



**Royal Lake of the Woods Yacht Club
Commodore's Report
2016 Operations**

**Annual General Meeting to be held
November 29th, 2016 @ 5:00pm
Manitoba Club
Winnipeg, Manitoba**



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EXECUTIVES' REPORTS

Commodore Report 2016 – Lisa Heimbecker

I am pleased with the financial results of the RLWYC for 2016. An increase in revenue paired with closer control of expenses has led to another successful season. 2016 marked a year of transition as the Executive introduced several key initiatives in order to streamline the Club's operations and member activities to ensure future sustainability.

The Yacht Club dance continues to reign as our Club's largest fundraiser, posting stellar profits once again. Not to be outdone, the annual Yachtion boasted another record-breaking year as members strive to outbid one another on unique experiences. Club Dinners, Royal Hour and Family Night prove to be members' favourite social outings; sailing, tennis and swimming continue to be well supported. A big thank you to RLWYC staff that worked long hours to ensure our events, activities and programs ran flawlessly. I would be remiss if I did not thank the army of volunteers who generously dedicate their time and expertise in making our Club a hive of activity. Reports from each activity and event are included.

On behalf of our membership I would like to extend a sincere thank you to Liz Kristjansson for her contributions as Past Commodore for 2016 and Commodore 2015. Liz was instrumental in spearheading the capital assessment of our Club leading to the establishment of a maintenance schedule for future care. Also, leaving the Executive this year are Shannon Edgell and Kathy MacNamara, thank you for your dedication as Rear Commodores of Tennis. I am pleased to introduce Leney Richardson as our next Commodore and welcome Bill Parrish Jr. as Vice Commodore for 2017. Our Executive members represent the pinnacle of volunteerism, each of them deserve heartfelt thanks for the commitment they show toward ensuring the success of our Club.

The RLWYC has a rich sense of community that we hope continues for generations to come. It has been my privilege to serve as your Commodore for 2016.

Respectfully submitted,

Lisa Heimbecker
Commodore



Treasurer Report 2016 – Tony Jones

Cash Position

The Club's cash position improved by almost \$111,000 year-end to year-end.

Funds on hand ¹	30-Sep-15	30-Sep-16
Operating (Chequing)	146,352	215,309
GIC 7	31,530	-
GIC 10	26,432	-
GIC 11	53,268	-
GIC 9	31,143	-
High Interest Savings Account (HISA)	64,824	249,170
Total	353,549	464,479

Key capital transactions through the fiscal year:

- Transferred \$142,373 from four maturing GIC's to HISA, March through May. See rationale below under Capital Planning.
- Transferred \$60,000 from operating to HISA on June 8.
- Withdrew \$20,329 from HISA to pay for two new RS Feva sailboats on June 20.

Capital Planning

At our capital planning meeting on 8 August (Lisa, Leney, Matt, Andrew, Tony) we updated our assessment of the Club's physical plant (thanks Matt & Andrew) and concluded there is no imminent crisis in capital. However, the years 2021 – 22 will be a significant challenge, and various action items have been identified among the group, including options for a capital campaign in about three years.

The last capital campaign was predicated on the basis that the money would not be spent on "routine maintenance capex" but rather on significant improvement projects. The back (south) deck, storage area and tennis court renovations are the major items completed with the funds raised.

Capital and operating budgets for F 2017 have not been done at time of writing. However, I estimate that we will again be able to transfer funds to capital from our operating surplus. The amount should be in the range of \$60 – 70,000, and still leave a sufficient cushion to carry us through the winter. This amount includes the \$9,000 Joining Fees received, as they are committed to capital.

A note on investing our capital, which is now all in the HISA. We elected to let the GIC's mature and to transfer the funds into the HISA because:

1. The interest rate differential was negligible, and the HISA provides complete flexibility; and
2. The Club's upcoming capital needs were uncertain, and we wanted to have funds available without incurring any early redemption penalties.



We now know that really large expenditures are unlikely for the next few years. As well, the interest rate on the HISA has fallen, so term investments are now relatively advantageous. Therefore, we plan to reinvest the Club's capital in term investments with laddered (staggered) maturities so that:

1. We get as good a return as possible, while
2. Having funds available for capital expenditures as they become necessary.

Operating Results

Financial statements are being prepared by Scarrow & Donald and will be distributed to the membership once approved. Preliminary operating highlights include:

- Revenue was up 3% over 2015.
- Expenses were down 1% overall from 2015.
- Total labour costs were under budget, and 4.4% below 2015 – the first decrease in many years.
- Operating surplus was ahead of budget, including \$18,400 spent for refinishing the floors, which was not in the original operating budget.

All in all, an excellent year due to the efforts and engagement of the board and staff. My thanks to everyone!

Respectfully summited,

*Tony Jones
Treasurer*

Operations Report 2016

The 2016 RLWYC Season was a busy one filled with 9 weeks of programs, 11 Royal Hours, 9 Club Dinners & 9 Family Nights plus the Fish Fry, Dance, Ladies Event, Overwater, Yachtion & Verandah Sale, Golf Tournament, Gymkhana, Three Island Swim, Power Squadron and Member Surprise & Dine. An estimated 2300 meals were prepared and 4200 liquor tickets sold, and that doesn't include the 3 weddings and 4 private parties held at the Club!

