



ANNUAL GENERAL REPORT

JUNE 12, 2019



**The Nanaimo Curling Centre
2018-2019**

EXECUTIVE

Past President	Vic Brice
President	Mark Duffell
Vice President	Mary Ellen Konyer
Secretary	Mark Blackell
Treasurer	Fred Rumo

DIRECTORS

Membership and Communications	April Gale-Seixeiro
Curling	Brian McRory
Facilities	George Duffell
Volunteers/Catering & Bonspiels	Chris Vanzandwyck
Marketing	Andrea Parry
Newsletter	Mary Ellen Konyer

STAFF

Manager	Andrea Trepanier
Head Ice Maker	Darren Horton
Catering	Linnia Etmanski

President's Report



The 2018-2019 curling season is officially done at the Nanaimo Curling Club. There were many changes introduced at the club this year, not the least of which was the introduction of our new club manager, Andrea Trepanier. Our previous manager, Denise Wood, retired and Andrea was brought on board to take over the reins. Andrea has had her hands full this year getting up to speed with the full operation of the building but she's come a long way in a year and has introduced operational changes to improve the efficiency of the club.

Calendar TVs were introduced upstairs and downstairs, to provide greater visibility of the various activities and events happening at the club. This same calendar is available on our website and can be updated with league information and building rentals. It's been a very effective means of communicating up-to-date information to members.

The images shown on the upstairs and downstairs media TVs can now be updated remotely. This provides greater flexibility and makes it easy to update the images with new photos and sponsors throughout the year.

I spent quite a bit of time scanning each of the Presidents' photos and uploading them to our website, to ensure there was an electronic copy of these images. It was important to me that this history be preserved and easily viewable.

We introduced the option of online payment of dues this year, which some members took advantage of. The option of paying by credit and debit card in the bar was also introduced, again with the goal of providing flexibility to members. A second computer was added to the front desk to allow multiple staff to process front-desk queries and process payments at the same time. It also allowed our ice staff a location to access their email.

The pro shop and bar inventory are now tracked electronically. Inventory is automatically depleted when a sale is entered on the new bar iPad or the Pro Shop computer. This improved efficiency when re-ordering stock and taking month-end inventory checks. We're able to easily identify what product is or isn't selling and adjust our future ordering requirements.

A new Programs menu section was added to our website, to highlight the existence of programs for new curlers. Attracting new curlers is important to growing the club, so we wanted to provide a greater online presence to these options for new curlers.

We added some security cameras to the main lobby floor of the NCC. We host many evening events throughout the season and a safety concern was raised as bar staff had no means of observing who was coming and going from the building during these events, nor what was happening on the lobby level. The video feeds installed are viewable on a monitor behind the bar and allow whoever is working to see what's happening downstairs.

The club hosted a very successful 2019 BC Masters Curling Championship in March. There were 10 women's and 8 men's teams that qualified, all of which were very impressed with the extensive organizing that had gone into the event. Thank you to the entire organizing committee and the army of volunteers that made our guests feel welcome throughout the week.

This year marks the end of my second year as president. Many on the board, myself included, stayed in our current positions a second year to provide stability and continuity for our new club manager. I'd like to thank this year's board for their continued devotion, professionalism and humor throughout the year. Working with you has been an honor and a pleasure.

Respectfully submitted, Mark Duffell

Vice President's Report



We have had a great year of growth and change at Nanaimo Curling Club. Our new manager, Andrea Trepanier, has been enthusiastic and innovative in stepping up to the huge challenge of replacing our previous manager, Denise Wood.

Our Monday Ladies League gave way to a new and vibrant Open 2's and 4's League, bringing new sponsorship from Leakey and Lewicki Chartered Professional Accountants. It has been nice to see lots of enthusiasm by club members, as well as other community groups, enjoying the games and facilities of our Canada 150

Room and the lounge area. Also new inventory, database, and payment methods introduced this year will help us to remain current and provide opportunity for growth.

The budget for the upcoming year has been reviewed and it is good to report that there will be no increase to membership fees this coming season. While we continue to experience declining membership, losing 61 curlers overall this season, we feel it is very important to keep costs for membership down, while providing a high quality facility and vibrant curling opportunities.

We operated three programs for new curlers from October to January: our ten-week Novice Curlers Program as well as two four-week Fun Curl Programs. There was lots of enthusiasm in all the programs resulting in 20 new curlers entering leagues and bonspiels. These programs could not run if we did not have the dedication of a fantastic group of volunteer coaches. We are hopeful that there will be enough coaches to continue and expand these programs for the 2019/20 season.

