



ANNUAL GENERAL REPORT

JUNE 14, 2017



**The Nanaimo Curling Centre
2016-2017**

EXCECUTIVE

Past President-	Linda Torgerson
President-	Vice Brice
1 st Vice President-	Mark Duffell
2 nd Vice President	Ellis Tull
Secretary	Bob Davies
Treasurer	Fred Rumo

DIRECTORS

Bonspiel	Chris VanZandwyk
Marketing	Andrea Parry
Curling	Brian McRory
Facilities	George Duffell
Volunteer/Catering/Communication	Vacant

Manager	Denise Wood
Head Ice Maker	Darren Horton



**President's Message
2016-2017**

Once again, due to the hard work of staff and volunteers, the club has had an excellent year. A good number of the leagues were full and we had an excellent increase in membership. This is due to word of mouth, successful efforts by the marketing committee, and a continuing reputation as a friendly club with awesome ice.

This year we hosted the BC U18 provincials. Thank you to organizers Bob Franklin and Marg Obee and their committee for putting on a very successful event.

We will be adopting new bylaws at the AGM. Thank you to the bylaw committee members (Linda Torgerson, Fred Rumo, Ron Kaneen, Andrea Parry, Blair Franklin) for their diligence in producing the new bylaws.

Thank you to the league reps who keep the leagues running smoothly, and to all of the volunteers who organized and ran our bonspiels.

Please consider offering some of your time to help in some way to make the club run well. This is a good time to remember the adage "many hands make light work".

Some issues have come up due to the aging condition of our physical plant. There was an ammonia leak from one of the condensers on the roof and as this was the second one in two years we are now under close scrutiny. Fortunately, the City has agreed to cover half the cost of replacing the condensers, but there is still a lot of technical work to be completed if we are going to have ice in September. Thanks to the office staff and Darren who are working over the summer to make sure this is completed. Longer term, the City is aware of the age of the roof and the need for seismic upgrades and a new slab. These are all big ticket items. We will definitely be holding a big raffle next year!

It has been an honour to work with the members of the board over the last years. They are a really great group of people and I encourage everyone to consider stepping forward to sit on a future board.

Respectfully submitted,

Vic Brice

**1st Vice President
Finance and Communications
2016-2017**



Another successful year has come to a close. I've enjoyed working with this year's board who continue devote their time and endless energy towards various projects. Overall membership was up, and the continued success of the marketing initiatives has brought in new faces to the various leagues.

The upstairs lounge renovations have impressed the various user-groups and events that we've been able to host. Improvements that have helped boost the success of these events include: projector mounting on ceiling, being able to display media TV images on multiple TVs as well as the big screen, and improved music and sound options.

Internet security, speed and WiFi availability were recently improved at the end of the season. Members should notice better WiFi coverage throughout all three floors of the building.