Our management and staff did an exemplary job of making each day at the RLWYC a safe and memorable experience for everyone participating. Our thanks go to Executive Director Linda Biggar, Managers Victoria Konantz & Nick Rogers, Chef Cory, Office Administrator Kieran Rogers, Lead Hand Simon Klassen and each and every member of their teams of talented and hard-working staff.

A new performance based bonus system was introduced for management, kitchen, serving & maintenance staff at the Club this year. We are pleased to report that 99% of staff met or exceeded expectations set for them at the beginning of the season. The Club employs close to 50 staff during the season, and most are members of RLWYC. As a membership, we should be proud of the exceptional crop of young people we have. They know and love this Club, they work hard and want to do well, they know each other and work well as a team, and selfishly it helps all of us keep them spending summers at the



lake as long as possible. RLWYC is committed to continue providing meaningful employment opportunities.

Reports from each of the programs & events are included on the following pages. Of additional note is Yoga which generated revenue of \$8,144, expenses of \$5,283 and contributed \$2,881 to the bottom line of the Club. Thank you to Ashleigh Banfield for her leadership and to the amazing instructors who kept us engaged and active.

Looking ahead to next season we expect to see another calendar filled with exciting events and activities. Preparations are already well underway. And although embracing Mother Nature is an important part of lake life, we all have our fingers crossed that the 2017 hatch of midges won't be nearly as large as 2016, and that it won't happen on the night of the dance and continue for 3 weeks!

Respectfully submitted,

*Leney Richardson
Vice Commodore*

Membership Report 2016 – Tori Newall

Membership Status and Mix (2016 final vs. 2015 Final)

Total paid memberships ended at 361, down 11 from last year. The major change was in the Young Adult category (-8) and the Adult category (-27). All other categories were up slightly.

	2015	2016	Mix	%	Revenue	% Rev
Camp	26	27	1	4%	\$20,194.20	16%
Family	105	121	16	15%	\$61,803.27	48%
Young Adult	27	19	-8	-30%	\$3,405.15	3%
Adult	127	100	-27	-21%	\$26,000.00	20%
Senior	79	84	5	6%	\$14,893.80	12%
Junior	8	10	2	25%	\$1,173.00	1%
Total	372	361	-11	0%	\$127,469.42	100%

Dues revenue were \$127, 469.42 for 2016 which is up \$11,620.42 from 2015 and surpassed our budgeted number of \$125,000 by \$2469.42.



The increase in revenue can be attributed to a due increase in 2016:

Dues Increase				
*full dues + HST				
	2015 DUES	2016 DUES	\$ Increase	% Increase
Junior	\$148.03	\$155.94	\$7.91	5%
Young Adult	\$222.61	\$233.91	\$11.30	5%
Adult	\$282.50	\$336.74	\$54.24	16%
Senior Social	\$186.45	\$232.78	\$46.33	20%
Family	\$631.67	\$663.31	\$31.64	5%
Camp	\$928.86	\$975.19	\$46.33	5%

In the spring of 2016 we initiated a discussion about changing the structure of the dues. Those discussions are ongoing and a recommendation will be made for 2017.

The figures above are net (include) 22 new memberships – 6 Adult, 2 Junior, 7 Family, 6 Young Adult, 1 Senior. Some of the new members for 2016 might actually have been trial members in 2015 and counted in the 2015 new member number. The current systems make it hard to determine.

The new systems for 2017 will help us analyse the membership trends better (i.e.) reports for new versus trial members, non-renewing members & members that have shifted categories

Recommendations for 2017

Letter to members explaining where dues go and current situation – Fall 2016

Continue to work on a unified single membership database

Improve communications with New Members

- Welcome email to year 1 members
- New member Thursday night dinner - year 1 and year 2 members for 2017, after which year 1 members only
- New member lists to all board members (New + Yr. 1 – 4)
- Dance and Yachtion email to new members (year 1)
- End of season email to year 1 members (before joining fee in year 2)

Respectfully submitted,

*Tori Newall
Membership Chair*



Harbour Report 2016 – Andrew McLandress

The Harbour Masters responsibility includes the docks, West Landing and elevator.

Docks:

The docks are generally in good repair for their age and the operating season did not present many issues. During the spring break up the sailing dock ramps sustained major ice damage. Several of the ramps were discarded as the cost to repair or replace was significant. We did not want to invest in new ramps for sailing docks which have a limited lifespan and a new dock concept is likely to come forward.

We replaced another floating finger dock this season consistent with our ongoing maintenance schedule. The retired dock was successfully sold at the Yachtion.

Dock capacity has become an issue during the peak season and during specific programs or events. It is recommended that the boat persons be able and instructed to move boats as required to maximize the existing infrastructure. Additional boat persons should be assigned for peak times to assist members with landing and moving boats. Staff boats should make use of the West Landing.

The floating docks continue to be stored and installed by Hilly Lake Construction and we are satisfied with their service and delivery.

West Landing:

The West Landing is comprised of a dock, launch ramp, truck and storage yard, it is used to secure and store sailboats for the membership. This season the West Landing was not used as much as it has been in previous seasons as some of the sailors are opting to take their boat back to their camp rather than store it at the club. The West Landing is an essential asset for the sailing program and this season's reduced traffic is unique. The ramp, dock and truck are all at the latter end of their operating lifecycle therefore maintenance and upgrade costs are on the horizon.

