

## Fall Education Seminar & Sessions - Agenda

Alpine Ski Club, September 19 – 21, 2022

### Monday September 19, 2022 Fall Education Seminar Day 1

7:45 – 8:45 am	<b>Continental Breakfast and Registration</b>
8:45 – 9:00 am	Welcome remarks by OSRA President & Risk Committee summary
<b>Georgian Room</b>	
9:00 – 10:00am	<b>Kendall Andjelkovic, Beard Winter LLP - a Mock Discovery and Q&amp;A</b>
10:00 – 10:15 am	<b>Coffee Break</b> <i>(Grab &amp; Go coffee available in Ascot all day)</i>
10:15 – 11:00 am	<b>Brian Edwards, Edwards Insurance Brokers - General Insurance Market Challenges and Loss Control</b>  <b>Judy Gougeon &amp; Margaret Palmer, BrokerLink - Discussion of Risk Trends and Insurance</b>  Insurance and risk – insurance trends, claims & trends. Accident Investigation – learning from 2021, reminders for the upcoming season
11:00 – 12 noon	<b>Edward Chadderton, Carroll Heyd Chown LLP: Legal Update and Q&amp;A</b>  Legal Update on recent cases involving waivers, the ski and other recreational industries and other interesting cases.  <b>James Jennings, Fillion Wakely Thorup Angeletti LLP - Employment Law Update, 2022 Edition</b>  Labour and employment law is not static. From recent case law to legislative changes, and the day-to-day workplace matters affecting your operations, this presentation intends to provide insight on the current pressing topics and substantial developments that affect your unionized and non-unionized workforces in Ontario.
12 noon – 1:00 pm	<b>Lunch – Ascot Hall</b>
<b>Concurrent Sessions</b>	<b>Georgian Room</b>
1:15 – 2:00pm	<b>David Kennedy, Technoalpin - Setting up a Snowmaking System to attain Maximum Performance</b>
2:00 – 4:00pm	<b>Verity Dimock, Vice President, Business Development &amp; Learning Services Ontario Tourism Education Corporation – Stress Management Workshop</b>  The covid-19 pandemic has created higher levels of stress and anxiety for everyone. Research shows that managing stress can improve your health, quality

of life, and wellbeing. We must take time for ourselves and find ways to overcome stress in our lives. This two-hour virtual workshop covers techniques to help you cope with stress and maintain a positive lifestyle. Course components:

- What is stress?
- Impacts of stress
- Self-awareness/personal identification
- Negative vs. positive coping strategies
- Resilience
- Self-care

#### Concurrent Sessions

#### Heritage Room

1:15 – 2:30pm

#### **Terrain Park Session – Design, Operation and Risk Management**

Panel with Matt Baird, Blue Mountain Resort; Brian Gittens, Dagmar Resort; Caleb Bosse, Bosse Contracting; Kate Collins-Cavers, Collins Cavers Co.

Future ParkScapers discussion

2:45 – 4:00pm

#### **Alternative Offerings to Maximize your Resort’s Potential in all Seasons**

Panel with Katie Mckeiver, Boler Mountain; Robyn Christie, Brimacombe; Morgan Casement, Batawa Ski Hill; Kelly Sinclair, Highlands Nordic; Gareth Houben, Hardwood Ski & Bike

#### Concurrent Sessions

#### Arrowhead Room

1:15 – 2:00pm

**Philippe Eck, David Brown Santasalo Canada Inc** – Evaluate gearbox condition and understand it’s health through visual, borescope inspection, oil and vibration analysis. Understand the symptoms to find the root cause and apply best remedy. Introduction to continuous condition monitoring

2:00 – 4:00pm

#### **Snowmaking Technical Session - Snowmaking Challenges Townhall**

#### **Nathanaël Golcberg, Snow Machines, Inc**

**Wayne Palmiter, Snomax:** A discussion about the importance of automating your Snomax injection system using both full automation and poor man's automation. Plus, a round table group discussion about everything you wanted to know about Snomax but were too afraid to ask!

5:15 pm

**Meet at the Gondola at Blue Mountain Village for ride to Summitview for cocktail, dinner and entertainment by River and Rock**

7:30 – 8:00 pm

**Gondola ride down to Village**

## Tuesday September 20, 2022 Fall Education Seminar Day 2

7:30 – 8:45 am	<b>Full Breakfast and Supplier Prize Draw</b>
9:00 – 11:00 am <b>Georgian Room</b> With coffee break	<b>Keynote Presentation &amp; DEI Power Panel</b> <b>How Schools on Snow Ontario can assist us with our Diversity, Equity &amp; Inclusion Culture with staff and guests</b> Moderator for this session will be Angela Gougeon, jPrep & OSRA Board. Panel to consist of Lea Phillips, Bigredtruck & Lead Consultant, Schools on Snow Ontario; Garrett Harper, Lawyer, McCague Borlack LLP; Paul Rogers, Ontario Track 3 Adaptive Sports Association; Karen Murphy, Osler Bluff Ski Club; Tara Lovell, Blue Mountain Resort
11:00 – 11:10am	<b>Bob Groves, Utility Advocates Inc. - Dealing with Inflation</b> Your business has some options available to deal with rising costs and inflation. Bob Groves from Utility Advocates Inc. will share some suggestions to help combat inflation at your facility and protect the bottom line.
11:10 – 11:30am	<b>Mark Brown, Canadian Ski Patrol</b> Mark will be reviewing the CSP compliance with CSA Z1210-17 First Aid standards and initiatives within the CSP to modernize in light of these cross Canada changes. The Ministry of Labour, Training and Skills Development (MLTSD) in Ontario is proposing to transfer the responsibility of workplace first aid from the Workplace Safety and Insurance Board (WSIB) to MLTSD. Part of the developing legislation will involve the CSA 1210-17 standard. The CSA 1220-17 standard for workplace first aid kits has already been approved for use in Ontario.
11:30am – 12:15pm	<b>Brian Bennett, CISM Training Canada - Critical Incident Stress Management: How to Support Your Staff</b> We have become used to the regular stressors of the ski industry, but what happens after a critical incident such as a fatality/suicide, spinal injury, resuscitation attempt, serious workplace injury, or assault. You can see that your staff are visibly shaken, you know you want to help them, but how? This session looks at what can and should be done to support your staff, to normalize reactions, and assist them to heal.
12:15 – 1:15 pm	<b>Lunch – Ascot Hall</b>