Respectfully submitted,

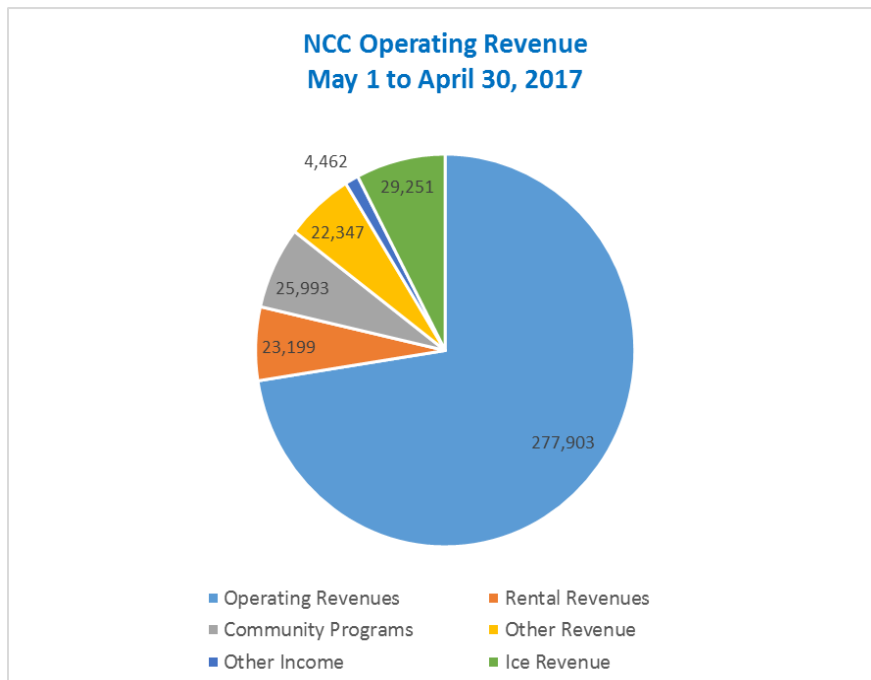
Mark Duffell



**Treasurer's Report
Fiscal 2016 – 2017**

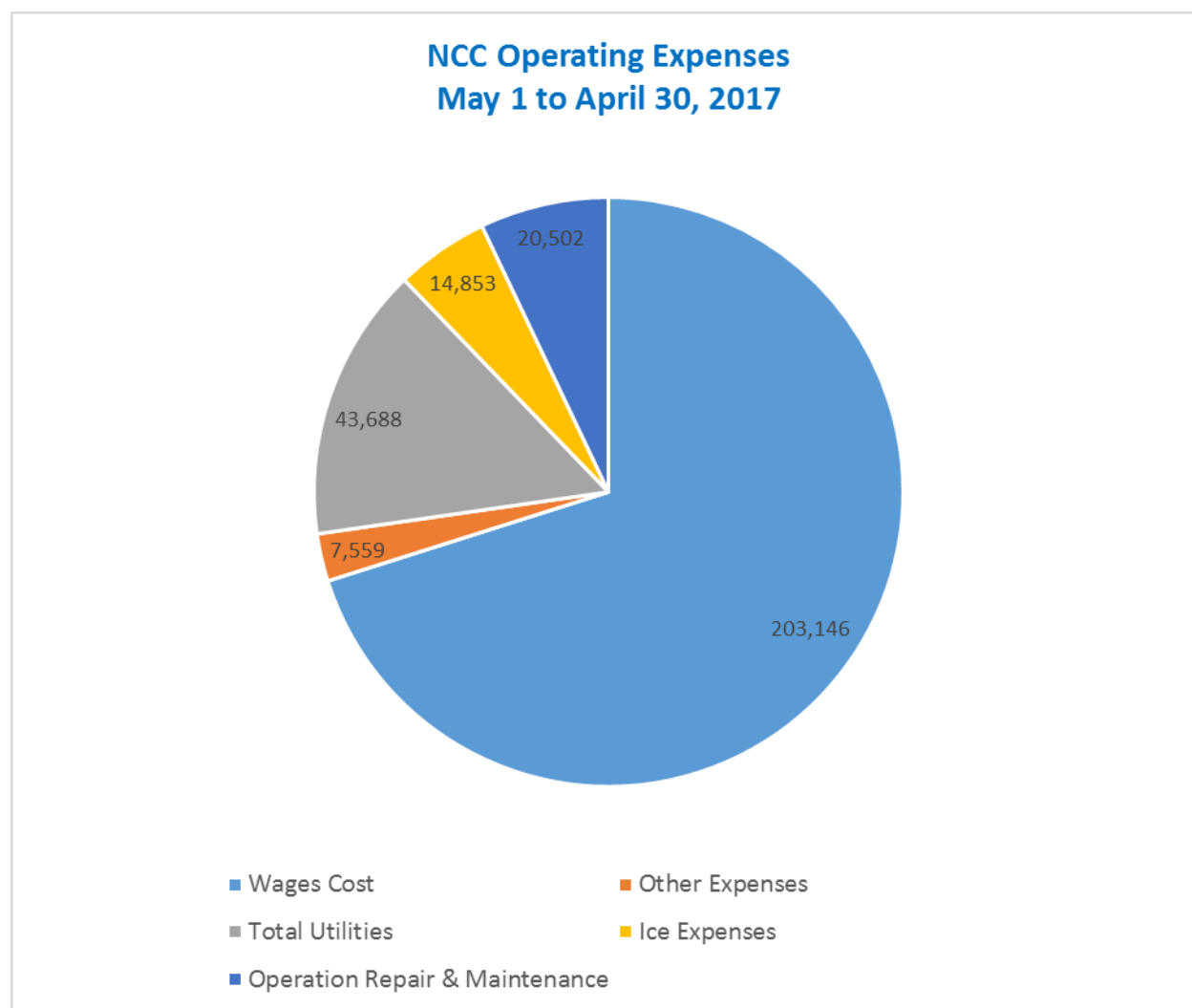
Thanks to great work by our staff and outstanding involvement and professionalism by our volunteers, the Nanaimo Curling Club was able to pretty well hold its own in these difficult economic times. Our revenues had growth through increased membership, rentals and various community type programmes.