Elevator:

The elevator continues to function well and did not present issues this year. The required inspections have occurred and we are up to date. It should be noted that using the elevator is good for its mechanical parts. Members should be encouraged to use the elevator to access the club level without hesitation. Like many mechanical assets keeping the parts moving is beneficial and letting them sit idle invites maintenance.

Respectfully submitted,

*Andrew McLandress
Harbour Master*



House Report 2016 – Matt Wilson

The House Master's responsibilities include managing the maintenance of the buildings at the Club.

Opening & Closing

The Club house was opened and closed by Scott Gamage and his team. This included turning the plumbing on and off and minor routine maintenance that was required.

Club Maintenance Staff

The Club maintenance staff reported to the Executive Director and Maintenance Lead Hand Simon Klassen. Simon was hands on and personally handled many of the maintenance items himself. This was a change from the previous 6 or 8 years where we had a Maintenance Manager that coordinated the maintenance staff, but was fairly hands off. In these previous years, the Maintenance Manager also served a co-manager of the Club and would end up getting caught up running events and daily operation of the Club rather than concentrating on maintenance. The format that we used in 2016 worked better and the Club was better maintained by having dedicate leadership staff involved.

The maintenance staff handled day to day janitorial as well as minor repair items. They also dealt with cleaning and minor maintenance on the docks. We called professional trades people to handle more specialized issues as required.

System Issues

Water Treatment: During the Yacht Club Dance we ran out of treated water. 100% of water used at the Club was treated and during this large event the treatment system did not keep up with the all the flushing of toilet. This will not be a problem in future as we separated the toilets from the potable water system. The toilets now flush using un treated water.

Dishwasher: Our water system did not have enough pressure for our commercial style dishwasher. This was especially a problem when other water was being used in the kitchen. This fall we had plumbers run a new ¾" water line directly from the hot water tank to the dishwasher. We are expecting that this will solve the problem.

Larger Projects

Refinish Hardwood Floors: The hardwood floors in the Club were professionally refinished in September. I have been told that they look great. The floors should be touched up, light sanded/buffed, and recoated every 5 – 8 years. This should be done by professionals to avoid sanding through the finish. If we do this, we will likely never need to do a full re-finish.

Re-pointing Chimney: We were unable to use the fireplace this season due to crumbling firebrick and chimney stones. Patty Winter has been contracted to fix the fire place and chimney in spring 2017. The cost for this will be about \$4,500.



Roofs: The Club roof has minor hail damage. We submitted an insurance claim and the roofs of all Club buildings will be replaced in spring 2017. We will use high end shingles that have a 50 year warranty. The only cost to the Club will be a \$5,000 deductible and the loss of our \$800 “no claims discount” for three years. The total cost of the project will be > \$100K.

Respectfully submitted,

*Matt Wilson
House Master*

Swimming Program Report 2016 – Fiona Colegrave

Revenue: \$10,359.25
Expenses: \$8,286.54
Contribution: \$2,072.71

This was the third year of operation for the swim program at RLWYC. – an important year as the previous two provided key lessons and we were able to incorporate these into a more streamlined team. The program offering included the Lifesaving Society Swimmer Leveled Lessons, Bronze & Advanced Levels, Adult Private Lessons, CPR & First Aid Certificate Program and CPR & First Aid Non-Certificate Program.

Experience from 2015 meant that the Fun Swim Program was discontinued and as a result we offered more ‘slots’ for lessons throughout the day. Rather than offering specific levels at appointed times, we offered all levels and as there were more time slots we were able to manage the correct instructor to level ratio.

For 2016, the key objective was to encourage participation and increase numbers. Given that not all participants were enrolled for lessons our best guess for participation s approximately 75+ people. We are very pleased with this result. To drive awareness and uptake of the Aquatics Program, we introduced the ‘Minnows’ – a 3-island swim team launched from a supervised barge. This was a big success and we had full enrolment.

The one area that had disappointing results was the CPR / First Aid Program. These were offered twice in the summer and had very low interest. Reasons could be sited as many members interested already took the course in 2015. Regardless, we need to look at new ways to attract members and potentially staff to take the courses available.

2016 Lessons Learned

- Keep an improved roster of all participants / Minnows
- Modify Minnows Program for 2017 for improved safety and have levels for different types of swimmers:
 - Minnows – Barge participants with lifeguard spotters



- Senior Minnows – put into teams with specific spotters
- Encourage open water training program in July
- Look at CPR / First Aid course options
 - Consider staff training at the beginning of the season
 - Offer ‘camp’ training package to encourage families to enrol
 - Consider marketing to non-members
- Encourage the continuation of Bronze classes and beyond
 - Lena to consider additional training so she can instruct the Bronze graduates to become junior instructors.

Overall Aquatics Program revenue increased by 5%. Our staff costs were slightly lower than 2015 and this was chiefly as we salaried Lena Sprague and had only one other part time instructor – Sarah Klassen. Both were excellent, in particular Lena who managed the program with energy and a real desire to improve. We are hopeful that she will continue for another year – but 2018 looks doubtful.

We significantly underspent in other expenses -61% mainly as we had hoped for a storage unit, which never came to fruition. This is still much needed and we will plan for 2017 along with the replenishment of some equipment.

Volunteers were also key to the success of the program – these included Georgia Colegrave and Lucas Borger. We hope that they will assist again in 2017.

