Whitehorse Nordic Ski Society

Policies and Procedures

JULY 7, 2021

INTRODUCTION

This Policy and Procedures Manual for the Whitehorse Nordic Ski Society (WNSS) contains the policy governance model, governance process and executive limitations, Board-Manager relationship, operational policies, and operational procedures. This Manual and its policies is subject to the Bylaws of the WNSS.

The Board is accountable to ski club members, and is guided by the club's constitution, Bylaws, Governance Policies and Strategic Plan. The Board operates on the Policy Governance (Carver) Model. This model clearly defines Board and Manager roles and establishes a monitored accountability structure to measure Board and Manager performance.

In a Policy Governance Model, the Board defines the "Ends" or desired outcomes, sets the general (strategic) direction, develops and approves policies and approves an annual budget. This allows managers the flexibility and autonomy to implement actions and strategies to achieve desired Ends in their daily operations. Managers' activities are called the "Means". The Board is focused on the Ends and the Managers on the Means. Both Board members and Managers must constantly be aware of and respect each others' responsibilities for Ends versus Means.

Managers have freedom to operate without interference from Board members in carrying out their operational work to meet the desired Ends or outcomes, so long as they remain within the Executive Limitations set out in the Board's policies. To guide them, the Board has established a set of Operational Policies and Procedures.

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GENERAL INFORMATION

GI-1 Definitions

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Definitions	Number:	GI-1
Policy Type:	General Information	Amended:	July 7, 2021

Subject to specific definitions in individual policies, the following definitions apply to the Whitehorse Nordic Ski Society's ("WNSS") policies and procedures:

"Board" or "we" or "our" means the Board of Directors of the WNSS

"Board member" means a member of the Board of Directors

"Ends" means the WNSS's purpose and desired outcomes.

"Manager" or "Managers" means the paid management staff of the WNSS

"Members" or "Membership" means the individuals qualifying as a WNSS member as defined in the Bylaws

"Means" means the Managers' activities to achieve the desired Ends.

"They" or "them" means he or she or them

"Must" means an obligation or duty to do something

"May" means permission to do something, but implies a choice

"Should" means what you ought to do, but may not necessarily do

"Will" means intend, desire or wish something to happen

GI-2 Policy Review and Updates

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Policy Review	Number:	GI-2
Policy Type:	General Information	Amended:	July 7, 2021

The Board must review each policy at least once in a three-year period. Policies will be scheduled for review at Board meetings, with approximately 1/3 of the Board's policies being reviewed each year. The Board may alter the priority for reviewing various policies.

Individual Board members or a policy committee will be tasked with reviewing policies that are scheduled for review before each Board meeting and will prepare recommendations for amendments for the Board's consideration. Policies are amended by motion of the Board.

The current version of each policy will be available to members on the WNSS website and is the authoritative policy. Drafts of previous policies for reference will be archived in the WNSS's files and will be made available to members on request.

Board members tasked with reviewing policies should consider the following questions, among others, when preparing recommendations for policy amendments.

Policy Review Matrix

Board Meeting Date:		
Reviewing Member(s):		
Policy #:		
Questions	**Comments**	**Proposed amendments**
Is the policy relevant?		
Does the policy align with WNSS's Ends, Vision, Mission and Values?		
Is the policy easy to understand and interpret?		
Does the policy achieve the intended result?		

Is there unnecessary overlap with another policy?		
Are there elements of the policy that could or should be Procedures?		
Is the policy easy to interpret and implement?		

GUIDING PRINCIPLES

P-1 Vision, Mission and Values

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Vision, Mission and Values	Number:	P-1
Policy Type:	Guiding Principles	Amended:	July 7, 2021

Note: The Board reviews the Vision, Mission and Values after it engages with members, stakeholders, partners and staff as part of strategic planning.

Policies must be developed and implemented to achieve the vision, mission and guiding values of the WNSS. These are:

Our Vision

Providing opportunities for people of all ages, backgrounds and abilities to pursue wellness, enjoyment and excellence on skis on some of Canada's finest trails.

Our Mission

To provide a high-quality ski experience by:

- Managing an ever-improving network of professionally-groomed and accessible ski trails;
- Offering programs to assist skiers at all levels of performance to reach their goals;
- Promoting social interaction and opportunities for community connection; and,
- Encouraging and supporting every Yukoner to embrace cross-country skiing as a lifelong activity that forms part of a healthy lifestyle.

Guiding Values

- We acknowledge that we enjoy our sport on the Traditional Territories of the Kwanlin Dün First Nation and Ta'an Kwäch'än Council.
- We embrace excellence and innovation in striving to meet the needs, values and expectations of a diverse and passionate membership;
- We promote healthy and active lifestyles while building community and connection through sport;
- The safety of our members, day users, volunteers and staff is paramount;
- We embrace diversity and inclusivity to grow this sport by ensuring that everyone can access the joys of cross-country skiing;
- We consider and take steps to minimize the effects of our activities on the wellness of the land, the air, the water and the biota**.**
- We proactively adapt to the impact of climate change on our sport and we mitigate the impact of our sport on the climate;
- We embrace partnerships and collaborations with government, sport and community-based organizations and Yukon First Nations;

- We conduct our governance with integrity and transparency, and through open and honest dialogue with our membership and partners; and,
- We honour the value and support of our sponsors, volunteers and dedicated staff

P-2 Detailed Ends

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Detailed Ends	Number:	P-2
Policy Type:	Guiding Principles	Amended:	July 7, 2021

Note: The Board reviews the Detailed Ends after it engages with members, stakeholders, partners and staff as part of strategic planning.

The Board will govern and make decisions entirely in the context of achieving these detailed Ends:

1. People
    a. Cross-country skiing is a low barrier sport that all can access and enjoy.
    b. Members, staff and guests experience a welcoming, inclusive and respectful environment, both on the trails and in our facilities.
    c. Members can enjoy opportunities to connect with each other in support of a vibrant, knowledgeable and enjoyable cross-country ski community.
    d. The WNSS is supported by a vibrant, engaged and talented pool of volunteers.
2. The Sport
    a. Members of all ages and backgrounds, abilities and levels of performance can access the lessons, equipment and support they need.
    b. Members have the opportunities to test their skills and abilities through WNSS sponsored events and ski races (“loppets”).
    c. Whitehorse has the capacity, expertise and infrastructure to host local, regional and national events that help sustain the WNSS and allow our athletes to compete in front for their home community.
3. Trails and Facilities
    a. Skiers at all levels of abilities can access a system of accessible, safe and challenging and well-groomed trails, including trails for those who wish to ski with dogs.
    b. The designation needed to host national competitions is maintained.
    c. The ski trail system accommodates a number of Nordic ski sports and harmonizes with other trails in the Mount McIntyre area that are used by our members and the wider community.
    d. Measures are taken to adapt to the impact of climate change on our sport and to mitigate the impact of our sport on the climate.
    e. The WNSS secures more formalized long-term tenure arrangements that provide the certainty needed when making long-term investments in trails and facilities.
4. Club Governance
    a. We are financially, environmentally and operationally sustainable.

b. We are a transparent and accountable organization, committed to open and honest dialogue with membership and key stakeholders.

c. We have effective policy-based Board governance, and motivated, well-trained staff.

d. We have effective working partnerships with Yukon First Nations, partners and sponsors.

GOVERNANCE PROCESS

GP-1 Board Values

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Values	Number:	GP-1
Policy Type:	Governance Process	Amended:	July 7, 2021

We are committed to the sustainable existence of WNSS, whose Vision is to "provide opportunities for people of all ages, backgrounds and abilities to pursue wellness, enjoyment and excellence on skis on some of Canada's finest trails."

In achieving the WNSS's Vision and Mission, the Board's decisions will be guided by the WNSS's values and by the following Board values:

- Fiscal Responsibility: we commit to good stewardship of resources.
- Respectful and Functional Relationships: we recognize and support individual skills and contributions of Members, the community, Board Members, and WNSS Staff.
- Integrity and Personal Responsibility: we bring our own unique skills and experience to uphold the overall values and guiding principles of WNSS.
- Internal and External Collaboration: we are committed to exploring new and different relationships for creating successful outcomes.
- Pursuit of Innovation and Creativity: we strive to stay informed and to identify new ways for the services of WNSS to remain relevant and reflect member concerns and needs.

GP-2 Governing Style

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Governing Style	Number:	GP-2
Policy Type:	Governance Process	Amended:	July 7, 2021

The Board must govern with an emphasis on Ends rather than Means, commitment to obtaining member input, encouragement of diversity in viewpoints, strategic leadership, clear distinction of Board and staff roles, collective decision-making, future focus, and proactive initiative.

More specifically, the Board must:

1. Cultivate a sense of group responsibility.
2. The Board, not the staff, must be responsible for excellence in governing. We must be an initiator of policy. We must use the expertise of individual members to enhance our ability as a body to make policy, rather than to substitute their individual judgements for the group's values.
3. Direct, control and inspire the organization.
4. Through the careful establishment of enabling-policies reflecting the Board's values and perspectives, our major policy focus must be on the intended long-term impacts to the WNSS.
5. Enforce whatever discipline is needed to govern with excellence.
6. Discipline must apply to matters such as attendance, preparation for meetings, policy making principles, respect of roles, ensuring the continuity of governance capability and an annual review of board policies. Continual Board development must include orientation of new members in the Board's governance process and periodic Board discussion of process improvement. We must not allow any officer, individual or committee of the Board to hinder its effectiveness or be an excuse for not fulfilling its commitments.
7. Regularly monitor processes and performance.
8. At each meeting ensure that the Board Actions are consistent with the Policy Governance Process and Board-Staff Relationships.
9. Recognize limits.
10. We must work with a view of the expectations of volunteer work, and with recognition of the constraint this may represent in completion and quality at all levels where work is a voluntary contribution.

GP-3 Board Job Description

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Job Description	Number:	GP-3
Policy Type:	Governance Process	Amended:	July 7, 2021

The role of the Board is to represent and act on behalf of the Members of the WNSS in achievement of the WNSS's Vision, Mission and Detailed Ends. To distinguish the Board's own job from the jobs of its staff, the Board must concentrate its efforts on the following goals and Ends:

1. Being the link between the organization and the Members.
2. Monitoring organizational performance which, at the broadest level, addresses:
3. Achievement of Ends: organizational results, impacts, benefits, outcomes, recipients, and their relative worth
4. Establishing Executive Limitations: Constraints on Managers' authority which establish the prudence, ethics and value boundaries within which all manager activity and decisions must take place.
5. Managing the Governance Process: How the Board conceives, carries out and monitors its own mandate.
6. Managing the Board - Manager Relationship: How authority is delegated, its proper use monitored and clearly establishing the Managers' role, authority and accountability.
7. Assurance of staff performance in achieving the results without exceeding the constraints in Executive Limitations policies, through regular monitoring and evaluation of the Managers as outlined in policies BC-1 through 5.

GP-4 President's Role

Whitehorse Nordic Ski Society POLICY			
Policy Name:	President's Role	Number:	GP-4
Policy Type:	Governance Process	Amended:	July 7, 2021

Note: The roles described below (GP-4 to GP-8) should be read in conjunction with the roles described in the Board's bylaws. The responsibilities below are in addition to those set out in the bylaws.

General Description: The President is the Board Member responsible for leading the Board of Directors in executing their duties as guided by the WNSS's Policies and for ensuring the integrity of the Board's governance process.

The President's responsibilities are:

- To establish agendas for Regular, Planning, Special and General meetings after seeking input from Board members;
- To chair all Regular, Planning, Special and General meetings using generally accepted practices and in doing so:
- Ensures conduct at meetings is consistent with WNSS and Board values;
- Keeps discussion focused on Board, not Manager responsibilities;
- Ensures deliberations are timely, fair, orderly, thorough, efficient and kept to the point.
- To be the media spokesperson for the WNSS on matters other than operational matters;
- To represent the WNSS at meetings with outside stakeholders, including elected officials, government departments and agencies on matters other than operational matters;
- To act as the WNSS's main liaison with stakeholders and partners on matters other than operational matters;
- To be the Board's official point of contact in the reporting relationship between the Board and Managers;
- To lead a self-evaluation of Board member performance annually;
- To be a member of the Human Resources Committee;

The President exercises financial signing authority.

If authorized by the Board, the President may delegate any of the duties above but remains ultimately accountable. Signing authority may only be delegated to a Board Member with signing authority.

GP-5 Vice President's Role

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Vice President's Role	Number:	GP-5
Policy Type:	Governance Process	Amended:	July 7, 2021

General Description: The Vice-President is a Board Member who, in addition to having the regular duties of a Board Member, performs duties as the alternate for the President in the President's absence or at the President's request.

The Vice-President exercises financial signing authority.

The Vice-President is a member of the Human Resources Committee.

GP-6 Secretary's Role

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Secretary's Role	Number:	GP-6
Policy Type:	Governance Process	Amended:	July 7, 2021

General Description: The Secretary is Board member who, in addition to having the regular duties of a Board member, is responsible for:

- recording attendance at Board meetings and meeting proceedings;
- ensuring that the Board's records are well organized;
- in consultation with the President and Board members, coordinating the dates, times, locations and agendas of all Executive, Regular, Planning, Special and General meetings;
- providing required notice to Board members and WNSS membership of Board meetings dates, times, locations and agendas;
- managing and keeping records of Board correspondence;
- keeping a current list of Board members and contact information;
- ensuring that filings to Yukon Corporate Registrar are made to keep the WNSS in good standing under the Societies Act including financial reviews and audits, annual reports, special resolutions and updates to bylaws
- managing the orientation documents/manual for new board members

If authorized by the Board, the Secretary may delegate any of the duties above but remains ultimately accountable. Signing authority may only be delegated to a Board Member with signing authority.

GP-7 Treasurer's Role

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Treasurer's Role	Number:	GP-7
Policy Type:	Governance Process	Amended:	July 7, 2021

General Description: The Treasurer is a Board member who, in addition to having the regular duties of a Board member, is responsible for managing and overseeing the financial affairs of the WNSS and ensuring that the WNSS has effective financial systems and procedures in place that allow the Board and Staff to make sound financial decisions.

The Treasurer's responsibilities are:

- to lead, in consultation with Managers, the preparation of an annual operating and capital budget for the Board's approval;
- to prepare and provide financial monitoring reports at Board meetings, including variances from approved budgets;
- to work with the designated professional accountant in preparing annual financial reviews, reports or audits;
- to advise the Bookkeeper on financial management and transactions, including transactions related to government grants;
- to ensure that full and accurate accounts are kept of all inventory, invoices, receipts and disbursements;
- to work with Managers on long-range financial planning, including planning of capital reserves; to advise the Board on the sound management of financial resources and policies, including investment policies
- to ensure that WNSS carries the optimal insurance coverage required to protect the WNSS, its assets and its membership;
- to participate in the Human Resources Committee.

The Treasurer exercises financial signing authority.

If authorized by the Board, the Treasurer may delegate any of the duties above but remains ultimately accountable. Signing authority may only be delegated to a Board Member with signing authority.

GP-8 Directors' Role

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Directors' Role	Number:	GP-8
Policy Type:	Governance Process	Amended:	July 7, 2021

General Description: Directors are Board members who represent the general membership except and unless the Board assigns a specific role, duty or project to them.

The responsibilities of Directors of the Board are:

- To attend all Regular, Special and General meetings unless there are extenuating circumstances;
- To represent the interests of the WNSS membership at Board meetings;
- To advance the interests of the WNSS as set out in its bylaws, policies and strategic plan;
- To reflect WNSS and Board values in decision-making and Board-related work;
- To participate or lead special Board projects and activities, as mandated by the Board;
- To exercise signing authority, if authorized by the Board.

GP-9 Board Committees

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Committees	Number:	GP-9
Policy Type:	Governance Process	Amended:	July 7, 2021

A Board Committee is established by and that reports to the Board. Board Committees are intended to reinforce the wholeness of the Board's work. They are not decision-making and should never interfere in the delegation from the Board to Managers. Committees should be used on a case-by-case basis, to support discrete and finite issues or projects as mandated by the Board.