1:15 – 2:15 pm

**Rodola Sibuma, Workplace Safety & Prevention Services (WSPS)– Protect Your Business from Contractor Liability.** Contractor management includes many roles defined in the Occupational Health and Safety Act, and all those applicable to your workplace should be considered when building a contractor safety program. Having a contractor management program in place enforces the same health and safety standards for everyone performing work in your workplace. It ensures that no one is put at risk by the contractor’s activities and that the contractor’s employees are not put at risk from your business’s activities. This session will provide an overview of essential elements of a contractor management program and help to set your standards when working with contractors, vendors and partners.

2:15 – 2:30 pm

**Kevin Nichol, OSRA & Canadian Ski Council Update**

2:30 – 2:45 pm

**Coffee Break**

**Concurrent Sessions**

**Georgian Room**

2:45 – 4:00pm

**Accident Investigation Panel – Nick Reynolds, Horseshoe Resort; Dillon Fremlin, Blue Mountain Resort & Brian Polimeni, Georgian Claim Services Inc.**

This panel will discuss the importance of a good investigation team and plan, which documents and forms need to be completed, the value of photography and what pertinent pictures need to be taken along with incident diagrams etc. Discussion of dos & don’ts. This session aims to address issues, garner thoughts and experiences from the audience so participants gain better technique and ideas regarding Accident Investigation.

**Heritage Room**

**Shawn Letton - How can the Provincial Sport Organizations better support your club/resort?**

Shawn will discuss his new role with Alpine Ontario, Freestyle Ontario, and Ontario Snowboard to help your clubs/resorts with its competitive program needs. We will look at programs, coaching requirements, terrain needs and more. After identifying the issues, we will build a plan to help support your clubs/resorts and the province as a whole. The goal is to help align your program offerings to ensure athletes are getting the right training to keep them excited about the sport and become lifelong athletes/participants.

12:30 – 4:30pm

**Arrowhead Room**

**SLM Continuing Education – 4-hour mandatory training for SLMs (including Ts) – Jeremy Barber, Course Instructor**

Thank You & Close of 2 Day Seminar **(NOTE: Operational and Technical Sessions are being held separately tomorrow)**

## Wednesday September 21, 2022 Operational Sessions

8:30 Breakfast

9:00 – 12:00 noon

**Georgian**

### **Joint session for Indoor Operations and Snow Programs participants –**

Preventing quiet quitting at your resort. Industry guests will discuss Recruitment, Retention, Staff Development and Morale.

**Guest speaker: Rachael Fowler** <https://www.linkedin.com/in/rachael-fowler-28bb41156/?originalSubdomain=ca> Behaviours that COVID-19 has amplified in society and how gender identity is impacting our workplace and inclusivity training.

12:00-1:00pm

### **Lunch – Ascot Hall**

1:00 – 4:00 pm

**Georgian**

**Indoor Operations afternoon session** with Cheryl Crowther, Beaver Valley Ski Club with Liz Wadeson, Chicopee & Teresa McKenna, Brimacombe

An afternoon of round table discussion on the following topics: Schools & groups: including inflation & pricing. The customer is always right? Food & Beverage- best practices from COVID times and new developments for this season and Rental shop new developments. Participants should come ready to share ideas, compare notes with others, and bring any questions you may have from your areas to pose to the group.

1:00 – 4:00 pm

**Heritage**

**Snow Programs afternoon session** with Brad Lashley, Devil’s Glen Country Club; Kim Roberts, Alpine Ski Club; Jeff Dawson, Craigleith Ski Club; Pamela Disera, Snow Valley. Sport organizations will take the floor followed by a round table open forum – what do we all need to talk about, e.g., how are we developing staff in our resort structures?

9:00 – 4:00 pm

**Arrowhead**

**Doppelmayr Canada**, François Marchand, Electrical Mechanic.

### **1-day training – Electrical Low Voltage**

This seminar is designed primarily for workers involved in the mechanical maintenance of ropeways in the ski industry who would like to improve their understanding of the electrical control system and how to apply that knowledge towards troubleshooting electrical issues. The course includes theory, lab sessions, interactive exercises, and quizzes.

The course consists of:

- o Basic understanding of DC electrical theory
- o Proficient use of a multimeter, an introduction to electrical components, and electrical print reading, conclusion, and questions

This seminar offers invaluable and specialized training to ski lift maintenance and management personnel