In summary, the Aquatics Team were delighted with the program performance and feel that we made excellent steps to improve our visibility as a key program component at the club. There is more growth possible and we will be looking at new ways to build on our success.

Respectfully submitted,

*Fiona Colegrave
Rear Commodore, Swimming*

Tennis Report 2016 – Kathy McNamara and Shannon Edgell

Revenue:	\$18,809.96
Expenses:	\$14,809.48
Profit:	\$4,000.48

Members enjoyed another fun-filled season of tennis at RLWYC in 2016. Our returning tennis staff for the season were Daniel Fraser as Head Tennis Pro, Ben Rankin as Assistant Tennis Pro and Hannah Blatt as our primary Junior Helper. Though in theory this was a sufficient number of instructors to run our tennis programs, both our Assistant Tennis Pro and Junior Helper weren't guaranteed hours and had other work which affected their availability to instruct tennis at the club. The Head Tennis Pro managed this by



recruiting 4 other Junior Helpers to assist with the tennis program instruction when participant registration numbers warranted scheduling extra instructors.

Overall the Head Pro did a very good job directing members to the appropriate programs and dividing participants into groups based on age and skill. The tennis programs had varying attendance levels with registrations being highest in our tennis/sailing combo (5-10 age range) and Mini Court 1 and 2 programs (5-9 age range). The Pro 1 and Pro 2 programs had varying registration numbers week over week. Though the Head Tennis Pro promoted and recruited participants to our new program, the Youth Tennis Academy (geared towards tennis players who had already attended our Pro 1 and Pro 2 programs), the program had varying numbers of participants each week. The varied and lower demand for weekly lessons for participants in the 12-16 age range contributed to lower revenue. Triple Threat was offered M-F and Adult Fitness Tennis was offered on Tu/Th on a drop-in basis. These programs were generally well attended, with the Triple Threat being the more popular of the two.

The tournaments (Junior Singles, Angie Ferguson, Mixed Double and Ladies Doubles) were run by the Head Pro and the Men's Doubles was run by Lorne Hurst. The Head Tennis Pro listened to the wishes of our Junior members and organized an additional tournament on a week night for Junior Doubles. All the tournaments were well organized and well attended.

The construction of a wood storage shed and pergola was approved and completed at the start of the summer. The storage is located by the fence on Court 3 and the pergola provides shade to 2/3 of the deck by the upper courts. These items added \$3,557.05 to the tennis expenses for the season and contributed to a lower profit number than in previous years.

Looking Forward to 2017

- Collaborate with the Rear Commodores of Sailing and Swimming to expand the combo program offerings
- Incorporate the Head Tennis Pros program recommendations into the program schedule
- Add the Junior Doubles Tournament into the schedule
- interest has been expressed in adding additional program offerings for adults - include a weekly skills and drills session and organize tennis box ladders

We have begun working on the program and tennis events schedule for next season and will gladly assist the incoming Rear Commodore of Tennis as they transition into the role.

Respectfully submitted,

*Shannon Edgell and Kathy McNamara
Rear Commodores, Tennis*



Sailing Report 2016 – Rod Nicolls

Revenue: \$28,024
Expenses: \$22,949
Profit: \$5,044

RLWYC continues to have an active and vibrant sailing scene. Our goal is to create sailors for life and support this green clean sport that gets us all outdoors enjoying the sun the wind and the water. We certainly enjoyed the results of our efforts this summer. We coached over 75 individual young sailors in our junior fleet, continued to develop young racers, and regularly had a competitive E Scow fleet racing for 100 year old trophies that their grandparents raced for as well.

Two of our scows made the trek Lake Minnetonka to the ILYA National E Scow championships. They had a fantastic experience and return to our club with a renewed enthusiasm and passion for E Scow racing. To be sailing in a fleet of over 60 scows against some of the best sailors in the world was energizing and inspiring for the crews that participated. Those crews are radiating their enthusiasm throughout the club and we will be holding a scow clinic next summer to support the development of this increasingly large and competitive fleet.

Our junior racers also enjoyed racing success this summer coming away with 3 medals in the Manitoba summer games, two of them Gold! We also had a really strong summer of parent and child racing. Mum's and Dad's are finding out how much fun it is to spend one on one time with their kids on the water. The camaraderie on the course and the docks makes this a fantastic way to connect with your kids and other families.

The club is actively renewing our fleet; our membership has supported our investment in four RS Feva boats that are used and raced daily. These boats are very popular with our young sailors and we see them as a great lead in to other levels of racing with their asymmetrical spinnakers, great upwind performance and fairly low crew weight requirement.

Revenue was down year over year due to lower participation in sailing courses by our junior sailors. This was most acutely felt in the race team and intermediate programs. We are finding that fewer 13 to 16 year old's are sailing, a trend we hope to work hard to change in 2017. We will be more actively recruiting sailors and asking parents to assist us by encouraging their teens to sail as well as having a summer job and not making the two mutually exclusive. We will be trying to participate in more regattas, one of which will be coming to us as mentioned below.

Fortunately, we were also able to control expenses, we had fewer instructors working, but those instructors had more consistent hours than in years past. The other expense control came in the form of reduced fleet maintenance costs. This was the result of two initiatives, one is the newer boats are simpler and less expensive to maintain and second, we designated one instructor to be responsible for boat maintenance and they were able to fix small issues before they became large ones.