Board Committees are to help the Board do its job, not to advise the staff. Committees ordinarily assist the Board by preparing policy alternatives and implications for Board deliberation. In keeping with the Board's broader focus, Board Committees will normally not have direct dealings with current staff operations.

A committee is a Board Committee only if its existence and charge come from the Board, regardless of whether Board members sit on the Committee. The only Board Committees are those the Board may create from time-to-time. Unless otherwise stated, a committee ceases to exist as soon as its task is complete.

Board Committees may not speak or act for the Board except when formally given such authority for specific or time-limited purposes. Expectations and authority must be carefully stated in order not to conflict with authority delegated to the Managers.

Board Committees do not exercise authority over staff. Because the Managers work for the full Board, they must not be required to obtain approval of a Board Committee before an executive action, except where the Committee has been delegated specific authority to act on behalf of the Board.

Board Committees are to avoid over-identification with organizational parts rather than the whole. Therefore, a Board Committee that has helped the Board create policy on some topic or support a project must not be used to monitor the organization' performance on that same subject. The Board retains responsibility and authority to monitor organizational performance.

This policy applies only to committees which are formed by Board action, whether or not the committees include Board members. It does not apply to operational committees formed under the authority of the Managers to support management operations.

All Board Committee members must abide by the same Code of Conduct as governs the Board.

GP-10 Board and Committee Expenses

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board and Committee Expenses	Number:	GP-10
Policy Type:	Governance Process	Amended:	July 7, 2021

The Board must approve any expenditure by an individual Board or committee member in advance and may set conditions on that expenditure. To be reimbursed, the Board or committee member must provide receipts.

Board members cannot sign for reimbursement of their own expenditures.

GP-11 Reserve Funds Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Reserve Funds Policy	Number:	GP-11
Policy Type:	Governance Process	Amended:	July 7, 2021

When financial circumstances permit, the Board must create and maintain a reserve fund for the purposes of emergency, urgent, or unforeseen financial situations and to fund priorities identified by the Board. This fund may be created from operating or capital budget surpluses. The Board may from time to time direct that a source of revenue such as a donation, bequest or grant be set aside for a reserve fund.

The minimum target reserve fund is three months of the average operating costs which can be calculated as 25% of the average of the previous three years' operating expenses.

Reserve funds may be established for the following purposes:

1. To cover operating expenses including salaries, EI, CPP, WCB, and other payroll related expenses.
2. To cover outstanding financial liabilities including: account payables; vacation payables; possible financial review; and any contracts in progress.
3. For necessary repairs and improvements to assets.
4. To fund long-term special programs or projects.

The fund must meet the following conditions:

1. Contributions must not compromise the organization's ability to fund its operations**:** the Board has the discretion to draw upon the reserve fund to fund operations if and when required.
2. The Board will review the reserve fund amount annually and will include it in regular financial reports; and,
3. The Board will report annually to the members at the AGM on the details, purpose, contributions and expenditures from the fund;

To make an expenditure from the reserve fund, there must be:

- a written request by the Managers to the Board or a motion made by the Board;
- a review by the bookkeeper, and;
- a Board motion approving the expenditure.

The Board's goal is to replenish the reserve fund within twelve months to restore the reserve fund to the target minimum amount.

GP-12 Code of Conduct

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Code of Conduct	Number:	GP-12
Policy Type:	Governance Process	Amended:	July 7, 2021

Board and Board Committee members shall be bound by the following Code of Conduct.

The Board expects of its members ethical and professional conduct. This includes proper use of authority and appropriate decorum when acting as Board members. It expects its members to treat one another and staff members with respect, co-operation and a willingness to deal openly on all matters.

Board members must be loyal to the WNSS and are accountable to exercise the powers and discharge the duties of their office honestly, in good faith, and in the best interests of the WNSS. This accountability supersedes the personal interest of any member acting as an individual or organizational consumer of the WNSS's services. Members must exercise the degree of care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances.

Board members must disclose any potential conflict of interest in accordance with the Conflict of Interest Policy. Board members must not engage in nepotism.

Board members must sign an Oath of Confidentiality and not divulge confidential matters brought before the Board, keeping in mind that any unauthorized statement could adversely affect the interests of the WNSS or its members.

Board members must not attempt to exercise individual authority over the organization except as explicitly set forth in Board policies.

Board members' interaction with the Managers or with staff must recognize that any individual member or group of members does not have authority other than that explicitly stated in Board policy.

Board members' interaction with the public, press or other entities must recognize the same limitation and the similar inability of any member other than the President or Board-designated spokesperson to speak on behalf of the Board.

Board members must not encourage employees who attempt to bypass internal communication processes but must encourage employees to utilize reporting lines within the administration to bring their concerns to the Board.

The Board must be responsible for making policy decisions and ensuring through the Managers that appropriate staff and structures are in place to carry out the policy and day-to-day tasks of the WNSS.

Board members must be familiar with the incorporating documents of the WNSS, the by-laws, regulations, policies and organizational structure of the WNSS, as well as the rules of procedure and proper conduct of a meeting so that any decision of the Board may be made in an efficient, knowledgeable and expeditious fashion. New Board members will be supported by a progressive orientation to ensure familiarity with the WNSS structure and issues, and the process of governance.

Board members are expected to regularly attend Board meetings as stipulated by the Constitution and Bylaws of the WNSS.

Members must ensure that unethical activities not covered or specifically prohibited by the foregoing or any other legislation are neither encouraged nor condoned.

A Board member who is alleged to have violated the Code of Conduct must be informed in writing by the remainder of the Board and must be allowed to present their views of such alleged breach at the next Board meeting. The complaining party must be identified. If the complaining party is a Board member, they and the respondent member must absent themselves from any vote upon resolution of censure or other action that may be brought by the members. Members who are found to have violated the Code of Conduct may be subject to censure.

GP-13 Conflict of Interest

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Conflict of Interest	Number:	GP-13
Policy Type:	Governance Process	Amended:	July 7, 2021

Any Board member who believes they may be in a potential conflict of interest because of experience, knowledge, financial interests, personal relationships or circumstances that could influence or be seen to influence their decision-making in a way that could benefit them or one of their friends or family members personally, financially or otherwise must declare the potential for a conflict of interest prior to engaging in Board discussions on a matter.

After discussion with the other Board members to confirm whether a conflict exists or could reasonably be perceived to exist, the Board member will remove themselves from the discussion and voting when so declared.

Such conflicts of interest include, but are not limited to:

- accepting remuneration for services rendered to the WNSS;
- having direct or indirect financial interests in any purchase order or contract entered into or issued on behalf of the WNSS; and,
- having a family member who stands to profit from any purchase or contract issued on behalf of the WNSS;
- benefiting financially, directly or indirectly, from a decision of the Board.

A Board member who removes himself/herself from participation due to conflict of interest is still included in determining quorum.

The minutes must record all declarations and resolutions of conflict of interest.

GP-14 Oath of Office

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Oath of Office	Number:	GP-14
Policy Type:	Governance Process	Approved:	November 13, 2024

As a Director on the Board of the Whitehorse Nordic Ski Society, I acknowledge and understand my fiduciary duty and the role I will play in ensuring the sustainability of the Organization. To that end, by signing this Oath of Office, I commit to the following:

1. Understanding, respecting and supporting the underlying values, guiding principles and strategic directions of the Whitehorse Nordic Ski Society.

2. Understanding, respecting and supporting the Society's Bylaws, Policies, Code of Conduct, Conflict of Interest Policy and decisions of the Board and membership.

3. Acting with utmost integrity and pursuing my Board duties in an ethical manner.

4. Keeping confidential all information that I learn about members, staff and any other matters specifically determined by Board motion to be matters of confidence.

5. Conducting myself in a spirit of collegiality and respect for the collective decisions of the Board and subordinate my personal interests to the best interests of the Society.

6. Exercising these responsibilities, at all times, with due diligence, care and skill in a reasonable and prudent manner.

7. Immediately resigning my position as a Director of the Society in the event that I, or my colleagues on the Board, have concluded that I have breached my Oath of Office and/or the Code of Conduct.

Agreed and accepted:

By: _____
(print name)

Signature: _____

Position on Board: _____

Date: _____

GP-15 Board Self-Evaluation

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Self-Evaluation	Number:	GP-15
Policy Type:	Governance Process	Amended:	July 7, 2021

The Board must establish a set of measurable standards against which the function and process of the Board can be evaluated. This must include:

- Establishing an Annual Work Plan that also includes the date for a formal Board self- evaluation;
- Evaluating at each regular meeting whether the actions of the Board fulfil the Work Plan;
- Evaluating at each meeting if the Board's actions adhere to the Policy Governance Model; and,
- Under the leadership of the President conduct a self-evaluation on an annual basis;

The Board will determine the process annually for self-evaluation – specifically in accordance with GP-20 (Framework for Decision Making).

The Board must monitor its own adherence to each policy at least annually.

GP-16 Board Education

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Education	Number:	GP-16
Policy Type:	Governance Process	Amended:	July 7, 2021

The Board recognizes that continual updating of skills and awareness of new issues are vital to a member's contribution to the Board. Therefore, Board members should receive a progressive orientation to ensure familiarity with the WNSS structure and issues, and the process of governance. This orientation must should include, but is not limited to:

- A short orientation to the WNSS by the President, prior to or at the first Board meeting, which includes introducing Board members to the policy governance model, the meeting process and the relationship of the Board to external bodies such as Cross Country Yukon, Sport Yukon, the City of Whitehorse, the Yukon Government and First Nations governments;
- A facility tour by the Managers or designated staff;
- Receiving access to the Board web page and orientation materials at least two weeks prior to the first meeting;
- Educational materials on the Policy Governance model;
- Orientation to the Policy Governance model of Board leadership by a board coach or knowledgeable Board member;
- Complete reading of WNSS Constitution and Bylaws and a summary of relevant legislation.

Throughout their term, each board member will complete an annual self-appraisal and identify specific areas in which additional knowledge on the organization or the governance process is needed and share this information with the Board.

GP-17 Board Linkage with Membership

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Linkage with Membership	Number:	GP-17
Policy Type:	Governance Process	Amended:	July 7, 2021

Board members must act as the liaison between the WNSS and its members.

The Board must be accountable for the WNSS to its membership as a whole. The Board must act on behalf of the membership as a whole, rather than being advocates for specific interests within the membership. There may, however, be circumstances where the Board seeks out a specific demographic or group that is otherwise not knowledgeable about the services provided by the WNSS to initiate a potential connection.

When making governance decisions, Board members must maintain a distinction between their personal interests as "customers" of WNSS services, and their obligation to speak for others as a representative of the membership as a whole. As representatives of the membership, the Board members must make strong efforts to identify the membership's wants and needs.

The Board must gather data in a way that reflects the diversity of the membership. It must recognize that diversity assures a broad base of wisdom, and must seek to make decisions considering that input.

GP-18 Board Linkage with Other Organizations

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Linkage with Other Organizations	Number:	GP-18
Policy Type:	Governance Process	Amended	July 7, 2021

Government

The Board must ensure that the WNSS's interests are represented to governments, government agencies and non-government agencies and stakeholders.

WNSS Membership in Other Organizations

The Board must consider the merits of membership in other organizations annually. This consideration must include, but not be limited to:

- The degree to which participation in the organization will further the mission and goals of the WNSS;
- The benefits to the WNSS of membership compared to the cost of membership; and,
- The ability of the WNSS to influence the direction of the organization in a measure commensurate with the WNSS's contribution.

Appointments to External Policy or Advisory Committees

Upon request for WNSS appointments to external committees, the Board must assess whether such representation is appropriate within the Board's stated policies and current priorities. If this assessment is positive, the Board must appoint appropriate representatives. Issues of confidentiality, information sharing and WNSS support must be discussed and agreed upon by the Board, the committee's Chair, the WNSS's appointee, and the Managers.

The WNSS's appointee must provide information reports as appropriate, to be determined by the Board at the time of appointment.

Since the WNSS appointee is representing the WNSS Board, the appointee must be kept informed of current Board policies that might affect deliberations of the Committee in question. Any representations made on behalf of the Board must adhere to the stated policies of the WNSS but may not further interpret policies. Any issues requiring the statement of a new policy position on the part of the WNSS must be brought to the WNSS Board for decision.

Relationships with Other Organizations

- The Board must identify other organizations with which it requires good working relationships to achieve its Vision. It must establish mechanisms for maintaining open communication with these organizations. Such mechanisms may include, but are not limited to:
- Inviting representatives of the Boards of those organizations to WNSS Board meetings or having a representative of the Board attend the other organization's meetings;
- Meeting jointly with other Boards on occasion; and,
- Requesting the Managers to establish linkages at a staff level, and to report on areas of mutual

interest and activity;

- Ensuring the Board's President maintains a dialogue and working relationships with the President of stakeholder organizations.

GP-19 Board Planning Cycle and Agenda Control

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Board Planning Cycle and Agenda Control	Number:	GP-19
Policy Type:	Governance Process	Amended:	July 7, 2021

1. The Board must maintain control of its own agenda by developing an annual schedule or work plan which includes, but is not limited to:
   a) Consideration of the mission, vision, and strategic goals in a timely fashion, which allows the Treasurer and Managers to build a budget.
   b) Scheduled time for member input prior to the above review.
   c) Scheduled time for consideration of information relating to the external environment and exploration of future perspectives which may have implications for the direction of the WNSS.
   d) Scheduled time for monitoring the Board's own compliance with its Governance Process policies, and for review of the policies themselves.
   e) Scheduled time for monitoring compliance by the Managers with Executive Limitations policies, and for review of the policies themselves.
   f) Scheduled time for Board orientation and education.
2. Based on the outline of the annual schedule or work plan, the Board delegates to the President the authority to fill in the details of the meeting content. The detailed agenda items must be carefully screened to ensure that they relate to the Board's job description, rather than simply reviewing staff activities. Screening questions shall include:
   a) Identification of what category an issue relates to - Ends, Executive Limitations, Governance Process, Board-Managers linkage;
   b) Clarifying whether an issue belongs to the Board or to the Managers; and,
   c) Review of what the Board has already determined, and how the issue is related. Has the Board already dealt with the issue and if so, in what way?
3. The Board must annually establish for itself a set of desired performance objectives related to the governance process. Review of progress towards these objectives shall form a meaningful part of each meeting agenda.

GP-20 Criteria for Decision-Making

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Criteria for Decision-Making	Number:	GP-20
Policy Type:	Governance Process	Amended:	July 7, 2021

When making decisions within the Framework for Decision-Making GP-20. the Board must apply the following criteria and abide by the Detailed Ends Policy (P-2):

1. Fairness;
2. Acting for the good of others and causing no harm; and,
3. Autonomy of individuals affected by decision.

GP-21 Framework for Decision-Making

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Framework for Decision-Making	Number:	GP-21
Policy Type:	Governance Process	Amended:	July 7, 2021

The Board must use the following framework for Decision-Making:

1. Clearly identify the issue to be decided.
2. Gather data to understand the issue:
   - Member input (ownership)
   - Demographic information
   - Comparative information, e.g., territorial, national
   - Cost
   - Stakeholder input
   - Resources available or possible, including non-government sources
   - Limiting factors, e.g. legislation, budgetary considerations
3. Develop alternatives:
   - Consider short-term consequences
   - Consider long-term consequences
4. Apply Criteria for Decision-Making: see GP-19
5. Make the decision by consensus of the Board
   - Consensus defined as all Board members present must agree on the decision
   - If Board members cannot agree, a member may choose to abstain from a decision, to allow decision to move ahead; OR
   - Decision can be “postponed” until the end of the next meeting for research or discussion
   - If consensus still cannot be reached, the decision will be deferred to a vote, with decision being made by a “majority of the quorum”
   - If deferred to a vote, all Board members support and defend the Board’s decision, regardless of how they voted.
6. Communicate the decision to applicable groups:
   - To membership
   - To staff
   - To other stakeholders or partners

EXECUTIVE LIMITATIONS

EL-1 General Executive Constraint

Whitehorse Nordic Ski Society POLICY			
Policy Name:	General Executive Constraint	Number:	EL-1
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not cause or allow any practice, activity, decision or organizational circumstance which is either imprudent, illegal, unethical or in contravention of the Board's Statement of Values (GP-1).