This season we published four *Roar of the Rink* Newsletters in October, December, January, and February, using the Mailchimp email service. Although a big learning curve for me, this program is much more efficient than our previous system in reaching members through the email addresses they have provided. The newsletter can now include links to other websites and contacts, making it much faster to follow up on areas of interest for our members. Mailchimp reports that 60% of our membership read the newsletter, which is an improvement from our printed format.

It has been a pleasure to work with the NCC Board this year. They are a dedicated, thoughtful, and professional group of individuals that make a great team, which truly cares about what is best for our curling community. I have appreciated the opportunity to serve on this board and look forward to future opportunities to work with them in the coming year.

Respectfully submitted,

Mary Ellen Konyer

Vice President – Nanaimo Curling Club

Treasurer's Report - Fiscal 2018 – 2019



Thanks to great work by our staff and outstanding involvement and professionalism by our volunteers, the Nanaimo Curling Club survived the exceedingly challenging previous year and moved into a year of great change.

In July, we welcomed our new General Manager, Andrea Trepanier, who brought a wealth of diverse experiences and outlooks.

One of the first order of business was to migrate from the old accounting system to an online version of a modern accounting system, Quickbooks. This allows realtime visibility of the club's financial status and provides a significantly improved inventory control methodology. Data from many sources, such as staff time, can now be entered directly.

Overall, revenues have recovered from the previous challenging year and are approaching the 2017 level. The charts below show our overall 3 year progression in the financial information. I've used 3 years because it shows a more representative picture of the club's status and bodes well into the future.

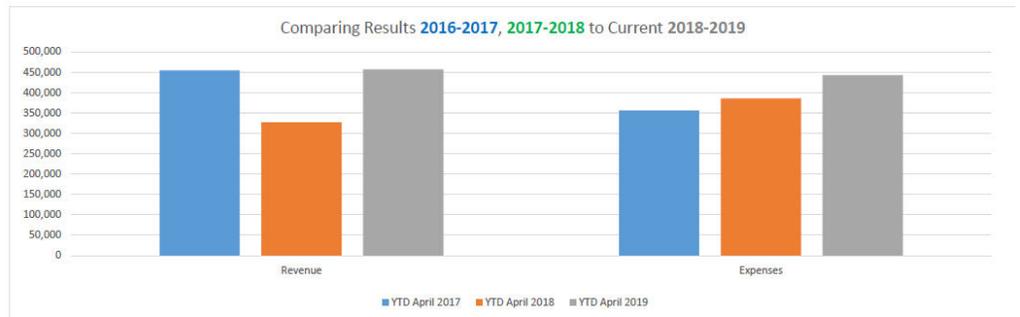
One of the impacts of the improved efficiencies, is that we did not require a curling fees increase for this coming year. This certainly has not happened in recent memory before.

As shown below, comparisons were only made at the high level as there was a significantly more granular approach in re-setting the new chart of accounts and one for one matches were not always possible, but the grand totals were in accord.

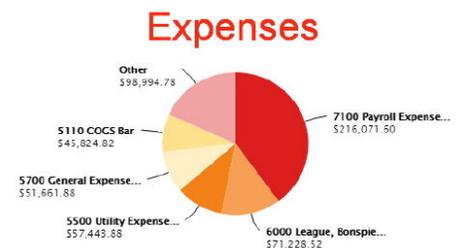
Cash flows have started to recover and it will place the club in good stead for the future.

Comparing Results 2016-2017, 2017-2018 to Current 2018-2019

	YTD April 2017	YTD April 2018	YTD April 2019
Revenue	454,334	327,200	456,855
Expenses	355,707	385,497	442,896
Net Income / Loss	98,627	-58,297	13,958
Cash and Cash Equivalent	\$110,651	\$67,350	\$65,657



April 30, 2019 - YTD Summary



Respectfully submitted:

Fred A Rums

Director of Membership and Communication Report



At the start of the 2018-2019 season, we implemented the use of MailChimp for our club-wide emails. MailChimp is a free online email resource that allows us to easily send emails with formatting, graphics and photos and to track engagement by recipients. Response to this year's emails has been good.

A breakdown in communication was uncovered during this year's club closures due to snow. Not all league reps communicated the closure to their curlers. In the future, if the club closes unexpectedly, an email will be sent to the MailChimp

distribution list.

We published the Roar of the Rink newsletter every 4-6 weeks during the curling season. This was sent out via MailChimp. This year we introduced a monthly article by a member of our Board of Directors, which is intended to increase visibility and understanding of what our Board members do.

