, and address class action lawsuits and the danger they pose to the ski industry. Brian will look at current industry issues of note including insurance market factors

10:30 – 10:45 am

Coffee break

10:45 – 11:05 am

### **Kate Cavers – WSPS Symposium Summary**

Did you know that OSRA is a new member of Workplace Safety and Prevention Services (WSPS) Advisory Committee?

In this session, we will provide you with a summary of new OHS trends presented at WSPS's Annual Advisory Committee Symposium. In addition, we will have a conversation about how OSRA's new relationship with WSPS can benefit the Ontario Snow Resorts. We will discuss the advantages of networking with other industries and the benefit of working with other partners within Ontario's Health and Safety Systems. Key Topics - updates from Ministry of Labour Training and Skills Development; Ontario's COVID-19 new reopening plans; updates from WSIB's Corporate Business & Analytics Division; transformation of workplace culture to cultivate diversity and inclusion; enhancing wellness & addressing mental health in the workplace.

11:05 – 12 noon

### **Rodola Sibuma HBEsc, CCPM, Strategic Partnerships & Government Relations, Workplace Safety & Prevention Services (WSPS)**

#### **Rebuild, Refocus and Recover**

Despite the swirling changes around the industry, focus on the safety and wellbeing of our employees and guests is still priority. This session brings us back to the core tenets of safety in both indoor and outdoor aspects of operations, as we look towards a new season.

12 noon – 1:00 pm

#### **Lunch**

1:00 – 2:00 pm

#### **COVID-19 Operations Review & Preparations for 2021-22**

Roundtable, moderated by Mark Rutherford, Brimacombe. Participants will be Darrell Dennis, Georgian Peaks, Chris Salhany, Mansfield Ski Club.

2:00 – 2:30 pm

#### **POW Canada – via Zoom from BC**

2:30 – 2:45 pm

Coffee Break

2:45 – 4:00 pm

#### **BREAKOUTS C: concurrent**

1. **Toronto Ski & Snowboard Show; Marketing Initiatives etc. – closed door session for GMs**

2. **Skiing in Schools Moving Forward; Refocus & Reinvent** – panel discussion with Becki Relihan; Sarah Huter, Dan Skelton, Mark Rutherford, Paul Pinchbeck

3. **Leitner Poma Canada & Metallurgy**

#### **Thank you and close**

12:30 – 4:30pm

#### **SLM Continuing Education Training – Instructor, Jeremy Barber**

Includes lunch and coffee

## Thursday September 23, 2021 Operational Sessions

|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:30 – 4:00 pm | <p><b>Indoor Operations Day</b> – Cheryl Crowther, Beaver Valley Ski Club; Liz Wadeson, Chicopee; Teresa McKenna, Brimacombe. Guests include Angela Gougeon, jPrep Online; Joe Baker, OTEC; David MacNeill, SkiAnywhere</p> <p>Discussion will include the following: positives from 2020-21 and what we are bringing forward; HR (vaccination, onboarding, contracts, conflict management; Rental Ops summary; waivers; government grants; software demo; changes in policies &amp; procedures; discounts; school groups; communication sharing. <i>Please be prepared to share &amp; comment.</i></p> <p>Includes continental breakfast, lunch, and coffee</p> |
| 8:30 – 4:00 pm | <p><b>Food &amp; Beverage Day</b> – Peter Hanney, Assistant GM, Snow Valley; Cindy Phillips, F&amp;B Manager, Beaver Valley Ski Club; Mike Rosano, Head Chef, Georgian Peaks; Tony Christiano, Mansfield Ski Club, with guests Entegra, OTEC, plus others.</p> <p>Discussion will cover take-home products, mobile/online ordering, staffing, PPE &amp; uniforms, food truck issues, microbreweries, wineries and other areas that participants would like to bring forward.</p> <p>Includes continental breakfast, lunch, and coffee</p>                                                                                                                        |
| 8:30 – 4:00 pm | <p><b>Snow Programs Day</b> – Shawn Letton, Beaver Valley Ski Club; Becky Relihan, Blue Mountain Resort; Tomaz Senk, Georgian Peaks; Nicola Jowett, Hockley Valley</p> <p>Includes continental breakfast, lunch, and coffee</p>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8:30 – 4:00 pm | <p><b>Doppelmayr Canada one-day training</b></p> <p>General Mechanical &amp; Best Practices seminar - whatever the type and brand of ropeway, this session will remind participants of good practice when restarting machines. The course consists of: Components of a Ropeway; Motor maintenance &amp; best practices; Brake maintenance &amp; BP; Tension system maintenance &amp; BP; Tours and sheaves maintenance &amp; BP; Cable and Grips maintenance &amp; BP.</p> <p>Includes continental breakfast, lunch, and coffee</p>                                                                                                                              |