EL-2 Treatment of Staff

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Treatment of Staff	Number:	EL-2
Policy Type:	Executive Limitations	Amended:	July 7, 2021

Managers must not cause or allow staff working conditions which are unfair, undignified, unsafe, or in contravention of the WNSS's approved statement of values, or legislated employment standards.

Accordingly, Managers must not:

1. Operate without written human resources policies and procedures which clarify expectations and working conditions for staff, provide, through the provisions of Labour Standards and Yukon Employment Law, for effective handling of grievances, and protect against unfair, undignified or unsafe conditions.
2. Discriminate against any staff member or volunteer for stating an ethical dissent to management.
3. Prevent staff from grieving to the Board when (a) internal grievance procedures have been exhausted, and (b) the employee alleges either that Board policy has been violated to the employee's detriment, or that Board policy does not adequately protect the employee's human rights.
4. Fail to ensure that there are policies and procedures in place to provide staff with continuing education and development.
5. Fail to ensure that staff are informed of the performance standards by which they will be assessed.
6. Fail to ensure policies and procedures are in place to prevent workers from exposure to harassment and workplace violence.
7. Fail to ensure that a dispute resolution procedure is in place to provide a means for addressing irresolvable conflicts between staff members and that appropriate funds within the means of the organization are set aside to cover costs associated with accessing the services of the identified external agent, where the conflict continues.
8. Fail to operate with policies that ensure all eligible staff and the public have the opportunity to apply for vacant positions.
9. Fail to establish and maintain a work environment which fosters teamwork, communication, efficiency and effectiveness.
10. Fail to acquaint staff with their rights under this policy.

EL-3 Financial Planning

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Financial Planning	Number:	EL-3
Policy Type:	Executive Limitations	Amended:	July 7, 2021

Managers play a key role in providing contextual input for the creation of annual operating and capital budgets. They must work closely with the Treasurer to create a budget which must not deviate materially from Board-stated Ends Policies in allocation of resources, risk fiscal jeopardy nor fail to show a generally acceptable level of foresight.

Accordingly, Managers must not provide input to budgeting which:

1. Contains too little information to enable accurate projection of revenues and expenses;
2. Fails to separate capital and operational items;
3. Fails to disclose planning assumptions;
4. Plans the expenditure in any fiscal year of more funds than are anticipated;
5. Fails to estimate revenues conservatively and expenses realistically;
6. Provides less than an amount to be stipulated annually by the Board for the Board's direct use during the year;
7. Endangers the fiscal soundness of future years or ignores the building of organizational capability sufficient to achieve ends in future years;
8. Fails to identify plans for increasing discretionary revenue;
9. Fails to include a one-year forecast; and,
10. Does not consider input from all levels of staff on planning the budget.

EL-4 Financial Condition

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Financial Condition	Number:	EL-4
Policy Type:	Executive Limitations	Amended:	July 7, 2021

With respect to the actual, on-going condition of the WNSS's financial health, the Managers must not cause or allow the development of fiscal jeopardy or a material deviation of actual expenditures from Board priorities established in Ends policies.

Accordingly, the Managers must not:

1. Fail to work closely with the Bookkeeper to ensure accurate and timely entries into the accounting system;
2. Inhibit with the Bookkeeper and the Treasurer from producing timely financial reporting;
3. Expend more operating funds than have been received for the fiscal year;
4. Fail to provide remedial action as required where fiscal reporting shows deviations from the budget;
5. Use long-term reserves or Reserve Fund without a full vote of approval of the Board, as per GP- 10 Reserve Fund Policy;
6. Use restricted donations for purposes other than as stipulated;
7. Allow the collection of accounts receivable to be undertaken in an untimely manner;
8. Allow accounts payable to be undertaken in an untimely manner;
9. Allow government ordered payments or filings to be overdue or inaccurately filed; and,
10. Fail to designate appropriate administrative signing authorities.
11.

EL-5 Asset Protection

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Asset Protection	Number:	EL-5
Policy Type:	Executive Limitations	Amended:	July 7, 2021

Managers must not allow assets of WNSS to be unprotected, inadequately maintained or unnecessarily risked.

Accordingly, the Managers must not:

1. Fail to insure against theft, fire and casualty losses to replacement value for equipment and property to levels indicated in consultation with suitable professional resources. t
2. Fail to insure to the extent possible against liability losses to Board members, staff and individuals engaged in activities on behalf of the WNSS, or the WNSS itself in consultation with suitable professional resources.
3. Unnecessarily expose the WNSS, its Board members or staff to claims of liability.
4. Allow personnel access to material amounts of funds without appropriate controls in the system.
5. Receive, process, or disburse funds under controls insufficient to maintain basic segregation of duties to protect bank accounts, income receipts and payments.
6. Cause or allow equipment to be subjected to improper wear and tear or insufficient maintenance.
7. **Allow WNSS equipment or resources to be used for personal purposes.**
8. Operate without a fire safety policy, which shall be readily available to all staff, and reviewed at least annually with all staff.
9. Make any purchase or commit the organization to any unbudgeted capital expenditure of greater than $500.
10. Make any purchase:
    a. Wherein normally prudent protection has not been given against conflict of interest of any item over $1000.
    b. Of an item of goods over $1000 or services over $5000 without having obtained comparative prices and quality based on criteria from intended users unless there is written justification for sole source purchase.
    c. Without giving due consideration to the balance between cost and the effect on local business.
    d. Without giving preference to local business if cost and quality are approximately equal.
11. Fail to protect the WNSS's intellectual property, information and files from unauthorized access, tampering, loss or significant damage.

12. Authorize the issuance of tenders for authorized capital projects of greater than $10,000.
13. Authorize any individual service contract at greater than $5,000.
14. Authorize the personal use of club assets.

EL-6 Health and Safety

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Health and Safety	Number:	EL-6
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not cause or allow any practice, activity, decision or circumstance which is detrimental to the safety of staff, members or users of WNSS's trails and facilities.

Accordingly, the Managers must not:

1. Cause or allow conditions, procedures or circumstances which are unsafe or disrespectful to staff, members or users including not implementing policies and procedures aimed at ensuring health and safety while working or participating in activities offered by WNSS;
2. Fail to put into effect measures to protect staff, members and users from abuse by other staff, members or users;
3. Fail to ensure that staff. Member or user confidentiality is respected and maintained;
4. Use methods of collecting, reviewing, storing or transmitting staff, member or user information that fails to protect against improper access to the information elicited;
5. Fail to provide to the Board a list of compliments and complaints received on a quarterly basis.

EL-7 Compensation and Benefits

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Compensation and Benefits	Number:	EL-7
Policy Type:	Executive Limitations	Amended:	July 7, 2021

Managers must not create any employment policy that violates the Employment Standards Act or does not respect WNSS's values.

Accordingly, the Managers must not:

1. Change their own compensation and benefits;
2. Promise or imply life-long or guaranteed employment;
3. Establish current compensation and benefits which deviate materially from the geographic or professional market for the skills employed;
4. Create obligations over a longer term than revenues can be safely projected;
5. Fail to give employment preference to WNSS employees when skills and abilities are considered equal;
6. Contravene employer-employee agreements;
7. Fail to communicate employment openings to all staff and to the public and undertake a comprehensive hiring process for any employment opportunity; and,
8. Permit recruitment or staffing practices which result in an individual having sole authority to hire or promote immediate family members.

EL-8 Communication and Support to the Board

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Communication and Support to the Board	Number:	EL-8
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not permit the Board to be uninformed or unsupported in its work. Information and advice to the Board must have no significant gaps in either timeliness, completeness or accuracy.

Accordingly, the Managers must not:

1. Let the Board be unaware of relevant trends, anticipated adverse media coverage, material external and internal changes, particularly changes in the assumptions upon which any Board policy has previously been established;
2. Fail to advise the Board in advance of any staffing decisions (e.g. hiring, firing) at a senior level;
3. Fail to advise the Board if the Board or any of its members are inappropriately intervening in operational matters, including but not limited to staffing decisions;
4. Fail to advise the Board of any Member complaints which have not been resolved through the normal complaint review process;
5. Fail to advise the Board on a quarterly basis of current or potential internal issues;
6. Fail to advise the Board of the receipt and disposition of any donations;
7. Fail to submit the required monitoring data (see BC-3: Monitoring Executive Performance) in a timely, accurate and understandable fashion, directly addressing provisions of the Board policies being monitored;
8. Fail to advise the Board if, in the Managers' opinion, the Board is not in compliance with its own policies on Governance Process and Board-Manager Relationship, particularly in the case of board behaviour which is detrimental to the work relationship between the Board and the Managers;
9. Fail to present as many staff and external points of view, issues and options as needed for fully informed Board choices;
10. Present information in unnecessarily complex or lengthy form;
11. Fail to provide a mechanism for official Board, Officer or Committee communications;
12. Fail to deal with the Board as a whole except (a) for fulfilling individual requests for information or (b) for responding to officers or committees duly charged by the Board;
13. Fail to report actual or anticipated non-compliance with any policy of the Board; and,
14. Fail to provide appropriate administrative support to the Board.

EL-9 Emergency Executive Succession

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Emergency Executive Succession	Number:	EL-9
Policy Type:	Executive Limitations	Amended:	July 7, 2021

In order to protect the Board from sudden loss of executive services, the Managers must not:

1. Operate without understanding that they will each be the other's successor in the event of loss of the other; and,
2. Fail to provide each other with an overview of all aspects of the organization under their respective responsibilities, including financial practices, client care, programming and Board-Manager relationship.

EL-10 Public Image of WNSS

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Public Image of WNSS	Number:	EL-10
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not endanger the WNSS's public image or credibility, particularly in ways that would hinder its accomplishment of its mission.

Accordingly, the Managers must not:

1. Fail to establish an effective communications and public relations strategy.
2. Permit presentations to be made to the media and other agencies external to the WNSS which provide information contrary to Board positions set out in Board policy.

EL-11 Legislative Compliance

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Legislative Compliance	Number:	EL-11
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not fail to ensure that the WNSS is in compliance with all relevant legislation and reviews it at least annually and as revisions are issued.

EL-12 Partnerships

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Partnerships	Number:	EL-12
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not fail to develop appropriate partnerships to encourage community involvement and ownership in the WNSS's initiatives, and to maximize efficiency and effectiveness in the use of public resources. Accordingly, the Managers must not:

1. Fail to take the initiative to develop partnerships that have an influence on WNSS's initiatives, in seeking to achieve the Board's Detailed Ends.
2. Fail to obtain appropriate input from stakeholders when developing means for achieving the Board's Detailed Ends.
3. Develop collaborative relationships with organizations whose practices are incompatible with the Board's stated policies.
4. Enter into a sponsorship arrangement with any organization whose principles, products or services are inconsistent with the Detailed Ends of the Board, who are under investigation for health, environmental or other violations, whose health product claims are unsubstantiated or whose principles, products or services are inconsistent with the Board's Sponsorship Policy.
5. Fail to achieve and maintain alliances with other community sport clubs and groups.
6. Fail to achieve and maintain a collaborative working relationship with orders of government, territorial sport governing bodies, recreation-focused NGOs, stakeholders and partners.

EL-13 Access to the Sport

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Access to the Sport	Number:	EL-13
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not fail to develop and implement policies and procedures that ensure access to cross-country skiing consistent with achieving the Board's Detailed Ends for all interested people.

Accordingly, the Managers must not:

1. Fail to eliminate unnecessary barriers to accessing cross-country skiing.
2. Fail to ensure that all people have equitable access to cross-country skiing, according to section 7 of the Yukon Human Rights Act, regardless of their:

- ancestry, including colour or race,
- national origin;
- ethnic or linguistic background or origin;
- religion or creed, or religious belief, religious association, or religious activity;
- age;
- sex, including pregnancy, and pregnancy related conditions;
- gender identity or gender expression;
- sexual orientation;
- physical or mental disability;
- criminal charges or criminal record;
- political belief, political association, or political activity;
- marital or family status; source of income; or
- actual or presumed association with other individuals or groups whose identity or membership is determined by any of the grounds listed above.

EL-14 Risk Management

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Risk Management	Number:	EL-14
Policy Type:	Executive Limitations	Amended:	July 7, 2021

The Managers must not operate without policies that consider the management of risks to: members, staff, users of trails and facilities, volunteers, the organization or the WNSS's financial resources.

Accordingly, the Managers must not:

1. Fail to ensure that potential risks are systematically identified, categorized and assessed;
2. Fail to ensure that incidents are thoroughly investigated, reviewed and analyzed;
3. Fail to ensure that corrective action is taken to prevent the occurrence or reoccurrence of untoward and/or unexpected incidents and events;
4. Fail to ensure that WNSS's insurance coverage is adequate to cover expenses associated with unplanned or unexpected losses related to clients, staff, volunteers or visitors;
5. Fail to monitor and evaluate risk management activities through quarterly review;
6. Fail to evaluate the effectiveness of WNSS's risk management program and provide an annual report to the Board; and,
7. Fail to keep the Board abreast on relevant trends, legal issues and statutory requirements related to risk management.

BOARD-MANAGER RELATIONSHIP

BC-1 Delegation to the Managers

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Delegation to the Managers	Number:	BC-1
Policy Type:	Board-Manager Relationship	Amended:	July 7, 2021

All Board authority delegated to staff is delegated through the Managers, so that all authority and accountability of staff—as far as the Board is concerned—is considered to be the authority and accountability of the Managers.

The Board may direct the Managers to achieve specified results, for specified recipients, at a specified worth, through the establishment of Detailed Ends policies. The Board may limit the latitude the Managers may exercise in practices, methods, conduct and other "means" to the Detailed Ends through establishment of Executive Limitations policies.

As long as the Managers use any reasonable interpretation of the Board's Detailed Ends and Executive Limitations policies, the Managers are authorized and required to establish all further policies, make all decisions, take all actions and develop all activities notwithstanding that this may include consultation with individual Board Members or with individual Members. The Board may also establish, in consultation with the Managers, Operational Policies to guide the Managers' interpretation of Executive Limitations.

The Board may change its Detailed Ends and Executive Limitations policies, thereby shifting the boundary between Board and Manager domains. By so doing, the Board changes the latitude of choice given to the Managers. So long as any particular policy is in place, the Board and its members will respect and support the Managers choices. This does not prevent the Board from obtaining information from the Managers about the delegated areas.

Only decisions of the Board acting with quorum are binding upon the Managers. Decisions or instructions of individual Board members, officers, or committees are not binding on the Managers except in rare instances when the Board has specifically authorized such exercise of individual authority.

In the case of Board members or committees requesting information or assistance with specific Board authorization, the Managers may refuse such requests that require— in the Managers' judgement—an undue amount of staff time or funds or is disruptive.

BC-2 Managers' Job Performance

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Managers' Job Performance	Number:	BC-2
Policy Type:	Board-Manager Relationship	Amended:	July 7, 2021

This policy is to be read in conjunction with BC-3 and BC-4.

As the Board's single official link to the operating organization, each Manager's performance is considered to be synonymous with organizational performance as a whole. Consequently, the Managers' job contributions may be considered as executive performance in only the two following areas:

1. Organizational accomplishment of Board policies on Ends.
2. Organizational operation within the boundaries of prudence and ethics established in Board policies on Executive Limitations and the Operational Policies.

BC-3 Monitoring Executive Performance

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Monitoring Executive Performance	Number:	BC-3
Policy Type:	Board-Manager Relationship	Amended:	July 7, 2021

Monitoring executive performance is synonymous with monitoring organizational performance against Board policies on Detailed Ends, Executive Limitations and Operational Policies. Any evaluation of a Manager's performance, formal or informal, may be derived only from these monitoring data with the exception of a newly-hired Manager (see BC – 4).