A display board was put up near the arena door with photos of our Board members. Board members also wore their name tags more consistently during the season. This was also intended to increase visibility of, and member engagement with, our Board members. The Board encourages all interested club members to ask questions and share opinions with us. We are here to serve the club and our members.

NCC continues to build its presence on social media. News about NCC, competitive endeavors by our curlers, and curling in BC and Canada is shared on Facebook and Twitter. The audience of our social media channels is not only NCC's members, but also the Vancouver Island and greater BC curling communities, residents of Nanaimo in general, and non-BC curlers. Many posts on our social media recognize this wider audience and are designed to spark their interest in our club. Our social media goals are to share news with our members, bring in out-of-towners for our bonspiels, share learn-to-curl opportunities with the Nanaimo community, and advertise our event space for little to no cost.

Strengthening our NCC community via communication, education and engagement will remain a priority next year.

Respectfully submitted, April Gale-Seixeiro

Director of Curling Report



The past curling season got off to a very good start as all leagues had reps in place prior to the beginning of curling. A strong group of capable reps worked at getting teams enrolled, draws constructed, standings and squares adjusted, social activities planned, and basically kept players informed of curling club activities. As the board liaison to the reps it seemed that I did not have much to do as very few issues were brought forward. The yearly problems and discussions around buzzer use, slow play and ice cleanliness did however continue. It is still my wish, as I have stated in previous year reports, to have a consistent policy regarding buzzer use. Each year we are getting closer to this happening, but still have a few leagues with different interpretations. As to slow play and ice cleanliness, these are entirely the job of each curler. We all share in the responsibility to ensure games are completed on time and the ice remains as clean as possible. Thank-you to all who have served as a league rep. Some of you are returning for next season, and some are stepping down. The job of a rep is often a thankless position, but it is a vital part of ensuring that curlers have a positive experience.

Respectfully submitted by Brian McRory

Director of Facilities Report



Following is a summary of accomplishments/completed facilities projects for the 2018/2019 curling season.

Bar Storage Area.

- The back room storage area in the bar has been upgraded with more efficient shelving.
- Summer projects for that area will include an upgrade of the flooring.
- Usable floor space has been increased with the removal of the old large safe

stored in the area. This has been replaced with a wall safe.

Recreation Area.

- The darts area has been improved with the addition of new darts and the installation of dart holders. A summer project will include the installation of a new backdrop area for the darts.
- Hooks have been mounted under the end of the pool tables for storage of the triangular ball racks.

Decorations.

Our club has a history of creating spectacular decorations in the upstairs area for a variety of functions. Over the years, the mounting of decorations has involved the use of thousands of tacks and nails for the hanging of various items. A system of wires and hooks have been installed to make the hanging of decorations easier. We no longer need to use tacks and nails which will make building maintenance easier.

Security.

Sometimes, during upstairs functions, the downstairs entrance doors and pro-shop area can be left unsupervised. This has posed security concerns. We have installed surveillance cameras in the pro-shop area so the entrance doors and overall main area can be observed from upstairs behind the bar. This provides security for the bar staff and the building.

Safety.

In recent years, we have put many safety policies and procedures in place. One of the issues we needed to address involved the storage of propane tanks. The ice crew use the tanks to burn the ice to clean around the hacks. As a remedy, we have installed a metal storage unit at the side of the building on the Millstream side. This means that when they are not in use, the tanks are stored outside of the building.

Pro-Shop.

A counter has been installed in the pro-shop. A computer terminal has been added to the area. This makes it easier to deal with pro-shop transactions.

Summer Project.

Currently, four of our sheets of ice have on ice cameras. We would like to make this feature available for the remaining four sheets so we are in the process of determining costs for the project. The impetus for this project originated with the Senior Men's Division. The Senior Men are prepared to fund the project depending upon the total of projected costs. If costs are manageable, we will go ahead with this project this summer. If the project proves to be too pricey, we will aim for a completion date during the summer of 2020.

Each July, we identify projects which need to be addressed around the club during the ensuing season. If anyone has any suggestions, please contact either myself or Andrea in the office. Thank you.

Respectfully submitted.

George Duffell, Director of Facilities

Director of Marketing Report



It has been an absolute pleasure to serve the NCC as Director of Marketing for several years and bittersweet to say this will be my last. I have been greatly supported by all members of the Board and staff at the Club. I am thrilled to have been part of many projects and initiatives, including creation of this specific directorship and I look forward to seeing where a new Director of Marketing will take this position.

This year we used social media to attract new curlers and potential rental space users. My role took a shift this year, away from direct marketing strategies, with April Seixeiro stepping into Director of Communications. April's love for curling and knowledge of social media significantly increased our exposure around our Nanaimo community as well as within our curling sport community.