Revenue	Actual May 1 to April 30, 2017	Actual May 1 to April 30, 2016	Variance 2017 to 2016
Operating Revenues	277,903	269,623	8,280
Rental Revenues	23,199	18,235	4,964
Community Programs	25,993	25,572	421
Other Revenue	22,347	18,808	3,539
Other Income	4,462	2,902	1,560
Ice Revenue	29,251	21,044	8,206
Total Revenue	\$383,154	\$356,184	26,970

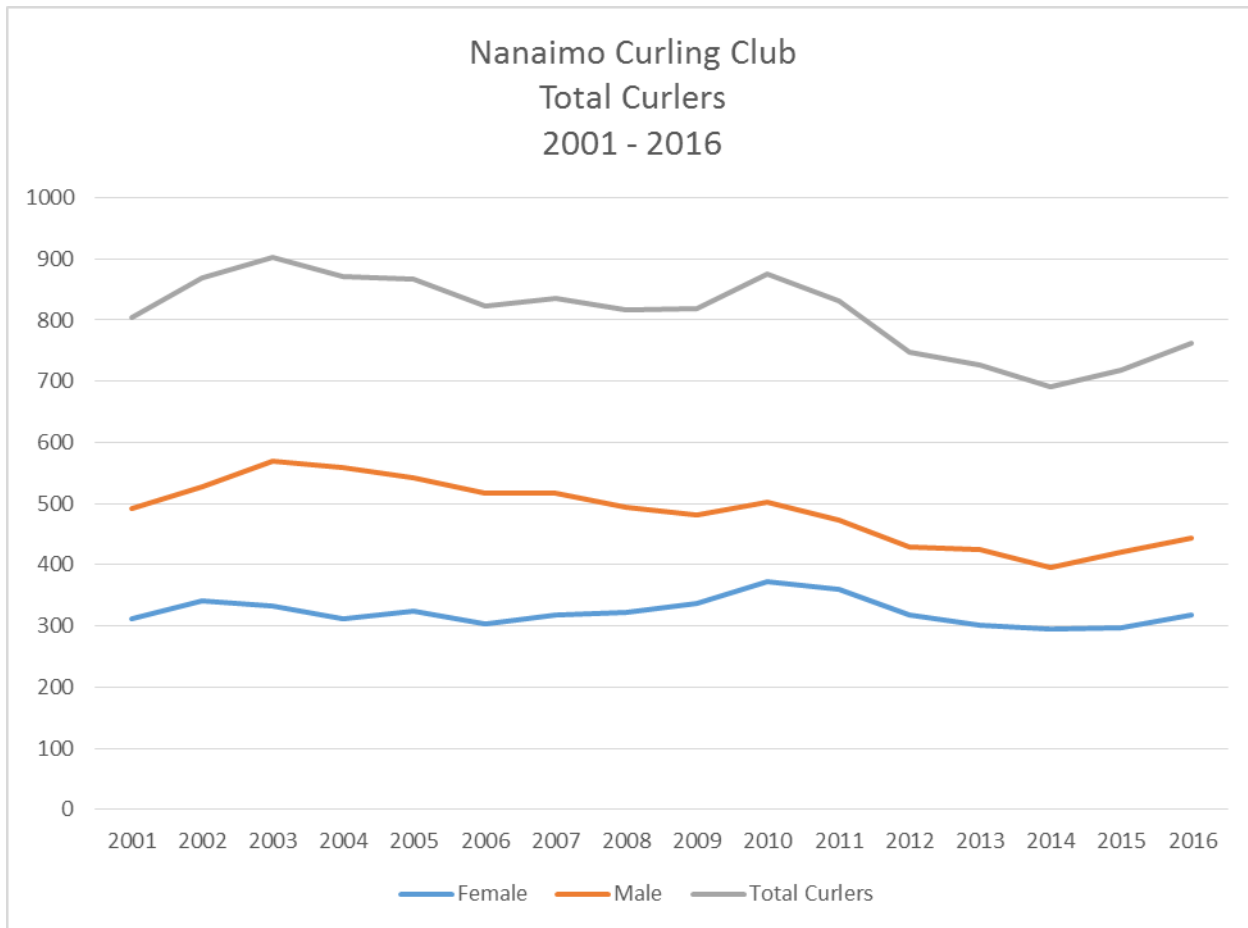


Expenses were relatively in control and the increase in wage costs is attributable to the staff providing increased Club activities, such as outreach programmes, and services and having less volunteer time.

Expenses	May 1 to April 30, 2017	May 1 to April 30, 2016	2017 to 2016
Wages Cost	203,146	186,896	16,250
Other Expenses	7,559	14,725	-7,165
Total Utilities	43,688	57,751	-14,063
Ice Expenses	14,853	18,812	-3,959
Operation Repair & Maintenance	20,502	15,557	4,946
Total Expenses	\$289,749	\$293,741	-3,992



With a strong focus on building the membership base, the Marketing team, through various creative initiatives, was able to increase the membership base from 718 to 762 and thus increase dues revenues



In recent memory, the total range of our curlers has been between a high of **875** in 2010, low of **690** in 2014 with a resurgence to **762** this year

Special Funded Projects

A special note about these projects and the circumstances under which the Nanaimo Curling Club was able to avail itself with these various grants. Because past and present Board have been exceedingly fiscally responsible and had the foresight in building capital reserves to meet eventualities, we were able to apply for various grants where matching funding was required. We had the funds available and the grantor was able to process the applications!

Top of the House Project

In 2015, your Board committed the Nanaimo Curling Club to provide the \$50,000 towards the **Canada 150** grant application for a \$100,000 capital improvement project, aka Top of the House. Our portion of the funding was to come from various efforts and resources to be able to commence the project in April, 2016.