The purpose of monitoring is simply to determine the degree to which Board policies are being fulfilled. Information which does not do this will not be considered to be monitoring. Monitoring will be as automatic as possible, using a minimum of Board time so that meetings can be used to create the future rather than to review the past.

A given policy may be monitored in one or more of three ways:

1. Internal report: Disclosure of compliance information to the Board from a Manager.
2. External report: Discovery of compliance information by an impartial, external auditor, inspector or judge who is selected by and reports directly to the Board. Such reports must assess executive performance only against policies of the Board, not those of the external party, unless the Board has previously indicated that party's opinion to be the standard.
3. Direct Board review: Discovery of compliance information by a Board member, a committee or the Board as a whole. This is a Board inspection of documents, activities or circumstances directed by the Board which allows a "prudent person" test of policy compliance. Such an inspection is only undertaken at the instruction of the Board, in a Manager's presence.

Upon the choice of the Board, any policy can be monitored by any method at any time. For regular monitoring, however, each Detailed Ends and Executive Limitations policy will be classified by the Board according to frequency and method.

Policy Number	**Policy**	**Method**	**Frequency**
P-2	Detailed Ends	Internal Report	Annually
EL-1	General Executive Constraint	Internal Report	Annually
EL-2	Treatment of Staff	Internal Report	Annually
EL-3	Financial Planning	Internal Report	Annually
EL-4	Financial Condition	Internal Report	Monthly
		External Audit	Annually
EL-5	Asset Protection	Internal Report	Annually
		External Audit	Annually

EL-6	Staff Safety	Internal Report	Annually
EL-7	Compensation and Benefits	Internal Report	Annually
EL-8	Communication and Support to the Board	Direct Review	Annually
EL-9	Emergency Executive Succession	Internal Report	Annually
EL- 10	Public Image of WNSS	Internal Report	Annually
EL-11	Legislative Compliance	Internal Report	Annually
EL-12	Partnerships	Internal Report	Annually
EL-13	Access to the Sport	Internal Report	Annually
EL-14	Risk Management	Internal Report	Annually
Operational Policies	All	Internal Report	Annually

The Board must provide additional oversight and support during a Manager's probationary period of one year. This may be in the form of quarterly interviews with the Manager, the bookkeeper and the staff or another form deemed more appropriate. This oversight may be provided by the full Board or a committee formed for this express reason.

A formal evaluation of the Managers by the Board will occur at least annually, based on the achievement of the Board's Ends Policies, Operational Policies and non-violation of its Executive Limitations policies. This formal evaluation will be conducted as a summative evaluation of previous regular monitoring data.

BC-4 Monitoring Executive Performance: New Hires

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Monitoring Executive Performance: New Hires	Number:	BC-4
Policy Type:	Board-Manager Relationship	Amended:	July 7, 2021

Notwithstanding on-going Board monitoring of the Managers as outlined in BC-3, the Board is required to provide performance evaluations of a newly-hired Manager during the one-year probationary period from date of hire. This evaluation process follows closely the key performance indicators of the current Managers' Job Performance policy. This policy should not be considered in violation of a Policy Governance model in the instance of a newly hired Manager.

In the case of new hires under probation, the purpose of monitoring is to determine the extent to which the Manager is fulfilling the job description according to the key performance indicators and, to determine whether the Manager should move from probation to permanent status upon completion of the probationary period. Permanent status, however, does not mean "guaranteed employment", either full-time or part-time, or remuneration in the event that WNSS finds itself financially unable to sustain the cost of employing a Manager.

Evaluation consists of three perspectives: 1) self-evaluation by the Manager; 2) feedback from the WNSS staff as requested and collected by the Manager and 3) feedback from the Board. Two evaluations are required, an interim evaluation and a final (summative) evaluation.

Interim evaluation at the mid-point (six months after start date)

This evaluation is a formative process. It provides the Manager with an indication of their strengths and growth areas and allows for the Manager to plan for and seek additional training and support over the probationary period where considered reasonable and within the financial means and operational needs of the organization. The Board may also wish to seek financial assistance to support these needs.

The interim evaluation follows the Manager's Job Performance policy (BC-2) and lists the key performance indicators and their sub-points and is intended to determine the current level at which the Manager is meeting each indicator according to the following scale: above standard, on standard, growth area (comments are required for this score), marginal or below standard (comments are required), not at this time (N/A) (comments are required).

The interim evaluation process begins with a Manager's self-evaluation; followed by input from the staff, including input from the bookkeeper; followed by the Board evaluation. The goal is to arrive at one, overall, interim evaluation that is mutually agreed upon between the Manager and the Board. Where this cannot be achieved the exceptions, including those of the staff, should be noted. The interim evaluation requires signatures from the Manager and at least two Board members.

Final (summative) evaluation (just prior to the one-year anniversary date)

This evaluation is a summative process. It provides the Manager with an evaluation of their strengths

and growth areas for the purpose of allowing the Board to make an informed decision to recommend the Manager for permanent employment status.

Recommendation for permanent status, however, does not end the evaluation process of the Manager; rather this is an annual occurrence as outlined in BC- 3. In addition, at least once in every five years the Board undertakes a similar evaluation process of the Manager, as the one described in this policy.

The summative evaluation follows the Manager's Job Performance policy (BC-2) and lists the key performance indicators and their sub-points and should include some reference to the strategic plan. This evaluation is intended to determine the current level at which the Manager has met each indicator throughout the probationary year. Like the interim evaluation format, the summative evaluation uses the following scale: above standard, on standard, growth area (comments are required for this score), marginal or below standard (comments are required), not at this time (N/A) (comments are required).

The summative evaluation process begins with a Manager's self-evaluation, followed by input from the staff, which is then followed by the Board evaluation. The goal is to arrive at one, overall, interim evaluation that is mutually agreed upon between the Manager and the Board. Where this cannot be achieved the exceptions, including those of the staff, should be noted and a plan for resolving these exceptions determined between the Manager and the Board as part of the summative evaluation report. The summative evaluation requires signatures from the General Manager and at least 80% of Board members active during the probationary period.

BC-5 Signing Authority

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Signing Authority	Number:	BC-5
Policy Type:	Board-Manager Relationship	Amended:	July 7, 2021

Responsibility

This Policy provides that the property and affairs of the WNSS shall be managed by a Board of Directors in which shall be vested full control of the assets, liabilities, revenues and expenditures of the WNSS and shall be read together with Policy EL-3, EL-4 and EL-5.

Purpose of Policy

The purpose of this policy is to ensure that adequate controls are in place for the proper authorization of contracts, to safeguard the assets of the WNSS against loss through fraud, theft or improper use and to protect the WNSS from unwarranted liability; to ensure consistency of treatment across the WNSS and to produce reliable records of the WNSS's obligations and rights for both internal and external reporting. Granting of signing authority is a delegation of the Board's authority but not the Board's responsibility.

Application

The President, Vice-President, Secretary and Treasurer are granted signing authority on behalf of the WNSS. Accordingly, this policy applies only to these Board members and to no other member of the Board of Directors or staff except as may be expressly delegated below.

PROCEDURES FOR EXERCISING SIGNING AUTHORITY AND DELEGATION OF SIGNING AUTHORITY

1. Signing Authority

Directors with signing authority are authorized to sign the following:

i. Documents and agreements committing the club to an expenditure;
ii. The WNSS's Year End Financial Statements;
iii. Documents required by Yukon Department of Community Services - Corporate Registries to ensure the standing of the WNSS;
iv. Financial or any other Agreement between the WNSS and Government of Yukon;
v. Signature of cheques for the WNSS's operational costs;
vi. Funding proposals and grant applications where signature of a director is required; and,
vii. Any Board approved borrowing, lending or financing documents creating a debt or liability on the part of the WNSS.

2. Delegation of Signing Authority

The Board delegates the authority to sign documents necessary for the operation of the WNSS on behalf of the WNSS to the Managers and may also delegate additional signing authority outside this Policy by way of a Board of Directors resolution. When signing cheques, the Signing Authority requirements of the Financial Management Policy must be followed (OP-10). Managers may sign:

i. Venue rental agreements where the amount is less than $5000.00;
ii. Sponsorship agreements;
iii. Service contracts where the total amount is less than $5000.00;
iv. Arrangement of property and Directors' liability insurance contracts; and,
v. Canada Revenue Agency documents
vi. Signature of cheques for the WNSS's operational costs.

OPERATIONAL POLICIES

OP-01 Health and Safety Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Health and Safety	Number:	OP-01
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

This policy is the foundation for operational policies related to mental and physical well-being of staff, members and guests.

Health and Safety Statement

The WNSS will ensure that its operations and activities occur in a manner that protects the mental and physical well-being of its staff, members and guests.

All members and staff share responsibility for ensuring and protecting the mental and physical well-being of other members, staff and guests.

The WNSS will develop and follow a health and safety program outlined in the club's Health and Safety Manual.

Approval

The Board approves this Policy.

Implementation

The Board of Directors, staff and members share responsibility for the implementation of this policy statement.

Related Executive Limitations

Treatment of Staff (EL-2)

Staff and Members Safety (EL-6)

Legislative Compliance (EL- 11)

Access to the Sport (EL-13)

Risk Management (EL-14)

Related Policies

Human Resources Policy

Environmental Policy

Trail and Facility Policy

Related Procedures

Public Health Procedures

Emergency Response Procedures

Trail Etiquette and Safety

OP-02 Trails and Facilities Management Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Trails and Facilities	Number:	OP-02
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

This policy guides the use of trails during the period of October 1 to May 1 when the WNSS's License of Occupation agreement with the Yukon Government for exclusive use of the ski trails within the WNSS's network is in effect. It also guides the use of other club facilities year-round. This policy is part of the ski club's Health and Safety Statement.

Policy

The Operations Manager is authorized to determine when various trails and facilities will be open, closed or restricted and what uses may be permitted when trails are open, closed or restricted. The Club Manager is responsible for determining when the facilities will be closed, open or restricted. Trails and facilities may be open, closed or restricted for health and safety reasons or to accommodate various events.

In making these determinations, the Managers will consider the needs associated with the event, provision for continued access by membership, the general condition of trails and facilities, the weather and forecast, public health concerns and environmental and safety factors that may create undue risk for members, staff and rescuers.

If closing trails and/or facilities or restricting use, the Managers will communicate widely to ensure that members and other users are aware of the closures and restrictions, the reasons for the closure or restriction and the risks of using closed or restricted trails and facilities (e.g. that rescue services may not be available, the risk of injury).

The Managers will notify the Board of a proposed closure or restriction at the earliest opportunity.

The Operations Manager is responsible for making decisions about trail grooming and all other trail maintenance operations, including whether to close or restrict use of trails when grooming or maintaining trails.

OP-03 Human Resources Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Human Resources Policy	Number:	OP-03
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

This policy guides hiring, compensation, dismissal, working conditions for all staff employed by the WNSS.

POLICY

General

The WNSS is committed to ensuring fair and equitable practices in hiring and managing staff at all levels. These practices include providing clarity to staff through consistent language, well-written job descriptions, a comprehensive staff procedure manual and thoughtful job performance evaluation.

The WNSS will provide a harassment and violence-free work environment for all staff. Every manager and employee shares responsibility for encouraging a positive, productive and harassment-free work environment. The club and its staff will follow the harassment and violence prevention policies and procedures found in the club's Health and Safety Manual.

Human Resources Committee

The Board of Directors will establish a Human Resources Committee comprised of three Board members to deal with matters such as hiring and dismissal, performance management, compensation, staff development and training of the Club Manager, Operations Manager and Bookkeeper ("the Managers").

The Committee shall meet regularly and report to the Board at least quarterly. Board approval is needed for hiring, dismissal and compensation decisions in relation to Managers.

Staff

There are 3 levels of staff:

Level 1 – Club Manager, Operations Manager and Bookkeeper

Level 2 - Full-time year-round and full-time seasonal staff as designated by the HR Committee (eg: Program Director, Administrator, Mechanic, Groomer etc.)

Level 3- Part-time seasonal (e.g.: front counter staff, instructors, part-time groomers)

Authority for Hiring and Dismissal

The Board of Directors will determine hiring and dismissal of the Managers (Level 1) on recommendation from the Human Resources Committee. The Club Manager and Operations Manager will determine the hiring and dismissal of staff members who report to them (Level 2 and Level 3).

Hiring Practices

All hiring, with the exceptions of yearly rollovers of seasonal staff must be done through a public

process that includes, at a minimum, advertising on the WNSS website.

New Positions

The Club Manager and Operations Manager may create new Level 3 positions at any time. Managers must present a request to create a Level 2 position to the HR Committee, which will make a recommendation to the Board. Board approval is needed to establish new Level 2 positions. The Board may establish new Level 1 positions on recommendation of the HR Committee.

Dismissal

Managers must advise the HR Committee as soon as reasonably possible of any non-routine dismissal or intention to proceed with a non-routine dismissal. The HR Committee will advise the Board of any non-routine dismissal at the earliest opportunity.

Approval

The Board approves this Policy.

Implementation

The Human Resources Committee interprets and implements this policy.

Related Executive Limitations

General Executive Constraint (EL-1)

Treatment of Staff (EL-2)

Financial Planning (EL-3)

Staff Safety (EL-6)

Compensation and Benefits (EL-7)

Related Policies and Procedures

The Human Resources Manual is the detailed Operational Policy for Human Resources and forms part of this Human Resources Policy.

Organizational Chart

OP-04 Sanctioned Ski Instructor Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Sanctioned Ski Instructor Policy	Number:	OP-04
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

The WNSS wishes to offer quality cross-country ski instruction services to members. The policy ensures that instructors have the benchmark level of skill and competency to offer safe and responsible ski instruction services to members and protects the WNSS from liability.

Definitions

"WNSS Sanctioned Ski Instructor" means any person who has met the requirements below and who provides cross-country ski coaching, instruction, technique, or ski lessons at the Whitehorse Nordic Ski Society (WNSS). It does not include instructors under Cross Country Yukon's ski programs.

Policy

In order to provide cross-country ski coaching, instruction, technique, or ski lessons on the WNSS ski trails during the ski season, instructors must be a WNSS Sanctioned Ski Instructor.

Individuals must do the following:

- Complete the required registration and screening forms;
- Pay the registration fee determined by the Club Manager; and
- Receive authorization from the Club Manager.

The Club Manager will authorize instructors who meet the following criteria, with proof provided with the application:

- Level 1 CANSI or equivalent or Nordiq Canada-approved coaching certification;
- if working with skiers aged under 18 years of age, have a valid RCMP vulnerable-sector check;
- have valid First Aid and CPR certification; and
- have a valid WNSS membership or day pass.

In addition, instructors must satisfy the Club Manager that they:

- have read and are familiar with the WNSS Emergency Response Plan;
- know the location of first aid equipment, including the location of the club's AED device and how to use the device;
- will only provide lessons only when conditions are considered safe for skiing by following trail reports and weather information posted by the Operations Manager in the Wax Room.

Once authorized by the Club Manager, individuals are considered to be WNSS Sanctioned Ski Instructors. Failure to meet these requirements or maintain certification will result in suspension of

authorization by the Club Manager. The Club Manager retains ultimate discretion to authorize WNSS Sanctioned Ski Instructors.

Approval

The Board approves this Policy.

Implementation

The Club Manager is charged with the implementation and day-to-day interpretation of this policy.

Related Procedures

Sanctioned Ski Instructor Procedures and Application Form

OP-05 Trail Use Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Trail Use Policy	Number:	OP-05
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

This License of Occupation allows the WNSS to restrict use of the trails to skiers and snowshoers who purchase a season's pass, spring pass or a day pass. This revenue allows for the maintenance of the trails and facilities and fund the WNSS's services, including emergency response response. The memberships and passes protect the WNSS from liability.

Policy

During the ski season, the ski trails of the WNSS trail network are reserved for the exclusive use of skiers and snowshoers under a License of Occupation issued by Yukon Government.

No person shall ski or snowshoe on the ski trails covered by the License of Occupation without a valid day pass, season pass or spring pass between the date the ski trails are declared to be open and the date the trails are declared to be closed by the Operations Manager (sometime between October 1 and April 30 each year). The opening and closing of the trail network is announced and posted at trailheads by WNSS.