With the increased popularity of the shorter FunCurl learning league and players finishing our Novice Adult Learn to Curl League there was a need for more open leagues accepting new curlers and teams beginning in January. In an attempt to retain these incredible and keen new curlers, accommodate other (new to our Club) curlers arriving late in the season and continue our double's league started in September - I switched my focus to creating and running a very flexible league sponsored by Leakey and Lewicki. This Open league runs Monday nights at 7:30 and incorporates 6 end regular games and 8 end double games in a very friendly team mixing environment. This was a successful league that we hope to continue next year and will continue to offer flexibility to new curlers coming into our Club, including those coming in later in the season if room permits.

With regards to the Directorship of Marketing, I encourage anyone passionate about curling, with a couple ideas they think might get new curlers excited about trying our sport, consider running for the position. You will be among some of the most fun, supportive and curling loving people I have ever had the pleasure to spend time with, our NCC Board of Directors.

I wish our Board members, Staff and Club Members a wonderful summer and look forward to seeing you all next season in my new role as League Rep.

Happy Curling,

Andrea Parry, NCC Director of Marketing

Director of Bonspiels Report



Another curling season has come and gone again. Throughout our 2018/2019 season NCC hosted many great bonspiels. A big thank you to so many members and volunteers who helped to make it another successful season. To the many bonspiel committees who put in the countless hours of preparation we can't thank you enough. A special thank you to Andrea Trepanier and the office staff for all their efforts behind the scenes. I hope everyone has a wonderful summer and we are already looking forward to a jam-packed bonspiel season for next year.

Thanks again to all the volunteers and everyone involved in making the NCC an amazing place to be involved in both on and off the ice.

Chris Vanzandwyk

Manager's Report



WOW!! What an experience! My first season of managing the curling club has been chock full of learning new skills, meeting new people, applying my knowledge and just plain having fun at a job that is both challenging and rewarding. I want to thank the NCC Board of Directors for being incredibly supportive and informative throughout this past season. I could not have accomplished many of the improvements without their experience and advice.

I also want to thank the many volunteers that support the NCC by giving of their time and experience to make our club an energetic and welcoming place. Without the assistance of the league reps, bonspiel reps, coaches and event volunteers, many of the special programs and events we deliver would not be possible.

The staff at our club have been incredibly tolerant of my learning curve this season. All of the staff stepped up when needed and helped me to navigate my way through learning everything from ice making to garbage removal and everything in between. It has been a year of staying inside our club bubble and becoming familiar with all aspects of this job and all of the staff was there to provide knowledge, advice, assistance and encouragement. THANK YOU!

Funding and Partnerships

This past season saw the club receive grant funding from both the Community Gaming Grants and the Nanaimo Hospitality Association to support events and programs we delivered.

- CGG funded \$25,890 towards our Junior Program, Adult Learn to Curl and Novice Program, School Program and Accessibility and Mobility Program.
- NHA funded \$7,200 towards our hosting of the 2019 BC Provincial Masters Championship event.

School Curling Program

Our volunteer coaches provided 1491.5 hours of coaching to 11 different schools within our community:

Aspen Grove School	78.0	hours
Brechin Elementary	101.0	hours
Discover Montessori School	26.0	hours
Ecole Quarterway	125.5	hours
Fairview Elementary School	47.0	hours
Frank Ney Elementary	243.0	hours
Georgia Elementary	138.0	hours
Hammond Bay School	140.0	hours
Pleasant Valley School	123.0	hours
Randerson Ridge Elementary	258.0	hours
School District 68- International Students	<u>212.0</u>	hours
TOTAL	1491.5	

Junior Program

We enjoyed growth in our Junior Program this season with 64 young, enthusiastic curlers registering with our various programs. We offered programs for ages 9 to 18 with the choice of a 1 or 2 day a week Junior Curling program, one day Learn to Curl familiarization program and Rock Stars 4 week Learn to Curl program. The Little Rockers program for the younger curlers was on hiatus this season due to coaching constraints but the BPO Elk Lodge #26, who previously sponsored the Little Rockers, continued their support with our Junior Program.

I would like to thank Kellie Rice and Bob Franklin for their tremendous dedication to our young curlers and their support of these programs. They both contribute innumerable hours to mentoring and coaching the next generation of curling enthusiasts to ensure our club remains vibrant in the future.

Congratulations to Bob Franklin for being awarded the Elsie Mackenzie Youth/Junior Curling Award for 2019 from Curl BC. Absolutely well deserved!