We would also like to foster more of a relationship with nearby racing programs such as those at Black Sturgeon, West Hawk, Falcon, Zig Zag and Calamity Lake. If any members have connections to those programs I would be very interested in discussing how to best achieve this.

In the summer of 2017, we are excited be hosting Sail West. Our Island venue should provide for a unique regatta experience for sailors from Western Canada and act as a great preparation regatta for the Canada Summer Games. I know our club volunteers will come out in force to create an incredible and memorable experience for the sailors that make the trip.

We had a great summer and all eyes are looking toward a vigorous and fun summer in 2017!

Respectfully submitted,

Rod Nicolls

Rear Commodore, Sailing



STAFF'S REPORTS

Manager Report 2016 – Nicholas Rogers & Victoria Konantz

The Summer of 2016 was a successful year of transition for the RLWYC. During the season we implemented several initiatives designed to improve our ability to support our membership base, while maintaining exceptional service quality. The 2016 vision for the RLWYC was to create a place of complete relaxation and fun for members. This was made possible through the adoption of a culture that celebrated innovation and attention to detail.

In support of this vision, team roles and responsibilities were restructured and new processes adopted to improve efficiency and quality. The Front and Back of House Manager roles were transitioned to joint Manager positions. Two Lead Servers were hired, as well as a Lead Hand, and Office Administrator. The individuals in these roles, Olivia Parkhill, Devan Chisholm, Simon Klassen, and Kieran Rogers went above and beyond in fulfilling their duties. Frequent storms and a “Midge-pocalypse,” made it difficult to maintain the RLWYC exterior, but Simon Klassen and the maintenance team worked tirelessly to keep the clubhouse clean. Devan and Olivia led the servers during our events; their dedication to the job role, communication and attention to detail allowed the Managers to focus on working with organizers to better plan and execute events. Kieran played a crucial role in implementing the new accounting system as well as operationalizing the initiative to move staff-hour-tracking online.

The new organizational structure had a number of benefits and we have suggestions for 2017. We recommend a more concrete division of roles and responsibilities between the two Managers. This will alleviate duplication of tasks and ensure a consistent message is being communicated. In previous years' management, has also been responsible for alcohol inventory tracking and ordering at the Club, we feel this task should return to the Managers since the Managers are primarily responsible for all aspects of special event execution. Next summer, we feel one Lead Server with increased hours and responsibilities would suffice. These lessons indicate opportunity to on-board the 2017 management team as early as possible before the start of the season to correspond with organizing parties and to be trained in inventory management so that they may more effectively plan, organize and facilitate events.

Highlights of our 2016 focus on the member experience include: Working with the Lake of the Woods Brewing Company to bring local draft beer offering to the Yacht Club (thank you to Gip Banfield for the kegerator); adoption of eco-friendly golf balls in the Overwater Golf Classic (thanks to Melanie Siton); adoption of an online time tracking system for employee hours and member bookings (thanks to Kieran for making this work); and implementation of an online liquor inventory system to improve cost controls and create permanent, virtual inventory records. System and process adjustments are never easy, but the entire team embraced the changes and made them happen. Thank you again to all the RLWYC 2016 Summer staff!

We would like to extend a huge thank you to the Board of Directors, Lisa Heimbecker, and the Yacht Club Membership community for giving us the opportunity to manage the club. The Board of Directors put massive amounts of time and energy into the staff this summer by providing ongoing training in customer service, leadership and communication skills. This was the first-time training has been given to RLWYC staff and we hope it continues, it was much appreciated and helped us move the Yacht Club towards its vision. We have prepared a series of transition documents for each event and major task to on-board the individuals in the Manager role next year and provide institutional memory. We hope they serve as a



useful tool as the Yacht Club continues to evolve in seasons to come. We are grateful for everything we learned this summer as Managers of RLWYC.

Respectfully submitted,

*Nick Rogers & Victoria Konantz
Managers*

Chef Report 2016 – Cory Nimetz

I guess this wraps up an amazing season. The Yacht club has made the summer of 2016 my most memorable and enjoyable summer of my life. Everyone treats everyone like family, and is more than willing to help one another when it gets crazy busy. Having everyone participate to help one another is not only a key to a successful business, but also makes for a great work environment.

I feel that the kitchen is the heart of the Yacht club. It is important to maintain timely operations to satisfy guests and provide service staff quick meals for them to be able and enjoy their break time. Timing is everything; from having quick menu items, and a more efficient ordering system, it allows pre-ordered food to be delivered effectively. Keeping the kitchen clean is of the utmost importance. While preparing food, cooks and servers can always participate to keep the dishwasher running and dish area clean. During late night events, it is important to have a night cook or dishwasher to maintain a clean kitchen. The small amount of storage space is best utilized when organized, and the only way to be organized is to maintain cleanliness and everything in its place.

Challenges will always be that we are on an island. For that reason, it is very important to maintain a clean shed, organized freezers, and all storage areas. Creating a recycle bin in the shed, a place for boxes and cardboards, having a used deep fry oil bin, are key components to maintain easy operations due to the clutter that can accumulate very quickly. Being aware of the menu items that are used most frequently must be communicated to who does the ordering much earlier than when we are low. Keeping a par-stock of inventory, using check lists for daily ordering, opening and closing lists followed in the kitchen will allow for a much more efficient kitchen. Your efficient kitchen will allow cooks more time to create wonderful meals for everyone to enjoy!