The project was broken down into three main elements (\$ allocations are only a rough estimate):

- Install HVAC for the upper floor - \$35,000
- New flooring for the upper area - \$35,000
- Bar/lounge area renovation - \$30,000

The total project cost was \$104,948, of which \$50,000 was reimbursed from the **Canada 150** programme and the remainder was supported by the membership from various areas and raffles. Without a proactive membership and their wholehearted support of the Nanaimo Curling Club, these projects would not happen.

Inside Out Project

Thanks to Denise Wood's hard work and recognizing that there was a second intake of the **Canada 150** grant process, an application was made, and approved by the Board to spend \$110,000 on a project relating to the issues surrounding the chiller room, safety and other maintenance issues. From the initial intake of \$59,000, we have received \$29,000 from **Canada 150**. This in essence reduced some maintenance expenses, which already had been spent.

The remaining portion will then be totally allocated to the condenser replacement project in partnership with the City.

Respectfully submitted,

Fred A Rumo

Director of Bonspiels 2016-2017



I would like to start by thanking the bonspiel committees and all of the amazing volunteers; without their hard work and countless hours, the bonspiels we host could not happen. Being relatively new to curling and to my position on the board I had no idea how much went in to each event here at the club.

The support from the board, Denise and Kellie has been great in giving me the direction required to understand my role and position. The work put in to hosting the U18 event was extensive and the event was a great showcase of what the Nanaimo Curling Club has to offer. A great job was done by all involved and once again "Thank You" to all who volunteer throughout the year. The 2017/2018 season looks to be another jam-packed season of events and I look forward to working with everyone in making it another great year.