Mobility & Adaptability Program

This program enabled us to increase ice availability and equipment for our stick curlers. It also provided funding for Special Olympics ice time and Special needs students from Nanaimo Christian School.

We were also able to provide practice ice for our very own Wheelchair curler, Ellis Tull.

Adult Learn to Curl and Novice Program

This program also enjoyed growth this past season. By offering shorter time commitments, we were able to attract more interested people and then let them have fun with curling so they would be encouraged to return and enter league play.

One Session Learn to Curl had 60 registrations.

The 4 week FunCurl program had 35 registrations for the first session and 23 registrations for the second session.

We had a total of 17 committed Novice curlers.

We retained 14 of the FunCurl registrants after the Christmas break as they moved into the newly created 2s and 4s league. Existing leagues also absorbed 6 other FunCurl and Novice participants. This illustrates the success of the program.

All of these programs require volunteer coaches to support their delivery. I want to thank the coaching contingent from this past season. The hours and hours they contribute are invaluable and the experience of fun and comraderie they provide is why are newest curlers continue to have fun and stick with our club. THANK YOU COACHES!!

If you are interested in supporting our club through coaching and mentoring, please contact the office for more information and let us know you have an interest.

Congratulations 2018-19 Winning Teams from Nanaimo

Nanaimo Women's Club Champions: Marg Obee, Noreen Martin, Jill McGlenen and Moyra Graham

Nanaimo Men's Club Champions: Brendan Neff, Rob Vlaj, Rick Neff and Darrell Knowles

BC Senior Men's Champions: Wes Craig, Steve Waatainen, Craig Burton and Keith Clarke

BC Women's Club Challenge Champions: Mary Ellen Konyer, Sharon Wright, Karen Hungar, Kellie Rice and Lorna Black

Building Usage:

Harbour City Rollers	Nanaimo Quilters Guild
Curl BC Region 9 meetings	Big Kahuna- Child Development Centre
Fabric Sale – "Nan Go Grannies"	Serauxmen Service Club
Berwick on the Lake – staff	Mid-Island Spinal Cord Injury – banquet
City of Nanaimo Public Works	TD Auto Finance and TD Bank
Nanaimo Concert Band	Chamber of Commerce – Business after Business
Lowes	Berwick on the Lake Hospice Fundraiser
Summer Hockey League Awards	Zonta Club of Nanaimo
Home Depot	KC Boutique – Fashion Show & Tea – Hospice
MNP Tax Season Wind-up	Sysco Food Show
Brechin Lanes Awards Banquet	VIHA Workshop
Paint Nite	Telus Retirees Breakfast
Sandra Brown Scholarship Fundraiser	Scotiabank Breakfast

On-Ice

Senior Mens Rugby Team	Private User Groups
Curl BC Club Coach Course	Edgewood Alumni
Nanaimo Girl Gild Rangers	Rockfish Services
Tourists from Australia	Friends & Family

Other Events

This past season saw the creation of two new bonspiels: The Sleeman Season Starter Bonspiel and the Longwood Superspiel. Both of these were successful for the club and we hope to host them again in the coming season.

We also hosted the 2019 BC Provincial Masters Championship Tournament on short notice. The decision to host the event for Curl BC was made in July as Curl BC did not have a host as yet. Our Chairperson, April Gale-Seixeiro, worked diligently to have the pieces in place to host this event. It was a tremendous success and our team of Volunteers received many accolades on their representation of the club.

NCC Staff

I had the privilege of starting this season with several returning staff members who have been at the club for many years. It made the transition much easier to have their experience and advice to guide me. Thank you to Darren, Kellie and Deb for sticking with me through those first crazy months. I also want to thank the ice making crew as it was a challenging season with the new safety requirements and me not having my Refrigeration Certificate to start the season. The Staff ensured we met the safety requirements and did a brilliant job during our on-site visit from Work Safe BC. KUDOS to ALL!

We did have some transitions throughout the season which made my time demands quite high. As a team, we still managed to implement several upgrades to technology and inventory which will lessen the workload going forward. Our new bar manager is planning several upgrades over the summer to provide more house beer and wine choices with more accurate inventory tracking.

In Summary

It has been a rollercoaster ride of learning, learning, learning and I hope to apply that knowledge to greater extent this upcoming season with more program offerings and adaptability to different needs in our community. I want to grow our membership and retain the excellent members we already have.

I encourage everyone to get involved with our club in even a small way. There is always jobs to do and things to organize so just let us know you have an interest and we will cater to the time you have to offer.

Thank you to the entire Nanaimo Curling Club community for making my first season as Manager memorable and rewarding.

Respectfully submitted,

Andrea Trepanier