Thank you so much for the experience!

Respectfully submitted,

Cory Nimetz



PROGRAM DIRECTORS'S REPORTS

Yacht Club Dance Report 2016 – Carol Anne Parkhill & Shannon Wilson

Revenue \$88,496.15
Expenses \$38,209.30
Net Profit \$50,286.85

Event Summary

This summer the Yacht Club Dance was held on Saturday July 30th, 2016, and it was a fantastic evening. We had 488 members and guests attend. The evening began with cocktails at 6:00 pm and dinner at 7:30 pm; dancing started at 9:30pm. Once again we had R.L.W.Y.C branded rubber bracelets made. 525 were ordered and given out to guests prior to the event. This seems to work well.

43 tables were pre sold (4 served inside and 1 in the Bell Tower). The remaining guests were served in the traditional buffet style. The quality and quantity of food this year was excellent and flow through the buffet went smoother than in past years. That being said, we do feel there is room for improvement with the buffet line. Perhaps one more buffet line or staging guests at varying times. We will look at this next summer as a possibility.

We raised the prices slightly this year for tables of 8, to \$1200/table, with the option to have a maximum of 10 people at a table, for an additional cost of \$150/person. Individual tickets increased to \$115.

Back by popular demand, The Big City All Star Band began at approximately 9:30 and stopped at 1:30. Once again they were a huge hit! We have already booked them for the dance next summer. Feedback during the event and after from Members was very positive and the dance was a great success raising \$50,286.85.

A few additional points:

Plumbing/water issue: the staff were unbelievable - we want to acknowledge how well a messy problem was handled!

Bugs, so many bugs: again, staff did an amazing job managing the situation. Do we have some potential options?

Members and guests are to remain clothed. A Code of Conduct reminder, to these members, this is a formal affair.

Respectfully submitted,

*Carol Anne Parkhill
Shannon Wilson*



Royal Wear Report 2016 – Elly Hoogterp-Hurst & Lisa Kroft

Revenue – \$25,933.63
Expenses - \$20, 767.43
RLWYC Profit - \$5,166.20

Current Inventory - \$6,781.65

Royal Wear had another successful season with most of the new inventory selling out. A lot of old inventory was cleared out this summer while some old items remain to sell for next summer. Some of the most popular items included hoodies, bath robes, t-shirts and rain jackets for both men and women. The Sailor Bag products were again very popular; many items were sold out at the commodores' reception. We placed a second order for jackets and t-shirts. We added robes, wet suits, yoga mats, water bottles and rain jackets this year.

Niels Hurst and Alex Kroft did a wonderful job handling the sales. They worked at every Royal Hour including the Commodores reception, Fish Fry, Yachtion, 3 Island Swim and some tennis tournaments. Having 2 dedicated individuals responsible for these functions worked exceptionally well as it ensured consistency and accuracy.

Respectfully submitted

Elly Hoogterp
Lisa Kroft

YACHTION Report 2016

Revenue \$44,730.00
Expenses \$2,396.00
Total Profit \$43,224.00

The 2016 Yachtion was a wonderfully successful fundraiser for the RLWYC. Thanks go to Chef Cory and the kitchen staff for a wonderful pancake breakfast before the bidding began at 10:30 with the energy and enthusiasm only Ashleigh Banfield could bring as Yachtioneer!

Your 2016 Yachtion organizers consisted of a group of dedicated volunteers & staff who were a great team! Thanks go to each of Linda Biggar, Victoria Konantz, Nick Rogers, Ashleigh Banfield, Polly Craik, Cathy Day-Rogers, Ferg Devins, Lisa Heimbcker, Ashley Hendy, Liz Kristjansson, Dominique Kyle, Amy McKee, Kate McKee, Andrew McLandress, Liz Prall & Leney Richardson for your time and commitment to the event.



Adding immensely to both the fun and revenue this year was the Fund A Cause where members could purchase chair(s) for the Club for \$35 each. Purchasers signed the bottom of their chair(s) which was fun and has the added benefit of helping us keep track of our chairs vs rentals for large events. We will all look forward to enjoying meals in comfort and thank everyone who participated. Anyone who did not have an opportunity to sign “their” chair will be able to do so when the new inventory arrives in 2017. The other new and fantastically successful new addition was the Last Paddle Standing auction. We can all thank Jeff Banfield for this creative idea and the donation of his yacht as the prize. If you missed it this year you really need to come and see what this is all about next season. Fund A Cause and Last Paddle Standing have ensured that ALL members of the Club are able to have fun participating and making a meaningful contribution to the Club. We hope to continue these in future years!

But even these two new attractions can’t steal the show from the bidding frenzy for the traditional yacht scrubbers donated by Joe & Carolyn Graham who we thank for their continued support! They along with so many other Club members and corporate donors are what make this event such a success. Our sincere thanks go also to Erin Anderson, Rob & Penny Richards, Bryce & Nikki Douglas, Justine Shankowsky, Heather & Hartley Richardson, Tanya Speirs, Arni Thorsteinson & Susan Glass, Holly Ann Friesen, Bob Kozminski, Meredith McArthur & Betty McGarry, Rob & Penny Richards, , Gisela & Bill McTavish, Arthur Fast, Alex & Brent Sawchyn, Jason & Heather Stefanson, Rod Nicolls & Nicole Stefenelli, Jeff Banfield, John & Lisa Heimbecker, Jim & Leney Richardson, Dominique Kyle, Ashley Hendy, CIBC, Parrish & Heimbecker, Lake of the Woods Brewing Company, WSL Sport & Leisure, River Air, Grace Anne II Lodge, M3 Aerial Productions, Lululemon, Urban Impact & Winnipeg Winter Club.

