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**2017-2018**

*AGM Report*

- **2016-2017 Review**
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  - Awards Banquet
  - Program Changes – Learn to Skate
  - Program Changes – Star Skate
  - Fee Increases
  - Staff
  
- **Ice Show 2016 & Ice Show 2017**
  - Beauty and the Beast
  - Over the Twisted Rainbow
  
- **Going Forward...**
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  - Raffle Fundraiser
  - Star Skate - Changes to National Structure
  - Competition Bids
  - Scheduled Days Off
  - Staff Appreciation
  - Alternative Fundraising
  - Parent Code of Conduct
  - Fundraising Commitment Policy
  - Coach Billing
  - Dressing Room

## **2016-2017 Review**

- **Skate Donations**

- Due to the age and type of skate, we were unable to make immediate use of the skates donated in response to the wildfire.
- Skates remain in storage, options for usage will need to be investigated.

- **Awards Banquet**

- Successfully hosted in Spring 2017.
- Awards for both the 2015-2016 and 2016-2017 were presented.

- **Learn to Skate Program Changes**

- Canceled all Daytime Programs, Star Development program. While we did receive some feedback from this cancellation, programs have not been negatively impacted.
- Planned for a 30% drop off in learn-to-skate registration with fire recovery. This was very close, as we did see an overall drop off in registration numbers. Programming changes absorbed this very successfully.
- This has resulted in an overall decrease in revenue generated from Learn to Skate programs.
- Making more effective use of the time we have, more skaters on the ice, less need for PA's, easier schedule on remaining staff.

- **Program Changes – Star Skate**

- Programming changes were very successful. In particular our figure skating development programming improved dramatically.
- ASDC has allowed us to reintroduce off-ice dryland training for our skaters.
  - Successful at developmental levels.
  - Very unsuccessful at higher levels.
- Overall focus remains unchanged from previous seasons. Primary focus is on development of skating skills, multiple paths to excellence making

better use of dance and skills, and better training options for skaters wishing to train at a higher level

- **Fee Increases**

- Wildfire recovery has left the club in a precarious financial situation.
- Fees were increased without loss to membership.
- Ice fee increase of 10% was absorbed into new fee structure.
- New budgeting format for the club has led to a simplified fee structure of a flat hourly charge for star skate programs.
- Optional program registration fee inclusions (clinic fees, competition fees, testing fees) have not been re-implemented.

- **Staff**

- Welcomed Cindy Byrer to the staff in the new position of Club Registrar.
- Position of Club Manager has been removed. The position has been split into two positions: Club Registrar and increased duties for the Assistant Director of Operations.
- Loss of coaches due to wildfire continues to be challenging.
- Major focus on recruiting Junior level coaches is currently underway.
- All three full time staff are now trained to take over assessment of testing through Star 1 – 5.
- Staff retention packages, staff subsidized training, and staff professional development have not been re-implemented.

## **Ice Show**

- **Beauty and the Beast - 2016**

- Wildly Successful!
- Profit of approximately \$5000.00 due to receipt of Regional Municipality of Wood Buffalo Big Spirit Grant.

- **Over the Twisted Rainbow - 2017**

- Welcome new chairs:
  - Melanie Schneider
  - Carlene Scheers
- Returning committee members Tracie Nippard, Misty Snook, and Charlene Balsom.
- Financial challenges – Cancellation of Big Spirit Grant, increased costs of production.
- Concerns over rehearsal time interfering with training time.
- Show remains the biggest showcase of Noralta Skating Club in our calendar year, and should be addressed as such in club planning and scheduling.
- Investigating new structure for Learn to Skate participation.
- Additional fundraising for the show will be available. While not mandatory, it is an enormous part of allowing the club to continue to operate ice shows, as the club is not in a position to absorb financial losses on shows.

**Going Forward...**

- **Registration Changes**

- Changes to registration this year included:
  - A smaller upfront payment, incorporated as a test feature. There could be issues with cash flow and paying club bills. Further information will be gathered.
  - Streamlining options for payment, including an option to pay installments via credit card.
  - Forgot to include Ice Show Participation Fee.

- **Raffle Fundraiser**

- Welcome back Chair Cathie Langmead.
- Tickets to be made available as soon as possible.
- Only Star Skate families to sell tickets, earmarked as Star Skate fundraiser.

- Allowed us to also incorporate a semester 2 learn to skate fundraiser to further increase fundraising revenue.
- Follow up to ensure families meet their commitments will be required.
- **Star Skate - Changes to National Structure**
  - Massive changes to star skate structure nationally need to be reviewed with membership.
  - Entire testing system is changing. Star 1-5 has now replaced Preliminary to Junior Bronze testing.
  - Star 6-10 will replace all other tests in coming years.
  - Star 1-5 are now judged by coaches, not national assessors.
  - Competitive level at "National Qualifying Events IE: Competitive Stream/Sectionals" continues to become more elite. Added pressure developmentally for regional clubs to compete.
  - Star Skate competition structure continues to become more elite.
- **Competition Bids**
  - Would like to see Noralta bid for either Star Skate Final or Sectionals. A bid was almost included for Sectionals this year but was not an option after another club was awarded the bid.
- **Scheduled Days Off**
  - We continue to schedule regular days off in our programming. While we recognize this can occasionally be difficult for skaters, with only three staff we require these additional days off to avoid staff related burnout.
- **Staff Appreciation**
  - In relation to staff related burnout, staff appreciation is also an issue being looked at the board of director's level.
- **Alternative Fundraising**
  - Alternative fundraisers have been proposed to the Director of Operations.

- These ideas need to be submitted to the board of directors directly.
- Our Ice Show will be doing significant additional fundraising. This will be on a volunteer basis, but is required financially to help the show break even.
- **Parent Code of Conduct**
  - Will be released in coming weeks.
  - Clarifies policy and expectations.
  - Investigating requirement to be signed by parents and returned. Only to ensure they have read and understand the policy.
- **Fundraising Commitment Policy**
  - Was updated and posted to coincide with registration.
  - Clarified mandatory requirements vs volunteer fundraising.
  - Significant education needs to be done for members to understand how dependent some club operations are on volunteer fundraising.
- **Coach Billing**
  - Reminder that coaching bills that are unpaid over an unreasonable amount of time will result in loss of member in good standing status.
- **Dressing Room**
  - Floor is in need of repair. This will be addressed in the coming month and may require a temporary closure of the locker room.
  - Dressing policy will need to be reviewed.
    - Siblings and friends are not be in locker room, this rule is largely ignored or poorly understood.
    - There is to be no food in the locker room. Again this rule is largely ignored or poorly understood.
    - Families need to be reminded they need to do their cleaning commitments when scheduled.