The Club Manager may position staff on the trails to educate users about trail fees and to monitor whether skiers on the trail have memberships or day passes. Staff may also assist and orient skiers, answer questions and monitor compliance with other policies (dog policy, trail etiquette, etc.)

Individual members shall refrain from engaging in compliance monitoring activities unless the Club Manager has expressly authorized them to do so. Individual members should report concerns about unauthorized trail use to the Club Manager.

All skiers must follow the Trail Etiquette:

1. Be courteous and helpful to fellow skiers.
2. Always ski in control.
3. Move to the right side of the trail when meeting oncoming skiers.
4. Faster skiers should only pass slower skiers when it is safe to do so.
5. On two-way trails, slow down and stay right in blind corners, uphills and downhills.
6. Obey all trail signs and ski in the posted direction on one-way trails.
7. Avoid skate skiing over classic tracks whenever possible.
8. Keep clear of the trail when stopping. Do not stop where you are not visible to others.
9. When skiing in groups, always leave space for other trail users.
10. If you need to walk, stay to the side of the trail and avoid walking on classic tracks.

11. Snowshoers should use the skate lane, avoid snowshoeing on classic tracks and move to the right when approaching or being passed by a skate-skier.
12. Be a responsible dog owner by making sure your dog is always under control and by cleaning up after it.

Approval

The Board approves this Policy.

Implementation

The Club Manager is responsible for the interpretation and implementation of this policy. The Club Manager may recruit volunteers to assist with monitoring and information activities.

Related Procedures

Trail Use Monitoring Procedures

OP-06 Dog Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Dog Policy	Number:	OP-06
Policy Type:	Operational Policy	Amended:	December 7, 2022

Purpose

The purpose of this policy is to:

- Promote responsible use of the trails and facilities by those who ski with dogs;
- Promote understanding between those who ski with dogs and those who do not;
- Define trails and areas where dogs are permitted and leash requirements;
- Outline procedures for responding to incidents regarding dog and owner behaviour;
- Limit WNSS's liability arising from incidents involving dogs.

This policy is part of the ski club's Health and Safety Statement.

Definitions

'Owner' means the person in charge of the dog while at the WNSS facilities and trails.

'Skijoring' means skiing while being pulled by a dog in harness attached by a line to the skier.

Policy

The City of Whitehorse Animal Control Bylaw applies to all ski club trails and facilities at all times.

All dogs On WNSS trails and facilities must be licensed in accordance with City of Whitehorse requirements.

Owners must be able to gain control of their dogs at all times (e.g. should come when called) and owners must ensure their dog does not interfere with other skiers.

Owners must carry a leash at all times and must use it if they cannot gain control of their dog or if their dog is behaving aggressively.

Owners are responsible for their dogs' behaviour. Accordingly, owners are encouraged to thoroughly and objectively assess whether their dog has the right temperament to be on the WNSS trail system.

Owners must not ski with dogs, either on or off leash, that have been declared dangerous or that are being investigated for being dangerous by the City of Whitehorse.

Owners must remove their dog's waste and place the waste in a designated bin.

A person can ski with a maximum of two dogs. A group of skiers can ski with a maximum of four dogs. A person who is skijoring can do so with a maximum of one dog.

Dog-Designated Trails

The following trails ("dog-designated trails") can be used while skiing with dogs:

- Ski Chalet to Dog Trail trailhead (from Chalet to Stadium Ramp through tunnel – must be on leash)

- Dog Trail (one way south to corner or Sundog)
- Sundog Trail (one-way north from corner of Dog)
- Logan Burn Trail
- Lower and Upper Valley, and Connectors
- “new Trail”
- Copper Trail from Crossroads Junction to Copper Haul Road via Mordor
- Copper Haul Road
- Mt. McIntyre Ascent and Descent
- Jack Fraser Loop and Skyline Trail

Leashes are required in the following areas:

- in all parking lots, including the Dog parking lot;
- on the designated trail leading from the Chalet down the Stadium Sprint Ramp, through the tunnel to the Dog Trail trailhead;
- in the area surrounding the Chalet.

Leashes are optional on all other dog-designated trails.

Rules for skijoring:

- one dog per skier only;
- maintain a skier’s pace from the Dog Parking Lot to Harvey’s Hut;
- slow down and exercise caution when approaching skiers in either direction;
- maintain control of dog and prevent dog and line from interfering with other skiers and dogs.

Violations of WNSS’s dog policy should be reported to the club manager. The WNSS reserves the right to ban problematic or aggressive dogs from the ski trails indefinitely. This includes dog attacks on people and/or other dogs. Dog bites of any kind are not tolerated. The owner of a dog that is banned can appeal the Club Manager’s decision to the Board. The Board will hear the appeal and issue a final decision, with reasons.

Skiers are strongly encouraged to report violations involving dog bites or serious aggressive behavior to a City of Whitehorse Animal Control Officer by contacting City of Whitehorse Bylaw Services at 667-2111 or email bylaw.services@whitehorse.ca

Owners are strongly encouraged to certify their dogs under the Canine Good Neighbour Program available through the Yukon Kennel Club at yukonkennelclub@gmail.com.

Implementation

The Club Manager is charged with the implementation and day-to-day interpretation and implementation of this policy.

Related Procedures

See Dog Complaint Procedures

OP-07 Environmental Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Environmental Policy	Number:	OP-07
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

The sport of cross-country skiing occurs in a natural environment and depends upon the seasonal re-occurrence of a cold, snowy winter climate. It is incumbent upon the WNSS be mindful of the impact of all its decisions on the natural environment and the climate.

Policy

The WNSS is committed to minimizing its environmental impact to the greatest extent possible in providing services to its members. To achieve this, it will:

- when making capital purchases or operational expenditures, carefully consider the need to purchase the product or service and the environmental impact of producing, using and disposing of the product. If the purchase is deemed necessary, the WNSS should choose the product with the lowest relative environmental impact that remains affordable to the club;
- in conducting its operations, consider alternative means of achieving operational objectives that help minimize the club's environmental impact;
- in developing policies and procedures, favour those that help minimize WNSS and its members' environmental impact;
- in developing new products and services, favour those that reduce WNSS and its members' environmental impact;
- take every reasonable measure to reduce the use of materials and if not possible, find ways to re-use or re-cycle them;
- make every reasonable effort to urgently reduce greenhouse gas emissions from its activities, services and operations.

Approval

The Board approves this Policy.

Implementation

The Club Manager is charged with implementation of this Policy and the development of procedures as required.

Related Procedures

The Club Manager will develop procedures as required.

OP-08 Communications Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	External Communications Policy	Number:	OP-08
Policy Type:	Operational Policy	Amended:	July 7, 2021

Policy

The WNSS Board is committed to open communication between the Board, the ski club members, its stakeholders, users and the community at large. The Board will communicate with the membership on Board-related matters by posting meeting minutes and other pertinent information on the ski club website, or through email updates to members. Board meetings are open to the membership.

The ski club managers will communicate with the membership and the community at large through the ski club website and through email updates to members. The Managers may also utilize social media sites at their discretion. However, not all members may have access to various social media sites; therefore, the same information posted on social media sites must also be available through the website or email updates.

Spokespersons For The Ski Club

As identified in GP-4, the President is the spokesperson for the Board. The President also represents the WNSS at meetings with outside stakeholders, including government departments and agencies.

The Ski Club Manager or the Operations Manager, as described in the Procedures, is the spokesperson for the Ski Club on operational matters.

Approval

The Board approves this Policy.

Related Procedures

The Club Manager Implements this Policy by preparing procedures as required.

OP-09 Sponsorship and Advertising Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Sponsorship and Advertising Policy	Number:	OP-09
Policy Type:	Operational Policy	Amended:	July 7, 2021

Background

The WNSS sells a variety of advertising and sponsorship to raise revenues toward the operation of club facilities and programs. The ski club also offers corporate memberships to companies that sponsor the club. This policy sets the parameters for the club's relationship with other organizations with respect to advertising and sponsorship.

POLICY

Advertising

The WNSS will not solicit or accept sponsorship or advertising from organizations whose reputation could prove detrimental to the WNSS's public image.

The WNSS will not solicit or accept sponsorship or advertising through third party arrangements that:

- Present views or portrayals of individuals or groups that are contrary to human rights, or contain anything, which, in light of generally prevailing community standards, is likely to cause deep or widespread offence.
- Convey a religious message that might be deemed prejudicial or favouring one group over another;
- Promote cigarette smoking or the irresponsible use of other addictive or illegal substances;
- Present a political affiliation or statement; or
- Present a special interest group position or statement.

All venue advertising must comply with the bylaws of the City of Whitehorse, including sign regulations as prescribed in the Zoning Bylaw. All venue advertising must also comply with the lease between City of Whitehorse and WNSS.

Advertisements may be acceptable on structures associated with the WNSS, as prescribed in Sponsorship Procedures determined by the Club Manager.

Corporate Sponsorship and Corporate Memberships

Corporate memberships will be offered each year in exchange for sponsorship by a corporation. The Club Manager will determine the level of sponsorship required for obtaining a corporate membership.

Approval

The Board approves this Policy.

Implementation

The Club Manager is charged with the implementation and day-to-day interpretation of this policy.

Related Procedures: Sponsorship and Advertising Procedures

OP-10 Financial Management Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Financial Management Policy	Number:	OP-10
Policy Type:	Operational Policy	Amended:	May 27, 2026

Purpose

The purpose of this policy is to guide the sound management and stewardship of WNSS's financial resources in order to ensure that the WNSS meets its objectives while remaining financially sustainable.

Approval

The Board approves this Policy.

General

WNSS Managers will work with the Treasurer and program managers to prepare for the Board's approval prior to the beginning of each fiscal year, a budget for operational and capital expenditures. The budget shall reflect the planned expenditures toward meeting the WNSS's objectives and for achieving its vision and Detailed Ends.

The Treasurer shall present the draft budget to the Board at least 30 days prior to the end of the fiscal year. The Board will approve the budget prior to the beginning of the fiscal year. The approved budget can only be amended by the Board.

The budget shall reflect a strategy to generate sufficient cash flow to replace capital assets based on their useful operating life/cycle.

Annually in June, as part of the yearly budgeting process, pass fees should be reviewed in consideration of various factors, including Statistics Canada's published Consumer Price Index, adjusted for Yukon.

Year-end financial statements will be prepared by an outside accounting firm. The Board will approve their appointment. Financial statements will be prepared in accordance with the requirements of the Societies Act.

Accounting Practices

The ski club will follow Generally Accepted Accounting Principles and keep financial records in accordance with Societies Act requirements. Books of account will be kept in such a way as to provide a detailed analysis of the ski club's business. The Treasurer oversees finances and accounting.

Financial Reporting

The Treasurer will work with the bookkeeper to produce monthly reports for the Board, which will allow the Board and managers to ensure the organization is operating effectively. These reports are to include the following:

1. Income and Expense Statement,
2. Balance Sheet and Performance Measures

Unbudgeted Expenditures

The Board must approve expenditures that exceed the budgeted amount by more $500.

Signing Authority for Expenditures

Cheques must be signed by the Club Manager and one Board member who has financial signing authority. For invoiced expenses, the invoice must be attached to the cheques and be reviewed upon signing. For payroll expenses, the payroll statement must be attached to the cheque. For other expenses, the transaction report must be attached to the cheque.

Tracking and Coding Expenditures

The bookkeeper codes the expenses, and the bookkeeper and the Treasurer monitor spending as per the approved budget.

Managers' Spending Limit

The Club Manager and Operations Manager each have a $500 spending limit for unbudgeted expenditures. The Board will approve legitimate expenditures incurred within this limit for expenses incurred in the performance of WNSS's business. Prior Board approval is needed for any unbudgeted expenditure in excess of this limit.

Financial Procedures

Procedures for making purchases, making expense claims and managing cash shall be identified in the staff manual.

Travel Expenses

Expenses for travel outside the City of Whitehorse must be budgeted, and travel and accommodation expenditures must be approved by the Board prior to travel. The Board will approve reasonable expenditures for travel deemed necessary by the Board.

Implementation

The WNSS implements this policy by approving an annual budget for operational and capital expenditures, by receiving regular reports on budgeted expenditures and by ensuring that Executive Limitations are respected.

Executive Limitations

OP-11 Fluorinated Wax Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Fluorinated Wax Policy	Number:	OP-11
Policy Type:	Operational Policy	Created	November 9, 2022

Background

Many older ski waxes contain perfluoroalkyls substances (PFAS) that bioaccumulate and biomagnify in the food chain. These products, commonly found in waxes called “fluoro waxes”, pose a significant risk to the environment and to human health, particularly for pregnant women. These waxes are sometimes labeled “Fluoro”, “HF” “MF” or “LF”.

Human exposure to fluoro wax occurs when the wax is being applied to skis. The release of toxins to the environment occurs when the wax wears off during skiing. These toxins remain in the environment for generations.

Due to the proven negative environmental and health impacts of PFAS, the International Ski Federation declared a ban on the use of all forms of fluoro wax, both glide wax and grip wax, in 2019. Manufacturers have also ceased making waxes containing fluorinated substances. Many excellent alternatives are now available.

POLICY

Waxes containing fluorinated substances are not allowed to be used by recreational or competitive skiers on the Whitehorse Nordic Ski Society trails. This applies to glide wax, grip wax and top coat products. This rule applies even if the waxes are applied at home or elsewhere.

Waxes containing perfluorinated substances are not permitted in any Whitehorse Nordic Ski Society facilities, including the ski chalet, huts and other permanent or temporary structures (e.g. race office, sea cans, tents etc.)

A full list of permitted waxes can be found here:

https://nordiqcanada.ca/wp-content/uploads/Fluoro-free-Wax-List_bilingual.pdf

Members can contact the club manager to ask if the wax they wish to use is a permitted wax.

Approval

The Board approves this Policy.

Implementation

The Club Manager is charged with the implementation and day-to-day interpretation of this policy. The club manager will educate and inform members about the policy and will assist members in identifying and disposing of fluorinated products. The Manager reserves the right to suspend or revoke membership privileges in instances of repeated non-compliance with this policy.

Related Procedures: TBD

OP-12 Yukon Skier Hall of Fame

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Yukon Skier Hall of Fame	Number:	OP-12
Policy Type:	Operational Policy	Amended:	April 10, 2024

Background

Recognizing our elite athletes is important to our organization. They draw national and international attention to the Yukon and are a source of pride and inspiration for all skiers.

Policy

Yukon Skiers Hall of Fame Plaque

Athletes who have competed in international competitions will be recognized on the Yukon Skiers Hall of Fame plaque. The athlete's name will be added to the plaque, along with the name, location and year of the competition and podium rank if applicable.

Eligible competitions are: the FIS Cross-Country World Championship, the Winter Olympics (cross country skiing and biathlon), Youth Olympics, World Junior/U23 Cross-Country Ski Championships, World University Games for Cross Country Skiing or Biathlon, Special Olympics World Winter Games, Biathlon Junior World Championships and World Championships and any international Para Nordic World Championships or Paralympics Games.

Starting in 2025, Cross country skiers and Biathletes participating in the FISU University World Games will also be added to the plaque.

Masters skiers who reached the podium at a Masters World Cup event will be recognized on the plaque.

Bib Display

The club will display one bib per cross-country ski senior athlete competing in a World Championships, Para Nordic World Championships, Olympics or Paralympics. Athletes will choose the bib they wish to display in the wax room, which could be from an international, national or local race that they feel best commemorates their achievement. Bibs will be professionally framed with a picture and a short paragraph about the athlete.

Photo Display

Yukon athletes participating in Masters World Cup competitions can provide a group photo to the manager. The photo and participant names will be displayed in the wax room until the following year's competition.

Approval

The Manager approves this Policy.

Implementation

The Club Manager is responsible for the interpretation and implementation of this policy.