RECOMENDATIONS FOR 2017

Maintain the early breakfast call for 9:30am with Yachtion going live at 10:30. Continue having the event inside to allow seating and a captive audience, particularly for the Last Paddle Standing. The emphasis on “experiences” as auction items continues to work well as does the system of paddles & bidding. Identify another Fund A Cause item that all members can participate in.

Respectfully submitted,

2016 Yachtion Committee

Veranda Sale 2016

Revenue \$2167.00

Thank you to all the generous club members who helped to make this our best Verandah Sale ever!! Our sales of \$2167 exceeded our expectations in a big way!! You came, you saw, you kibitzed and you bought!! What fun! Thank you from all the volunteers of the Verandah Sale!

The Verandah Sale volunteers are a special group, happily giving up precious lake time to set up, sell and clean up the unclaimed treasures! A big thank you to:



Judy Owen
Joanne Hill
Holly Sutherland
Christine Skene

Kelly Martin
Lou Goodwin
Susan Tooley
Jocelyne Duncan

Connie Ashdown
Mary-Pat Dickson
Leslie Sprange

A special thanks to the Maintenance Crew at RLWYC and the volunteers who showed up at 08:30 Saturday Morning and provided the muscle that got all the goods in storage up into the Sailing Center. Many of this group also loaded the club pontoon boat and transported the leftovers to Keewatin! Those fellows were:

Nick Logan, Patrick Logan, Jim Ashdown, Guy Goodwin, Ben Wells, Graeme Rankin, Jon Moncrief and Matt Macnamara

Linda Biggar is the glue that holds it all together and her help is much appreciated.

Joanne Hill has arranged for the unsold treasures to be donated to various charities in Kenora and she does a great job for us. Not only does she sort all the left overs and distribute what she can, she then runs garage sales on her own all summer and donates all the proceeds to organizations in need!!

Thank you to Safeway for donating the paper bags for the book sale.

A big thanks to all for the wonderful donations that make this sale possible!! We appreciate all your help getting the goods up to our storage and to those who put things in boxes and bags that were easy to carry, a special thank you!!

Respectfully submitted,

*Christine Skene
Veranda Sale Coordinator*

25th Annual Overwater Classic Report 2016 – Melanie Sifton-Borger & Jim Borger

Revenue \$7,175.00
Expenses \$2,914.61
Net Profit \$4,260.39

- Registered golfers - 118 @ \$30.00/members, \$35.00/non-members
- Joiners (non-golfers) - 8 @ \$25.00/member, \$35.00/non-members
- Youths (golfers) - 2 @ \$20.00 each



- Total Participants - 128 with 120 playing (red bracelet for participants, yellow bracelet for designated driver)
- Total Participants (2015) – 150 (wedding conflict same day had numbers down)

Leader Board

Low Team – Steve Maycher Team - signed The Argyle
Low Female – Catherine Konantz - name on Bear Trophy
Low Male – Mark Johnson - name on Bear Trophy

Host Holes

1. RLWYC - set up by the club Managers - provided cookies
 2. Sara & Graeme Thompson - Kalamalka Island - provided their own food.
 3. Liz & Gestur Kristjansson - Harris Island - provided their own food
 4. Mike and Linda Radcliffe - Coney Island - **will not renew in 2017**
 5. Melanie Sifton & Jim Borger - Minisinabic Island - provided 75 burgers
 6. Nancy Cipryk & Greg Klassen - Cipryk Island - **will not renew in 2017**
 7. Leney & Jim Richardson - Richardson Island - provided their own food
 8. Maycher Family - Panorama Island - provided their own food
 9. Al & Eric McLaughlin - Channel Island - provided 75 hotdogs
- Beer, ice, pop and bottled water was dropped off at each hole that required it.
 - The club purchased 2,700 ecofriendly balls. (9 x 300 balls per box) Balls were expensive to ship from the US.
 - 900 balls were delivered in 9 coolers to each hole with 100 balls per cooler. Each cooler also included a \$50.00 float and a membership list to facilitate charging extra balls purchased at holes on member accounts.
 - 1080 balls were distributed to registrants. (9 balls per registrant x 120)
 - Approximately 1200 balls contained in 4 boxes are leftover and are stored under Sifton-Borger cottage along with 9 T-off mats, 9 coolers and extra supplies. Some balls were discounted when sold at host holes.

The Event Day

The weather was overcast, rainy and on the cool side. The registration table was crowded and chaotic as the majority of people sign up at the last minute. Registration opened at 11:00. Tee off time was at 12 noon sharp. The documents & waivers got wet from the rain. We had planned to raise the price from the year before, but documents from the previous year got printed and we used the pricing from the prior year.

Recommendations

- The Club managers should print off required forms including waivers a few days prior to the event to ensure info is accurate.
- Contact info of club managers should be included with float (phone number etc.) at each Host Hole.
- Set up two tables. One for members and one for non-members. Arrange a cashier at each table, along with club Managers and Executive Director to be present at time of registration.
- Move the registration tables upstairs deck to reduce the crowding and if it rains they could be moved inside.