Respectfully submitted,

Chris VanZandwyk

**Director of Marketing
2016-2017**



Our 2016/17 marketing strategies were a proven success with membership numbers up from the previous season. Our success was due to the commitment and volunteer hours from our Marketing Committee which includes: Andrea Parry, Linda Torgerson, Vic Brice, Fred Rumo and Jenessa VanZandwyk, as well as, Denise Wood for her attendance at all meetings, inclusion and opinion in correspondence and never ending involvement in the promotion of our Club.

The following strategies were implemented:

- \$40 Referral Program
- Billboard Signs (3)
- Lawn Signs (20)
- Activity Guide
- Business Flyer Handout

We will continue to use these strategies in the 2017/18 season in hopes to bring in more members, as well as implement new strategies the Marketing Committee is currently working on.

Also this year, NCC was chosen to partake in a free Marketing Strategy project with the students from Vancouver Island University. With more than 200 NCC members taking the time to fill out an online questionnaire it reconfirmed the commitment and admiration our members have for our Club as well as allowed to the students to accurately research our current situation/ needs and wants to which they created several marketing strategies. In brief summary, the student's chose to focus on our facility's availability in the off season for rental revenue and how to increase our community recognition through these rentals in turn increasing sport interest and membership. Other strategies and marketing information can be found in detail on the NCC website in the VIU Student's report.

It was once again an honour to work with such incredible, ambitious and fun Club Members on both the Board and Marketing Committee.

Respectfully submitted,

Andrea Parry

**Director of Curling
2016-2017**



Another curling season was successfully completed due in large part to a strong, dedicated group of league representatives. Through their efforts teams were formed, schedules made, events organized, and year end wrap-ups held. Many reps are continuing on for next season, but a few are stepping down. Thanks to all reps that helped to make for a great curling experience. Most leagues recorded numbers similar to the previous season. Some grew a bit, some dropped a bit, and a new senior stick league was introduced. This league will return next year and hopes to build on its initial run. Very few issues arose during the curling year

which is a testament to the curlers and staff. It definitely makes for a great environment when respect and sportsmanship are displayed throughout the facility.

I wish everyone a safe, fun, and healthy summer. Whenever possible, please promote the NCC to family and friends and encourage people to give curling a try. Also please consider serving as a league rep. It is a great way to meet people and give back to the club that we all enjoy. Hope to see everyone return in the fall.

Respectfully submitted,

Brian McRory



**DIRECTOR OF FACILITIES
2016-2017**

Major Projects:

Top of the house Project.



Finishing touches were added to complete this major project which saw the installation in the upstairs area of new flooring, a new bar, a new lounge area, air conditioning and painting and electrical upgrades. This was a \$100,000.00 project with half of the cost being covered through the federal government

150 grant.

Our club was successful in applying for a second 150 grant in phase two of this initiative. This funding will be used to upgrade the clubs machine room and ice making equipment. New provincial safety code upgrades have provided the incentive for this project. Upgrades include a replacement condenser for the roof, some roof repairs, overhaul of the compressors, improved ventilation and air exchange systems, reorganization of the machine room and installation of an eye wash station.

Miscellaneous Projects:

Flashing was installed on the exterior of the emergency exit doors.

Games area upgraded with pool tips being replaced where necessary and new darts purchased.

A thermostat was placed on the heating system in the locker room area to more effectively control the temperature in the area.

A new 10' ladder was purchased to assist with decorating for special events.

Signs throughout the building are being upgraded. E.g. new signs were placed along the front of the building and at the front entrance door to assist trades personnel and a new 'office' sign was installed along with a new 'elevator' sign.

A machine/storage room area assessment was conducted, This was done in order to comply with changing provincial safety regulations and to make for more efficient use of available space. Heating and electrical upgrades will need to be considered for this area.

We are approaching the time when a new roof will need to be considered for the building. Two holes have been patched this year. The heavy snowfall posed some problems as the snow blocked the water run off outlets. We are working in tandem with the city to bring about a resolve to this issue.

The risers we use for special events have become the worse for wear. The old carpeting was replaced with new carpeting.

Energy efficient LED lights have replaced all of the fluorescent tube lights in the office/cafeteria area.

Future Projects:

A number of the urinals throughout the building are cracked. These will need to be replaced.

Lighting will be installed at the front of the building to illuminate the front of the building at night time.