OP-13 Donation Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Donation Policy	Number:	OP-13
Policy Type:	Operational Policy	Approved on:	November 15, 2023

Background

The club is occasionally asked to make monetary or in-kind donations to various groups, endeavours projects or events. At times, there may be equipment that no longer serves the club's purposes that may need to be disposed of. This policy is intended to guide managers' or board decisions regarding monetary or in-kind donations.

POLICY

Definitions

Monetary donations are any donations in cash or donations of club revenues, such as a percentage of day pass revenues.

In-kind donations are donations of club goods, assets or services, including disposal of equipment no longer required by the club, services of paid staff or loans of equipment.

General

As a non-profit organization, the club should only make monetary donations in exceptional circumstances. Both in-kind and monetary donations should be linked to helping the club achieve its overall goals and strategies or enhancing services to those who use our trails and facilities.

Donations – Monetary or In-kind

Managers and the board will use the following criteria when determining whether to make a monetary or in-kind donation:

- In-kind donations are preferred. For example, donating a number of free ski passes to a group so they can experience skiing is preferred to making a monetary donation to that group from ski pass revenues.
- Donations should promote the use of our trails and services, the sport of cross-country skiing generally, be linked to advancing the goals and objectives of the club, as set out in the club's constitution and strategic plan or enhance services to those who use our trails and facilities.
- Donations will not be made to organizations or groups from which the club would not accept sponsorships or promotions pursuant to Policy OP-09.

Monetary donations

The Board may establish an annual amount of monetary donations in its annual budget. In doing so, the Board may wish to consider setting this amount based on a proportion of the prior year's revenues. The total amount of monetary donations should not exceed this amount without the Board's prior approval.

The board must approve any monetary donation.

In-kind donations

Managers are responsible for making decisions on in-kind donations, taking into account the Executive Limitations and the policy above.

Managers should advise the board at the earliest opportunity of any in-kind donation of goods, services, assets or equipment and keep track of donations made.

Approval

The Board approves this Policy.

Implementation

The Club Manager and Operations Manager are charged with the implementation and day-to-day interpretation of this policy.

Related Policies and Executive Limitations

OP-09

EL-03, EL-04, EL-05

Related Procedures: TBD

OP-14 Olympic Trail Signage

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Olympic Trail Signage	Number:	OP-14
Policy Type:	Operational Policy	Amended:	

Rationale:

Many Yukoners' athletic success has taken them to the Olympic Games, the Paralympic Games or the Special Olympics. The WNSS seeks to recognize their efforts and inspire skiers by erecting signs to commemorate their achievements on the Olympic Trail.

POLICY

A sign will be erected on the Olympic Trail for any athlete who was a member of a Yukon Sport Governing body and who subsequently participated in the Olympic Games, Paralympic Games or Special Olympics.

The sign will display the individual's name along with the name of the event, the year and the location.

Permission will be sought from the athlete before a sign is made and erected.

As time and resources allow, best efforts will be made to erect the sign no later than one year after the athlete's participation in the event.

An inauguration event may be held to unveil the sign. The WNSS will communicate the erection of a new sign to the membership.

Signs already posted on the Olympic Trail will remain, whether or not they meet the criteria above.

Approval:

This Policy is approved by the Board of Directors.

Implementation:

WNSS Management is responsible for implementing this policy and for the design, erection and upkeep of the signs.

Related Procedures: None.

OP-15 Purchasing Policy

Whitehorse Nordic Ski Society POLICY			
Policy Name:	Purchasing Policy	Number:	OP-15
Policy Type:	Operational Policy	Approved:	November 19, 2026

Background

Staff are responsible for making purchases on behalf of the Whitehorse Nordic Centre. What is purchased and the origin, fabrication method and materials of the products or services can have economic, social and environmental impacts, both positive and negative. This policy provides guidance on making purchases. It is not directive and allows managers to exercise their discretion in making purchases, taking into account their primary responsibility for the financial well-being of the organisation.

POLICY

When making purchases of products or services for Whitehorse Nordic, staff will take into account the social, economic and environmental impacts of purchases by considering the following:

- Is the product or service made locally, regionally or within Canada? If not, is there an equivalent local, regional or national product or service that can meet WNC's needs at a roughly equivalent price?
- Does the product or service, in its fabrication method, materials or origin, present a risk to the environment? If so, are there equivalent products or services that could be purchased that present fewer or no such risks at an equivalent cost? Are there mitigations that can be implemented to reduce the risks?
- Does the product or service, in its fabrication method, materials or origin, have an impact on human rights and the well-being of populations or individuals? If so, are there equivalent products or services that could be purchased that present fewer or no such impacts? Are there mitigations that can be implemented to reduce those impacts?

Approval

The Board approves this Policy.

Implementation

The Club Manager and Operations Manager are charged with the implementation and day-to-day interpretation of this policy.

Related Procedures: TBD

OP-16 (Blank Template, to be used when needed)

Whitehorse Nordic Ski Society POLICY			
Policy Name:	TBD	Number:	OP-11
Policy Type:	Operational Policy	Amended:	TBD

Background

(add text here, use SCBodyText as text style)

POLICY

(add text here, use SCBodyText as text style)

Approval

The Board approves this Policy.

Implementation

The Club Manager is charged with the implementation and day-to-day interpretation of this policy.

Related Procedures: TBD

OTHER OPERATIONAL POLICIES

- Membership and Season Pass Policy

  TBD
- Corporate Membership Policy

  TBD

OPERATIONAL PROCEDURES

OPR-01 Trails and Facilities Procedures

WNSS Managers' Procedures			
Policy Name:	Trails and Facilities Procedures	Number:	OPR-01
Policy Type:	Operational Procedure	Amended:	July 7, 2021

These procedures and guidance may be modified at any time by the Managers. Managers should notify the Board of any changes to these procedures.

Trail Opening, Closing and Restrictions

The WNSS's Licence of Occupation for the ski trails issued by the Yukon government provides the ski club with exclusive use of the land, for the period October 1 to April 30 each year, provided that no unreasonable fee is charged or condition attached to the use of the land.

Pre-season Access Restrictions

The ski club's Operations Manager, in consultation with the Club Manager, may close or restrict access to the ski trail network or parts of the network between October 1 and April 30 in order to preserve trail and snow conditions for skiing and snowshoeing and for safety reasons. The Managers should clearly communicate restrictions to members and other users (disc golfers, mountain bikers, walkers etc.). No advance notice of trail restrictions is needed. Restrictions should be publicized and visibly posted.

Declaring Ski Season Open or Closed

The ski club's Operations Manager, in consultation with the Club Manager, is authorized to declare an official opening and closing each year. In making this decision, the Operation Manager will take into account:

- whether the ground is sufficiently frozen to hold the snowpack;
- whether grooming is possible and conditions are safe for grooming equipment;
- whether the trails are sufficiently safe for skiing and snowshoeing;
- the expected level of use of the trails.

The Managers should clearly communicate season opening and closing to members and other users (disc golfers, mountain bikers, walkers). No advance notice is needed for season opening and closing.

Cold or Extreme Weather Event Closures

The Club Manager should take the following into account when making decisions about opening and closing trails and facilities due to weather:

- Skier Safety - being open in extremely cold temperatures or extreme weather events sends a message that it is safe to ski or snowshoe.
- Rescuer Safety – When the ski chalet is open there is an implication that help is available by

phoning the ski club. If somebody is lost, overdue or injured, it will put ski club volunteers/staff/EMS at risk if a rescue is required.

- Staff safety – requiring staff to travel to work may be unsafe.
- Use of Chalet/cost of staffing: during extreme weather, very few people may choose to ski or snowshoe resulting in unnecessary opening, closing and staffing expense.
- As a general rule, when the air temperature as posted by Environment Canada at 7am at the Whitehorse Airport is -25C to -31.9C (without windchill) the Manager should consider reducing Ski Chalet (and wax room) opening hours. When the air temperature as posted by Environment Canada at 7am at the Whitehorse Airport is -32C or colder (without windchill) the Manager should consider closing the Ski Chalet and Wax Room.

Public Health Event Restrictions

Facility Use (Chalet, huts, storage, etc.)

Trail Use Restrictions

The Operations Manager may restrict or close trails throughout the season for reasons including:

- skier/snowshoer safety
- special events
- surface conditions
- environmental concerns

Grooming and Trail Maintenance

The Operations Manager will consider the following when making decisions about grooming and trail maintenance:

- Safety for skiers, staff and grooming equipment
- Satisfying membership demand
- Special events
- Cost of labour, materials and equipment
- Internal factors such as staff and volunteer availability and equipment condition
- External factors such as weather and snow conditions
- Prioritizing trails that can be skied by the greatest number of skiers

The following is general guidance for the Operations Manager in determining grooming priority under optimal snow conditions. The Operations Manager maintains complete discretion in determining grooming priority based on the factors above and other factors that may arise.

Category	Trail Name	Grooming frequency under optimal conditions
A	Copper to Best Chance Corner, Upper Valley South, Dog, Sundog, Selwyn's Loop, Coyote, Chalet Trail, Stadium	At least 3 times a week
B	World Cup 10K, Powerline, Pierre Harvey Trail, The 7.5K, Raven, Raven Cutoff, Whisky Jack, Cox Leg, Lynx, Lower Valley, Valley Link, Copper from Best Chance Corner to Gravel Pit, Jeff Link, Upper Valley North, Logan Burn, Ketza Connector, Nighthawk, Nugget, 007, Olympic, Olympic Connector, World Cup 5K, KK Cutoff, Monique Waterreus Trail, Skookum Trail, Stadium Trail, Fraser Loop & Skyline (usually October to mid-November if conditions on lower trails are marginal)	At least twice a week
C	Copper from Gravel Pit to Copper Haul Road, Copper Haul Road, McIntyre Ascent/Descent, Fraser Loop & Skyline (usually November 15 to end of season), Sarah Steele Trails	Weekly

OPR-02 Trail Safety Procedures

WNSS Managers' Procedures			
Policy Name:	Trail Safety and Etiquette Procedures	Number:	OPR-02
Policy Type:	Operational Procedure	Amended:	July 7, 2021

Before heading out...

- Check the weather forecast and bring along proper clothing and equipment.
- If skiing alone, tell someone your route and return time and/or bring a phone with a pre-programmed emergency contact number. The Club's number is 668-4477 and is answered during opening hours.
- Know your route and bring a trail map.
- Understand the trail difficulty symbols and ski within your abilities. Be aware that colder or heavier snow conditions may increase the trail difficulty.
- Bring sufficient water to stay hydrated, and be on guard for signs of frostbite and hypothermia.
- Sunlight can burn even on cold and cloudy days. Protect your skin and eyes from the sun and wind.

OPR-03 Sanctioned Ski Instructor Procedure

WHITEHORSE NORDIC SKI SOCIETY			
Policy Name:	Sanctioned Ski Instructor	Number:	OPR-03
Policy Type:	Operational Procedure	Amended:	September 25, 2026

Rationale

This procedure has been developed to ensure that private cross-country ski instruction offered at the Whitehorse Nordic Centre (WNC) is provided by appropriately qualified, screened, and insured instructors and is conducted in a safe and responsible manner.

The Sanctioned Instructor application process forms part of WNC's due diligence to ensure that individuals and companies providing private instruction at the Centre meet appropriate standards of technical competence, participant safety, professional conduct, and risk management.

An individual or company that wishes to provide private ski instruction at WNC must complete the application and approval process outlined in this procedure. Once the application has been approved and all required documentation has been provided, the individual or company will be considered a **Sanctioned Instructor**.

If a company has more than one individual providing private instruction, each individual must meet the applicable qualification, screening, SafeSport, insurance, and documentation requirements. A company may submit one administrative application where approved by WNC; however, each individual providing instruction remains subject to the requirements of this procedure.

2. Procedure

2.1 Instructor Qualifications

1. A Sanctioned Instructor must hold a minimum **CANSI Level 1 certification or equivalent recognized instructor certification** appropriate to the services being provided. **NCCP-approved coaching certification** is also acceptable, provided the Sanctioned Instructor provides proof of appropriate professional liability insurance coverage for the instruction being provided.
2. Proof of current certification must be provided with the application and maintained for the duration of the Sanctioned Instructor's authorization.

2.2 First Aid and Emergency Preparedness

1. A Sanctioned Instructor must hold valid **First Aid and CPR certification**.
2. Proof of certification must be provided with the application and maintained for the duration of the Sanctioned Instructor's authorization.
3. A Sanctioned Instructor must read and be generally familiar with the WNC Emergency Response Plan.

4. A Sanctioned Instructor must know the location of first aid equipment and the Centre's AED.
5. A Sanctioned Instructor is responsible for determining whether conditions are appropriate for a lesson and must not conduct instruction when conditions are unsafe.
6. A Sanctioned Instructor must monitor and follow trail reports, weather information, closures, and other operational directions issued by WNC.

2.3 SafeSport and Participant Protection

Because Sanctioned Instructors provide instruction to participants while operating at a WNC facility, all Sanctioned Instructors must comply with the applicable WNC and Nordiq Canada SafeSport requirements.

A Sanctioned Instructor who has direct contact with athletes or participants must, at a minimum:

1. Complete the applicable **Coaching Association of Canada Safe Sport Training**.
2. Complete the **Coaching Association of Canada Understanding the Rule of Two** training.
3. Provide a current **Criminal Record Check (CRC)**.
4. Follow the **Rule of Two** and other applicable participant-protection requirements, particularly when providing instruction to participants under 18 years of age.
5. Immediately report any suspected or observed maltreatment, abuse, harassment, discrimination, or other prohibited conduct through the applicable reporting process.

2.4 Insurance

1. A Sanctioned Instructor must maintain appropriate professional liability insurance for the services provided.
2. An up-to-date **CANSI Professional Membership** provides appropriate professional liability insurance coverage for the instruction being provided, provided that the instruction falls within the Sanctioned Instructor's current CANSI certification and membership coverage.
3. Proof of current CANSI Professional Membership, or other acceptable proof of professional liability insurance, must be provided at the time of application and maintained for the duration of the Sanctioned Instructor's authorization.
4. Approval as a Sanctioned Instructor does not constitute an employment relationship between the Sanctioned Instructor and WNSS or WNC.
5. Sanctioned Instructors remain responsible for their own business operations, clients, fees, taxes, insurance, and professional obligations.

2.5 Trail Passes

Both Sanctioned Instructors and their students must have a valid WNC trail pass, either through a valid season pass or day pass, while participating in private instruction at the Centre.

2.6 Fees and Business Arrangements

1. The exchange of fees for private instructional services is solely the responsibility of the Sanctioned Instructor and the student.
2. WNC and WNSS will not collect instructional fees on behalf of Sanctioned Instructors.

3. WNC staff will not provide booking, payment, scheduling, customer-service, or administrative services related to private instruction.
4. Sanctioned Instructors are responsible for communicating directly with their clients regarding lesson availability, pricing, cancellations, and payment.

2.7 Use and Promotion of the Whitehorse Nordic Centre

1. Sanctioned Instructors must not interfere with WNC programming, races, lessons, grooming operations, or other authorized activities.
2. Once approved, a Sanctioned Instructor may submit a text advertisement, including a website link and contact information, to the Whitehorse Nordic Guest Service and Program Manager for posting on the WNC website.
3. WNC does not endorse, guarantee, or assume responsibility for the quality of services provided by a Sanctioned Instructor.
4. When prospective clients contact WNC seeking private instruction, WNC may direct them to the list of current Sanctioned Instructors.

2.8 Registration and Approval

1. The Sanctioned Instructor application process is an **annual requirement** and must be completed for each ski season.
2. The application must include all required documentation and certifications.
3. The application must be reviewed and approved before the applicant may provide private instruction at WNC or be represented as a Sanctioned Instructor.
4. WNC may refuse an application where the applicant does not meet the requirements of this procedure or where approval would create an unacceptable operational, safety, insurance, or reputational risk to WNSS or WNC.