- The volunteers are young and need to be called in the days prior to the event and given instructions on what their duties are (i.e. tie boats properly, try to sell balls). They were given \$20.00 each at the end of the day for their efforts out of the floats.
- Concerns still remain with regard to underage drinking of participants.

Respectfully submitted,

*Melanie Sifton-Borger & Jim Borger
Overwater Classic Event Director*

Ladies Event Report 2016 – Ellen Brodigan and Shelagh Hare

Revenues	\$10,084
Expense	\$4,415
Total Profit	\$5,669
Donation	\$2,133
Net Profit	\$3,536

Attendants 83

The RLWYC Ladies' Event this summer took the form of a two-hour gathering at the yacht club on a beautifully sunny afternoon on Tuesday, 26th July from 4 to 6pm. Drinks were available and hors d'oeuvres were served. Attendance was good with 83 tickets sold in total.

Viewing tables were set up by local vendors as well as Saakaate House. Everyone seemed to enjoy window-shopping, chatting, and buying raffle tickets for draws on gift coupons and other donated items. The raffle netted \$2,293 and these proceeds were donated directly to Saakaate House which also received direct donations from our members and guests.

The event was well received with revenues of \$3551 net of raffle ticket sales, this being slightly higher than the previous year's event. All proceeds with the exception of the raffle tickets were donated to the yacht club, as always.

Next summer, we plan to continue the afternoon drinks and raffle format along with the informal quiz. Local vendors are onsite for 2017 and the number of viewing tables will be increased as many of us enjoyed browsing!

Respectfully submitted,

Ellen Brodigan and Shelagh Hare



Gymkhana Report 2016 – Nancy Cipryk

Revenue	\$353.70
Expenses	\$243.89 (BBQ Lunch)
Profit	\$109.81

The Gymkhana this year was a big success! We had 47 kids and served 41@ \$6 a person for lunch. It was my third year at the helm with the help of Kirsten McConnell and we thoroughly enjoyed preparation and execution! We had a great weather day and with lots of parents volunteering it was easy to execute. In our observation, it is without a doubt that the children 8 years and older get the most out of the event. The younger children don't all participate and often sit out and watch an event rather than participating. Regardless, it is a lovely event for both younger and older children to bond together and get to know one another.

We worked hard to split the teams evenly and to distribute both the younger and older children evenly. As well, we replaced the basketball and bean bag toss events with the classic Opti Paddle race and walking the balance beam after receiving permission from the executive to do so. They were both a big hit and were manageable with the help of Matt Wilson and Rod Nicolls. Kirsten was unavailable the day of, so the parents played a huge roll in helping me.

We weren't sure about the numbers as it was in early August this year instead of early July, but it didn't make much difference. We had some new faces and missed some old faces but all in all it was a great day!

Leney helped me recruit Gill Muise to take over from me for next summer. Unfortunately, she was unable to attend the event but I have passed along all my files.

A summary of our observations and learning's from this year's event:

Things that worked particularly well were:

- An adult volunteer at each of our event stations to help give instructions on the event, and to run the scoring
- The timing and # of events seemed to work well.
- We worked hard at making sure that each team was evenly assigned younger children, this helped create a level playing field for the teams
- "Canteen" gift certificates for some of the winners, this seemed to be received positively
- We advertised early and a lot. We went around signing kids up at Movie night. We had most kids signed up ahead of time which makes it easier for game day
- I emailed out a volunteer handbook including schedule and instructions, Leney designed a master sheet of events, canteen certificates and volunteer certificates which we have on a memory stick for next year.
- I purchased and paid for all supplies in advance and have them stored in a bin for next year. We don't need much for 2017 other than new ribbons for 1st place 2nd placeas every kids receives a ribbon.



- We started out with a jelly bean count and ended with a tattoo station which killed time while we registered kids and tallied the results.
- We tried to be mindful as to how long the kids were in the water so they weren't too cold
- Need at least 2 people to host. Too much to organize day of.
- Leney had lots of ribbons made up so all participants got a ribbon....kids loved that

In previous years, most of the races were won by being the fastest, we changed up two of the team events ... the winner had to squeeze the most water into the bucket (from one end of the tennis courts to the other), for the swimming race the kids were swimming and holding a cup of colored water which they had to pour into a bucket on the other side. We included an individual swimming race for the older kids that was a flat-out race. We felt that this was a success and encouraged the younger kids to participate.

Things that were a challenge for the event:

- Weather anxiety – we certainly were watching the forecast. We had organized a few extra indoor events just in case.
- Making sure the younger children were engaged and having fun. If they don't participate, it drags on for them
- Registration is difficult the day of as we make every effort to weight the teams according age and gender. Parents are starting to "get it" that they need to pre-register.
- Lifejacket issues...kids not wanting to wear them
- We had lots of kids...should we split them into 2 groups and have one for younger kids in the am and older kids in the afternoon? Do we need more events and teams?
- Coming up with new events, while keeping the old events on the itinerary

Recommendations for next year:

- We should have the winner's names on the cup updated
- Should we charge more than \$6 for lunch?
- Split into 2 parts with younger kids competing in the am and older kids in the afternoon
- Questionnaire asking kids what events they want

Respectfully submitted,

Nancy Cipryk