A club identification sign is being considered for the rear of the building to improve our profile for motorists as they drive along Comox Road.

A heating unit may need to be installed below the elevator to regulate temperatures and reduce expansion/contraction of the elevator metals. This can impact the operation of the unit.

Thank you to those club members who advised me of issues throughout the year. I appreciate the feedback and it helps me to respond quickly to issues as they arise. We have made a concerted effort in recent years to identify and resolve major and minor issues throughout the club and would like to remain diligent in staying on top of issues as they arise.

Respectfully submitted,

George Duffell

Managers Report 2016-2017



I would like to thank President Vic Brice and all board members for their dedication to the curling centre. It has been a very fast paced year. Please take the time to read the annual reports that the board members have put together, it will surprise you how much goes on behind the scenes. It is remarkable to see the friendships develop as volunteers work together. If you would like to get involved maybe just start out by being a part of a committee. It can be a lot of fun and very rewarding.

Funding and partnerships

The Nanaimo Curling Club was successful in receiving matching funds through **the Canada 150 Community Infrastructure Program**

“Top of the House Project” the amount of \$50,000 & “Inside/Out Project” the amount of \$55,000.

The Top of the House focus was major improvements to our upstairs banquet room and bar. This has been named the Canada 150 Room in recognition of the Project.

The Inside/Out focus is safety upgrades to the engine room and the exterior of the building.

The **City of Nanaimo** committed to painting the exterior of the building, the cinder box and fire escapes, while the painting crew from Garco Coatings were here doing the work for the city we asked what it would cost to paint the metal siding, they gave us an exceptionally good price so the entire exterior got a face lift. The city also replaced the big load-in door at ice level; paved the parking lot and added another light in the parking lot, I am sure the lines will get painted at some point this summer.

We are very grateful to the support we are getting from the City to ensure replacement of our out dated condenser. BC Safety Authority has made it clear we need to replace it before start up. We are working hard to ensure our plant is up to code for the start of the season. I would like to publicly thank Mark Demecha the city manager of facilities for his expertise in this area.

The Provincial Government Gaming Branch supports our community programs at a level of just over \$25,860 each year. We have already received our funding for the upcoming year.

Our Current Community Programs:

School Curling Program- Started the year with the International Students (125)

Grades 5, 6, 7 booked in for 3 sessions (approx. 620 students)

**A special shout out to Kellie Rice for her dedication to the school program and reaching out to unique user groups.*

Nanaimo Christian School Special Ed	5 Students- 6 sessions
NDSS Learn at Home	7 Students- 2 sessions
Discover Montessori	10 Students – 4 sessions
Family Resource Association	3 Students- 1 sessions
VIU student Union	40 Students-1 session
Pacific Sports Spring Break	18- Students-1 session
Multi-Cultural Welcome Centre	20-30 Students-2 sessions

Total on-ice experiences just under 1760; a lot of bodies moving through the building and that is just one program! Funding \$14,160

Junior Program: After School Mondays & Thursdays – 29 registered juniors this season; many thanks to the coaches and parents that help make the program so successful. The Junior Program runs both the Junior Spiel in November as well as the Family Spiel in February. **Funding \$4,480**

The “Elks Little Rockers” ran another successful season with Chris & Jenessa VanZandwyk at the helm.

Chris and Jenessa finished the season off with a small Elks Little Rockers fun spiel. If you would like to help out with Elks Little Rockers give the club a call we will put you in touch with Chris & Jenessa.

Special Olympic Program approximately 14 athletes enjoy the camaraderie on and off the ice Thursday afternoons. A very special team of coaches adapt the game to the athlete's capabilities. **Funding \$1,440**

Wheelchair Curling Program we have seen a drop off in participation this past two season; some of our regular curlers are now retired and heading south for much of the winter. We are changing the time slot to Noon-2:00 pm on Saturdays in hopes of attracting some new interest. Ellis Tull is a certified club coach and is always willing to come out for a session with any new wheelchair curlers. **Funding \$960**

Adult Novice Program -36 new adult curlers registered for the first half of the Learn to Curl Program, 16 returned for the second half, some moved on to other leagues and many signed up for sparing in leagues. The enthusiasm the new curlers bring to the game is contagious. We could not find a suitable date for the "Novice challenge" this season but hope to bring it back in March 2018. **Funding \$4,850**

As our programs grow our need for more coaches and instructors grows; if you would like to be part of our curling development team chat with Kellie Rice or myself.