2.9 Termination or Suspension

The WNC Guest Service and Program Manager, or its designated representative, may suspend or terminate a Sanctioned Instructor's authorization to operate at WNC where:

- the Sanctioned Instructor breaches this procedure;
- required certification, insurance, screening, or SafeSport requirements expire or are no longer valid;
- the Sanctioned Instructor engages in conduct inconsistent with WNC or applicable SafeSport requirements;
- the Sanctioned Instructor creates an unacceptable safety or operational risk;
- the Sanctioned Instructor fails to follow WNC staff directions or facility rules; or
- information provided during the application process is found to be inaccurate or incomplete.

2.10 Application Form

Copies of the **Whitehorse Nordic Centre Sanctioned Instructor Application Form** are available in the WNSS Policy and Procedure manual or by contacting the **Whitehorse Nordic Guest Service and Program Manager**.

The application form must be completed, and all required documentation provided before approval can be granted.

3. Administration

This Operational Procedure is administered by the **Whitehorse Nordic Guest Service and Program Manager**.

WNC may amend this procedure from time to time to reflect changes to applicable legislation, insurance requirements, Nordiq Canada requirements, SafeSport requirements, or WNC operational practices.

WHITEHORSE NORDIC CENTRE - Sanctioned Private Ski Instructor Application Form

Application Year / Season: _____

1. APPLICANT INFORMATION

Company / Individual Name: _____

Email: _____ **Phone:** _____

Mailing Address: _____

2. INSTRUCTOR INFORMATION

List each individual who will provide private instruction at the Whitehorse Nordic Centre.

Instructor Name	Certification / Qualification

3. REQUIRED CERTIFICATION, SCREENING AND DOCUMENTATION

- ☐ Current CANSI Level 1 or higher certification, or NCCP-approved coaching certification
- ☐ Current First Aid and CPR certification
- ☐ Current CANSI Professional Membership or other proof of appropriate professional liability insurance
- ☐ Current Criminal Record Check (CRC)
- ☐ Coaching Association of Canada Safe Sport Training
- ☐ Coaching Association of Canada Understanding the Rule of Two training

4. DECLARATION

I certify that the information provided in this application is accurate and complete. I agree to comply with the Whitehorse Nordic Centre Private Ski Instructor Operational Procedure, applicable WNSS policies and facility rules, and all applicable participant-safety and SafeSport requirements. I understand that approval as a Sanctioned Instructor is subject to WNC approval and may be suspended or terminated if requirements are not maintained or the procedure is not followed.

Applicant Name: _____ **Date:** _____ **Signature:** _____

5. WNC USE ONLY

Reviewed by: _____ **Review Date:** _____

Documentation Complete: ☐ Yes ☐ No **Approved as Sanctioned Instructor:** ☐ Yes ☐ No

OPR-04 Dog Complaint Procedures

WNSS Managers' Procedures			
Policy Name:	Dog Complaint Procedures	Number:	OPR-04
Policy Type:	Operational Procedure	Amended:	July 7, 2021

Complaints involving violations of the WNSS dog policy should be made to the Club Manager at info@xcskiwhitehorse.ca or at 867-668-4477. Please provide as much detail as possible in person or in writing as soon as possible after any incident.

The Club Manager will investigate complaints and report back to the complainant within a reasonable period of time. The Club Manager may contact the dog owner, the complainant or witnesses for further details on the violation.

Complaints involving dog bites or other aggressive behavior should be made immediately to City of Whitehorse Animal Control by contacting Bylaw Services at (phone) or (e-mail). Complainants should notify the WNSS Club Manager of the complaint made to Bylaw Services. The Club Manager will not contact Bylaw Services on behalf of a complainant.

The Club Manager is authorized to make decisions about whether a dog is permitted to be on WNSS trails. If a decision is made to ban a dog from being on the trails, the Club Manager will notify the owner and the complainant in writing and will provide reasons.

The dog owner or complainant may appeal the Club Manager's decision to the Board. Appeals should be made in writing to the Board President (e-mail), who will schedule a hearing for the subsequent meeting of the Board. The person appealing may provide a five- minute presentation to the Board. The Board may ask questions of the person appealing. The Board's decision will be final. The Board will provide the reasons for its decision to the person appealing.

Complainants seeking damages arising from incidents involving dogs must do so directly from the dog owner.

OPR-05 Trail Use Monitoring Procedures

WNSS Managers' Procedures			
Policy Name:	Trail Use Monitoring Procedures	Number:	OPR-05
Policy Type:	Operational Procedure	Amended:	July 7, 2021

The Club Manager may assign staff or volunteers to monitor use of the ski club trails trails to check for day passes or season passes and to ensure that skiers are complying with club policies.

Staff or assigned volunteers should have the necessary competence to carry out monitoring activities with respect, tact and good judgement with a view to avoiding unpleasant encounters with members and other trail users.

Staff or assigned volunteers should be provided with training, support and ongoing guidance by the Club Manager.

When staff or assigned volunteers are monitoring trail use, they should wear identification vests (or the like) provided by the Club and should be wearing a visible, club-issued ID badge.

Pass-checking should occur on a flat, level area, where it is safe to do so.

Staff or assigned volunteers checking passes will undertake monitoring activities only when requested and scheduled to do so by the Club Manager.

If a person is knowingly and intentionally violating trail use policies, the staff or assigned volunteer should ask the person for their name, if not known. If provided, the person's name should be provided to the Club Manager. The Club Manager may impose certain consequences for those individuals such as requesting payment for past unpaid ski days before issuing a season pass or day pass.

OPR-06 Advertising and Sponsorship Procedures

WNSS Managers' Procedures			
Policy Name:	Advertising and Sponsorship Procedures	Number:	OPR-06
Policy Type:	Operational Procedure	Amended:	July 9, 2026

Advertising Requirements

The following advertisements are acceptable to the WNSS:

1. Advertisements on the bridge over Sumanik Drive – 10 signs 4'x8'on Dibbon – spaces rented annually from July 1st to June 30 and invoiced in July. Signs are paid for by advertiser and installed by WNSS Operations.
2. Advertising at Mt McIntyre Rec Centre Wax Room and Stadium Trail fencing that is visible from the Wax Room, Grey Mountain Room and Curling Club lounge. Stadium Trail fencing signs should be 3'*6" on dibbon.
3. Stadium SeaCan Sign for major sponsor should be 4"*8" on dibbon.
4. Timing Hut signs or portable fencing (events only). 3x6 signs on Timing Hut and 2'x6' signs on fencing.
5. Advertisements on the website are acceptable by placing logo of sponsor on the home page.
6. The WNSS e-news allows name or logo by the exclusive advertiser – 3rd party ads are not allowed. Classified ads have been allowed on occasion – for example – lost and found items. 3rd party promotion is allowed if relevant to ski club interests.
7. Wax Room ads – designated location for 3rd party ads.

Advertising rates are reviewed annually and listed in the WNSS Fee Schedule, managed by the Club Manager.

The ski club will not allow third party advertising; such as advertise a bed & breakfast through the e-news or on the website.

Corporate Memberships

Corporate memberships will be offered each year, and the sponsoring organizations will receive corporate memberships based on the amount of donation. The Club Manager will determine the levels of sponsorship per free season pass according to Sponsorship Matrix.

Sponsorship Procedure and Matrix

1. **Sumanik Drive Bridge Sign Advertising**

- No contract
- $500 + GST invoiced annually. (September)
- Sign provided by the sponsor (4x8 ft landscape on Dibbon)
- Club staff can pick up new signs at Inkspiration or other shop
- If new signs are being made with Inkspiration / Arctic Star printing, sponsors will get 25% off the work/printing.
- Signs will be installed by WNSS Club Staff on the bridge.

2. **Nordic Centre, Programs or Event Sponsorship**

Please refer to our Sponsorship webpage for an up to date matrix.

OPR-07 Social Media Procedures

WNSS Managers' Procedures			
Policy Name:	Social Media Procedures	Number:	OPR-07
Policy Type:	Operational Procedure	Amended:	July 9, 2026

Purpose

This procedure establishes the operational requirements for the use of official Whitehorse Nordic Ski Society (WNSS) / Whitehorse Nordic Centre (WNC) or Whitehorse Nordic (WN) social media accounts in accordance with **OP-08 Communications Policy**.

Scope

This procedure applies to all staff, contractors, and volunteers who are authorized to create, publish, or manage content on behalf of WNSS using official social media accounts.

Official Accounts

Only social media accounts approved by the Club Manager may represent WNSS/WNC or WN.
Administrative access to these accounts shall be limited to authorized personnel designated by the Club Manager.

Roles and Responsibilities

Club Manager
The Club Manager is responsible for:

- overseeing the Society's social media presence;
- approving access to official accounts;
- ensuring social media communications are consistent with WNSS policies and priorities; and
- approving responses to sensitive or controversial issues when required.

Authorized Staff
Authorized staff may:

- create and publish routine content;
- respond to routine inquiries received through social media;
- monitor comments and direct messages during regular business operations; and
- notify the Club Manager of any issue requiring further attention.

Content Standards
Social media should support the objectives of WNSS/WNC by communicating information such as:

- trail conditions and operational updates;
- program and event information;
- registration reminders;

- volunteer opportunities;
- race and event results;
- sponsor and partner recognition;
- safety information and trail etiquette; and
- community news relevant to Nordic skiing.

Content shall:

- be accurate and timely;
- be respectful, inclusive, and professional;
- reflect the mission and values of WNSS; and
- comply with applicable privacy requirements.

Communication Requirements

In accordance with **OP-08 Communications Policy**, important information published on social media shall also be communicated through the WNSS website or email when appropriate to ensure it is accessible to members who do not use social media.
Social media should complement, not replace, the Society's primary communication channels.

Photography and Privacy

Photographs and videos used on social media shall comply with WNSS privacy practices and any applicable participant photo consent requirements.
Staff shall not publish confidential information or personal information without appropriate authorization.

Public Interaction

WNSS/WNC encourages respectful interaction on its social media channels.

Staff may:

- respond to routine questions;
- direct individuals to the appropriate WNSS contact or webpage;
- hide or remove comments containing profanity, harassment, discrimination, spam, or personal attacks; and
- refer complaints, media inquiries, or contentious matters to the Club Manager before responding.

Staff shall not engage in public arguments or debates on behalf of WNSS.

Account Security

Passwords and administrative access shall be managed securely.
Access shall be removed promptly when an employee or volunteer no longer requires access.

Records

Significant announcements affecting members or operations should also be retained through the Society's normal record management practices where appropriate.

Review

This procedure shall be reviewed periodically by the Club Manager and updated as operational practices evolve.

OPR-08 Complimentary and Corporate Season Pass Procedure

WNSS Managers' Procedures			
Policy Name:	Complimentary and Corporate Season Pass Procedure	Number:	OPR-08
Policy Type:	Operational Procedure	Amended:	July 9, 2026

Purpose

The purpose of this procedure is to establish a consistent process for the issuance and administration of complimentary and corporate season passes.
This procedure ensures that complimentary and corporate season passes are administered fairly, consistently, and in a financially responsible manner while supporting volunteer recognition, community partnerships, sponsorships, employee wellness initiatives, and other organizational objectives.

Scope

This procedure applies to all complimentary and corporate season passes issued by Whitehorse Nordic Centre.

Responsibilities

Club Manager

The Club Manager, or designate, is responsible for:

- Approving sponsorship agreements or other arrangements where required.
- Administering this procedure.
- Approving complimentary season passes in accordance with Board direction and organizational policies.
- Administering corporate season pass agreements.
- Ensuring all required registrations, waivers, membership fees, and records are completed.
- Maintaining records of all complimentary and corporate season passes issued.

Procedure

General Principles

Whitehorse Nordic Ski Society may issue complimentary season passes in recognition of an individual's contribution to the organization or in accordance with Board-approved policies.
Businesses and organizations may purchase corporate season passes for the benefit of their employees or receive them through sponsorship agreements, partnership agreements.
Individual season passes include mandatory membership with Cross Country Yukon and Nordiq Canada. These memberships provide insurance coverage and other member benefits.
Season pass sales represent an important source of revenue for Whitehorse Nordic Ski Society. Complimentary and corporate season passes shall therefore be administered in a manner that balances community benefit with the organization's financial sustainability.

Complimentary Season Passes

Complimentary season passes may be issued to individuals including, but not limited to:

- Lifetime members;
- Volunteers;
- Officials;
- Athletes;
- Staff;
- Other individuals recognized for exceptional service or contribution to Whitehorse Nordic Ski Society.

The following conditions apply:

- Complimentary season passes do not include the mandatory Cross Country Yukon (CCY) and Nordiq Canada (NQ) membership fees. Individuals granted Lifetime Membership by Whitehorse Nordic Ski Society prior to the approval of this procedure are exempt from this requirement and shall continue to receive a complimentary season pass, including Cross Country Yukon and Nordiq Canada membership, in accordance with the terms under which their Lifetime Membership was awarded.
- Individuals receiving a complimentary season pass must complete the Whitehorse Nordic membership registration process.
- Individuals must sign all required waivers before a season pass is issued.
- Mandatory CCY and NQ membership fees must be paid by the individual.
- Individuals receiving a complimentary season pass receive the same trail access privileges as any other season pass holder.
- Lifetime members granted this status prior to the approval of this procedure are exempt from the NQ and CCY membership fee requirement.

Corporate Season Passes

Corporate season passes may be purchased by businesses and organizations for the benefit of their employees or provided as part of sponsorship, partnership, or other Board-approved agreements.

Corporate season passes are intended to encourage employee wellness, recreational participation, and community partnerships.

When provided as part of a sponsorship, partnership, or other Board-approved agreement, complimentary corporate season passes include the mandatory Cross Country Yukon (CCY) and Nordiq Canada (NQ) membership fees.

Individual Corporate Season Pass

An individual corporate season pass is assigned to a specific employee or eligible individual and is non-transferable.

The following conditions apply:

- Eligibility is limited to employees of the participating business or, where applicable, direct family members of the business owner(s), as identified in the applicable purchase or sponsorship

agreement.
- The individual must complete the Whitehorse Nordic membership registration process.
- The individual must sign all required waivers.
- Mandatory CCY and NQ membership fees must be paid by the individual.
- A digital or printed season pass will be issued and must be presented upon request while using the Whitehorse Nordic Centre.
- Individual corporate season passes provide the same trail access privileges as a regular season pass.
- Equipment rentals are not included unless specifically identified in the applicable agreement.

Shared Corporate Season Pass

A shared corporate season pass allows multiple employees of a participating business to access the Whitehorse Nordic Centre using a common allocation of passes.

The following conditions apply:
- Shared Corporate Season pass cost is reviewed annually.
- The pass is issued to the participating business rather than to an individual.
- Employees must identify themselves as employees of the participating business when checking in at the Whitehorse Nordic Centre front desk.
- A maximum of two (2) employees may use the shared corporate passes at any one time unless otherwise specified in the applicable agreement.
- Employees will be issued a day pass for the duration of their visit.
- Shared corporate season passes provide trail access only.
- Equipment rentals are not included unless specifically identified in the applicable agreement.
- Shared corporate season passes do not include Cross Country Yukon or Nordiq Canada membership and do not provide individual membership benefits.

Registration Process

To facilitate registration, recipients of complimentary season passes and individual corporate season passes will be provided with a unique discount code to use during the online registration process.

The following conditions apply:

- The discount code applies only to the season pass portion of the registration fee.
- Mandatory Cross Country Yukon and Nordiq Canada membership fees remain payable by the individual unless otherwise provided for in this procedure (e.g., eligible Lifetime Members).
- Discount codes are non-transferable and may only be used by the individual to whom they were issued.
- Recipients must complete the online registration process, pay any applicable membership fees, and sign all required waivers before their season pass will be activated.
- Once registration is complete, the individual will receive their digital or printed season pass in accordance with Whitehorse Nordic Ski Society's registration procedures.

OPR-09 Facilities Rental Procedures

WNSS Managers' Procedures			
Policy Name:	Facilities Rental Procedures	Number:	OPR-09
Policy Type:	Operational Procedure	Amended:	July 7, 2021

The Whitehorse Nordic Ski Society leases the Wax Room and other parts of the Mt McIntyre Recreation Centre from the City of Whitehorse under a 10-year lease. The Nordic Centre's facilities under this agreement include the wax room, washrooms, change rooms, hallways, lockers and deck area.