A BIG THANK YOU to all the volunteers that keep these programs growing!

Congratulations 2016-2017 Season of Champions

Womens Club Champions: Heather Lindsay, Angela Wood, Debbie Pulak, Tracey Newlands

Mens Club Champions: Bart Sawyer, Steve Waatainen, Keith Clarke, Craig Burton

Congratulations to the Sawyer team who won Gold at the Travelers South Island challenge and went on to win Gold on the BC side of the PIC and will be competing at Nationals in November.

South Island Womens Reps: Judy Gallacher, Capri Koster, Marg Blackley and Alina Abbott won Silver

Selected to the National Wheelchair Team: Ellis Tull competed in Korea

Provincial Qualifiers from Nanaimo Club

BC Scotties – Kesa VanOsch, Kalia VanOsch, Marika Van Osch, coach Jim Newlands

PCMCA – Marg Obee, Noreen Martin, Jill McGlenen, Moyra Graham

PCMCA – Ron Kulai, Darryl Graham, Dan Danylchuk, Vic Brice & Jim Forrester

Curl BC Masters – Natalka Strilesky, Linda Torgerson, Sharon Luttrell, Carol Tromans

Building Usage:

Harbour City Rollers

Nanaimo Quilters Guild

Curl BC Region 9 meetings

Big Kahuna- Child Development Centre

Fabric Sale – "Nan Go Grannies"

Coastal Community Credit Union

Berwick on the Lake – staff

Mid-Island Spinal Cord Injury – banquet

City of Nanaimo Public Works

TD Auto Finance

Nanaimo Concert Band
Perpeluk Family
Elks Banquet
Wine Women Chocolate – Canadian Mental
Home Depot
MNP S – BBQ staff
Brechin Lanes Awards Banquet

Hazelwood Construction
Berwick on the Lake Hospice Fundraiser
Investor Group Alzheimer’s Fundraiser
KC Boutique – Fashion Show & Tea – Hospice
Buccaneers Hockey Awards Banquet
Anniversary/Wedding Celebrations
Celebrations of Life (5-6) each year

On-Ice

Immigration Welcome Centre
Harmac
Port Authority
Island Zone Playdowns – Senior’s and U18’s
Youth Camp

VIU Student Union
Harbour Chandler
PCMCA Zones
Boys Hockey Team/Mens Ball Hockey Team
Sponsor Week



2017 - U18 Provincial Championships

Nanaimo Curling Club Members did their usual awesome job of making this a Provincial to remember!

Marg Obee and Bob Franklin co-chaired another very successful Provincial Event. I believe the Nanaimo Curling Centre has hosted every Provincial championship at least one time. George Duffell has hung banners on the back wall with the club indicating the year each championship was hosted by Nanaimo.

Please Support all of our Sponsors and Advertisers

Let them know you are from the curling club!

The **Marketing Program** brought in new or returning curlers this season 22 vouchers were handed out.

- The **Referral Program** will run again this season

Many thanks to all our curlers that took the time to put a **lawn sign** in their yards.

- We will be campaigning for curlers again this upcoming season.
- Thanks to all that participated in the survey conducted by the VIU Marketing students this season, our Marketing Director Andrea Parry has posted the results on our website.

The large signs CURLERS WANTED had a great impact this year.

Island Daily Deals - just did not get there this year

NCC Staff

The Nanaimo Curling Centre is fortunate to have experienced staff returning season after season.

The staff is a support system for the members and directors of the Curling Centre as it continues to evolve. It is an inspiring atmosphere to work in when you work alongside volunteers that give so much, so freely.

We will be implementing a more thorough training program this fall in safety procedures and overall responsibilities as BC Safety Authority is demanding a more formal plan be in place.

The Nanaimo Curling Club will continue facility upgrades, being creative in our marketing plans, further developing our community programs, do more outreach to cultural groups, supporting our volunteers and staff with further training as required.

Respectfully submitted

Denise Wood, Manager, NCC