The lease agreement permits the WNSS to sub-let the facilities under certain conditions for periods of one month or less. Sub-leasing for periods of more than one month requires written consent of the City.

The Manager is authorized to enter into written rental agreements with individuals, organizations and businesses. The manager determines the conditions applicable to rental agreements.

Facilities are available for rent by the hour, day or week when the ski season is closed. During the ski season, the facilities are available for rental after 6pm on Saturdays and Sundays.

The manager determines the rental fees, which are set out in the Fee Schedule.

Rental amenities may include the change rooms, washrooms, showers and saunas, the outside deck area and the open space normally occupied by the Nordic Centre.

Rental availability and booking is monitored by the Club Manager. The manager and Operations Manager provide any agreed-upon services associated with rental agreements.

OPR-10 Ski Shop Operation Procedures

WNSS Managers' Procedures			
Policy Name:	Ski Shop Operation Procedures	Number:	OPR-10
Policy Type:	Operational Procedure	Amended:	July 7, 2021

The shop provides services and supplies to ski club members and casual users and to facilitate the opening and closing and supervision of the Ski Chalet (Wax Room).

General Services

- Open and close Wax Room daily and ensure building security.
- Sell day passes and season passes (memberships)
- Provide information to members and visitors
- Rent skis, boots, poles, snowshoes, fat bikes and pulks;
- Minor repairs, base prep and hot waxing, other grip and glide wax service and information
- Coffee, tea, hot chocolate, snacks.
- Grip and glide waxes, waxing supplies
- Replacement parts such as binding inserts, pole handles, straps and baskets.
- Ski accessories such as gloves, mitts, boot covers, neck warmers, toques, ski straps.
- Ski club branded clothing and items used for promotion/fundraising.

Planning

Club Manager will make decisions for the following year based on current inventory and sales summary for past season.

Club Manager and bookkeeper will maintain a year-to-year record in order to facilitate planning and forecasting cash requirements for the upcoming season in order to assist in cash flow management.

OPR-11 Equipment Rental Procedures

WNSS Managers' Procedures			
Policy Name:	Equipment Rental Procedures	Number:	OPR-11
Policy Type:	Operational Procedure	Amended:	July 7, 2021

Pulks are used for transporting young children on the ski trails at Mount McIntyre Recreation Centre.

Children must be 4 months old or older. Children 3 months old and younger are subject to injury due to the motion of the pulk and are prone to cold injury to due the inability to regulate their own body temperature. (This is according to doctors' recommendations.)

Baby Glider - Pulk

The Ski Base owns a Baby Glider pulk. It has a single pole and shock cord to reduce jerking and facilitate classic or skating technique. It can be rented by the month or for the full season: $10 per day or $20 per month or $75 for season

Child Pulk

The ski club owns two child pulks complete with poles, foam pad and windscreen. Renters should supply their own warm bedding. The ski club pulks are available for rent with the following terms and conditions:

- Ski club members have priority over day pass users.
- Pulk to be used on ski club trails only.
- Rental fee is $5 per day.
- Seasonal rental for club members only - $20.
- May be booked up to one week in advance.
- Payment is due before pulk is taken out. Please pay at the Ski Base.
- Renter is responsible for arranging a pick up time.
- Renter is responsible for loss or damage.
- Manager/staff will check pulk when returned to assess condition.

OPR-12 Trail Conditions Reporting Procedures

WNSS Managers' Procedures			
Policy Name:	Trail Conditions Reporting Procedures	Number:	OPR-12
Policy Type:	Operational Procedure	Amended:	July 7, 2021

Condition reports should be consistent. Trails can be identified as being in Excellent, Good or Fair Condition. The Operations Manager decides on the condition of each trail. The general guideline is below, but the determination is made at the Operations Manager's discretion. The Operations Manager may ask other staff or members for their assessment of trail conditions:

- Excellent
- Good –
- Fair -
- Not recommended –

OPR-13 Emergency Response on the trails

WNSS Managers' Procedures			
Policy Name:	Emergency Response	Number:	OPR-13
Policy Type:	Operational Procedure	Amended:	TBD

Background

Ensuring the safety of skiers is the WNSS's highest priority.

This procedure applies to incidents that require an emergency response. It is triggered when an incident requiring emergency medical care is reported to WNSS staff.

Pursuant to Policy OP-01, the WNSS Board is responsible for ensuring that its operations and activities occur in a manner that protects the mental and physical well-being of its staff, members and guests.

Pursuant to Executive Limitation EL-6, the Managers must not "cause or allow any practice, activity, decision or circumstance which is detrimental to the safety of staff, members or users of WNSS's trails and facilities";

Accordingly, the ski club manager and operations manager (WNSS staff) are operationally responsible for developing emergency response procedures on WNSS trails.

WNSS staff work in partnership with professional emergency services personnel including 911, the Whitehorse Fire Department, Emergency Medical Services and the City of Whitehorse to provide emergency response.

The ski chalet is accessible by professional emergency services personnel within 10 minutes, 24 hours a day, 7 days a week. The chalet is located about 10 minutes from the Whitehorse General Hospital.

The procedure below is based on delivering consistent, high quality emergency response by the fastest means possible.

Emergency Response Procedure

1. The skier requiring emergency response, the skier's companion or the person who first encounters the skier should call 911 and identify the type of injury and approximate location on the trails. The companion or person encountering the skier should remain with the injured person unless doing so puts their own health and safety at risk.

2. Emergency Services (911) will contact WNSS staff (club manager or operations manager) to organize the response. WNSS staff will direct a team from the Whitehorse Fire Department (WFD) to the trailhead closest to the incident. Based on the reported incident severity, 911 screening will determine whether paramedics (EMS) should be sent to the incident as well. The WFD and Emergency Services (911) will direct paramedics to the meeting point.

3. The WFD will meet club staff and EMS personnel (if called) at the designated trailhead with the WFD's off-road/on track vehicle.

4. WNSS staff WFD and EMS personnel (if called) will head toward the injured person on board its

tracked vehicle.

5. If the designated meeting point is at the Chalet, WNSS staff may opt to take an emergency responder to the site of the incident on a snowmobile, with the tracked vehicle following the snowmobile's tracks.

6. If WFD or EMS services are not available or if warranted by the situation (e.g severe weather, remoteness) RCMP and/or 911 services may trigger other resources like SOMET (Special Operations Medical Extrication Team) team or Search and Rescue.

7. Following the incident, WNSS staff will prepare an incident report using the emergency response incident report form provided on Nordiq Canada's website. In preparing the report, WNSS staff may interview the injured person, rescuers and others involved in the rescue. The purpose of preparing the report is to determine how emergency response procedures can be improved and safety issues addressed.

8. WNSS staff should make necessary changes to procedures and address safety issues arising from the report as soon as possible.

9. WNSS staff will advise the WNSS Board of incidents requiring an emergency response at the next Board meeting and will include the incident report. The purpose of sharing this information is to determine if adjustments or refinements to WNSS policies and procedures are warranted.

10. WNSS staff will follow up with those involved in the incident and emergency response with any actions they have implemented following the incident.

11. WNSS staff are responsible for communicating the emergency response procedures to skiers, including by adding instructions on emergency procedures and emergency contact numbers to signage, the WNSS website, day passes and season passes.

12. Before each ski season, WNSS staff will confirm the above procedure with 911, the WFD, the RCMP and EMS.

Safety Tips:

- Skiers should carry a cell phone at all times. There is cell service everywhere on the trail network.
- Those skiing alone should let someone know about their planned route.
- Those on longer outings should carry water, food and extra layers.
- Consider adding location detection applications to your phone (e.g. "What3words" used by the Whitehorse Fire Department).

OPR-13 Fillable Emergency Response Incident Report

OPR-14 Refund Procedure

WNSS Managers' Procedures			
Policy Name:	Refund Procedure	Number:	OPR-14
Policy Type:	Operational Procedure	Amended:	July 9, 2026

Refund Procedure

Season pass:

- Season Passes are not refundable except in cases of injury or illness, in which case there will be a $20 administration fee and a prorated refund based on the chart below.
- A doctor's note must accompany requests for refunds for injury or illness.

  - ❖ Before November 15th: 80% refund minus $20 admin fee
  - ❖ November 16th to Jan 15th : 60% refund minus $20 admin fee
  - ❖ Jan 16th to Feb 15th: 40% refund minus $20 admin fee
  - ❖ No refund after Feb 15th.

Spring Pass

- Spring Passes are not refundable except in cases of injury or illness, in which case there will be a $20 administration fee and a prorated refund based on the chart below.
- A doctor's note must accompany requests for refunds for injury or illness.

  - ❖ March 1st to March 7th: 75% refund minus $20 admin fee
  - ❖ March 8th to March 15th: 50% refund minus $20 admin fee
  - ❖ No refund after March 15th.

Daypass

- There are no refunds for online or in-house day-ticket purchases.
- Date exchanges will be approved on a case-by-case basis or, will automatically be granted if the facility is forced to close.

Adult programs:

- Adult Program fees are not refundable except
  - In cases of injury or illness, in which case there will be a $20 administration fee and a prorated refund based on remaining time left in the program from the time the injury/illness is reported. A doctor's note must accompany requests for refunds for injury or illness.
  - In the event of a session cancellation due to cold weather, and if the participants are unable to attend the rescheduled session. Participants will receive a refund of **$30 per missed session**. (Rentals packages purchased during the registration period are not refundable as the equipement can be use out of the program sessions and passes

bought during registration can be exceptionally used out of the sessions in the above situation).

- Program registration is non-transferable.

Youth programs:

- Program fees are not refundable except in cases of injury or illness, in which case there will be a $20 administration fee and a prorated refund based on remaining time left in the program from the time the injury/illness is reported.
- A doctor's note must accompany requests for refunds for injury or illness.
- Program registration is non-transferable.
- The program Coordinator and ski club manager may grant refunds for youth programs for other reasons on a case-by-case basis.

Events (Race or any non-competitive event):

- Registration fees for races and non-competitive events are non-refundable. Our events require advance commitments for items such as permits, venue rentals, timing equipment, supplies, food, awards, and other event-related costs, many of which cannot be recovered if a participant withdraws or if an event is changed or cancelled.

OPR-15 Training with a Biathlon rifle

WNSS Managers' Procedures			
Procedure Name:	Training with a Biathlon rifle	Number:	OPR-15
Policy Type:	Operational Procedure	Amended:	TBD

Background

Biathlon Yukon and the Whitehorse Nordic Ski Society have a long standing relationship. We share grooming resources, volunteers and more importantly athletes who train in both disciplines.

This operational procedure will establish a way for biathletes to come and train with their rifles in the Mt McIntyre ski stadium in a safe way for all users of the facility. Early training on skis is essential for athletes and the club would like to offer a way for biathletes to use the artificial snow loop made by Cross Country Yukon when possible. Practice on natural snow will also be permitted later in the season or if the snow falls early in the season.

The Whitehorse Nordic Ski Society is very aware of the image of carrying a rifle on the trail network, as well as on related venues like parking lots. We are located close to downtown Whitehorse and adjacent to a very busy recreational center where visitors might not be familiar or comfortable with seeing athletes carrying rifles.

Procedure

- Biathlon Yukon or a biathlon coach planning to attend the training, will reach out to the club manager at info@xcskiwhitehorse.ca and schedule the training time/s.
- Only group training supervised by a biathlon coach is permitted. *Supervision means that the coach should see the athletes training at all times.*
- Non skiing coaches can attend training but must wear snowshoes.
- Athletes and coaches must have a valid day pass or season pass with the Whitehorse Nordic Ski Society to attend the training.
- Biathletes and coaches must meet close to the North gate of the Dog parking lot.
- Rifles must stay in vehicles until all biathletes and coaches are present and ready to begin training.
- Rifles are not permitted in the Mt McIntyre Ski Chalet/Waxroom as well as on any parking lot and Trailhead other than Dog Parking lot.
- Biathletes and coaches must wear Biathlon Yukon jackets and/or tuques to be easily identified by other users as the ski stadium will remain open to the public.
- Rifles must remain in their soft case with a padlock on at all times (before, during and after practice).
- No ammunition is permitted.
- Access to the ski stadium will be through the Ski Tube (under Sumanik drive) on skis or on foot, if snow is not present.
- Training area will be limited to the stadium.
- Biathletes and coaches will enter and exit the training area together as one group.

OPR-16 Locker Rental

WNSS Managers' Procedures			
Policy Name:	Locker Rental	Number:	OPR-16
Policy Type:	Operational Procedure	Amended:	July 9, 2026

Rationale

The Whitehorse Nordic Centre offers seasonal locker rentals to provide members with convenient storage for their gear throughout the ski season. Two types of lockers are available: **Change Room Lockers** and **Ski Lockers**.

POLICY

1. Locker Types & Fees

- **Changeroom Lockers**
  - Located in the men's, women's and gender-neutral changerooms.
  - Suitable for storing personal items (not skis).
  - Fee: **$60 per season**.

- **Ski Lockers**
  - Located in the ski chalet common space.
  - Built with either 2 or 4 slots per locker, plus small shelves.
    Each rental slot includes space for two pairs of skis and poles, and two pairs of ski boots can be stored on the shelves.
  - Fee: **$100 per season**.

2. Eligibility

- Locker rentals are available **only to season pass holders**.
- All lockers (Changeroom and Ski Lockers) are allocated through a **lottery draw**.

3. Locker Allocation (Draw Process)

- Two separate draws will be held on **November 1st** each year: **One draw for Changeroom Lockers** and **one draw for Ski Lockers.**
- Season pass holders may enter the draw when purchasing their season pass by adding the appropriate add-on to their cart.
- Selected individuals will be contacted and must complete payment **within two weeks** of notification.
- If payment is not received by the deadline, the Nordic Centre will re-draw names and reallocate the lockers to other members on the waitlist.
- **The draw is completely equal for all applicants each season; no priority is given to previous renters.**

4. Disability Accommodation

- Members with **disabilities** that require easier access to the ski chalet may request a Ski Locker or a Changeroom Locker **outside of the draw system**.
- These members should contact the **Nordic Centre management directly** to discuss their needs and arrange locker allocation.
- **Requests due to disability must be submitted by October 15 each year.**
- Disability accommodation requests will be treated with **priority and confidentiality**.

5. Ski Programs

Whitehorse Nordic recognizes the operational value of ski locker access for organized programs. To be eligible, a non Whitehorse Nordic ski program must operate at least once per week throughout the ski season. **Eligible programs will receive a discounted rate of 50%.**

The number of lockers allocated to programs may vary from year to year, depending on demand and operational capacity.
Program coordinators wishing to request a locker must submit their application to the Whitehorse Nordic Centre between September 15 and October 15 each year. Allocation decisions will be made following this application period.

6. General Conditions

- Lockers may not be sublet or passed on to another person.
- If a locker is no longer required or needed through the season, the slot should be returned to the Centre and will be reallocated to another person through a lottery. A partial refund will be issued for lockers returned before January 15.
- The Nordic Centre is **not responsible** for lost, stolen, or damaged items stored in lockers. Lockers must be cleared out by the **end of the ski season**. Items left behind will be removed by staff.
- Rental fees are **non-refundable**.
- The Nordic Centre will provide each renter with the **lock combination** once payment has been received.
- **Lockers should not be overfilled** to ensure proper closure and to avoid blocking access for others sharing the space.
- Locker numbers and locker slots are allocated randomly. Requests to accommodate families or groups will be considered, but cannot be guaranteed.

7. Contact

For more information or to request a medical accommodation, please contact the Whitehorse Nordic Centre office at office@whitehorsenordic.ca.

(add Procedure as needed)

WNSS Managers' Procedures			
Policy Name:	TBD	Number:	OPR-13
Policy Type:	Operational Procedure	Amended:	July 7, 2021

(add headings as SCBold style, and text as SCBodyText, as required)

OTHER POTENTIAL OPERATIONAL PROCEDURES

- Ski School Procedures