



Lake of Bays Sailing Club

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Survey Results Issue Spring 2011

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Key Dates

- Boats In Saturday
June 18th - 10am
- Sat. July 2nd -
Cheers to Summer
5-7pm
- Sat. July 23 Dinner
Dance
- July 25 - Brian
Schaal Golf
Tournament - NO
SAILING

Member's Survey Feedback



Last year we asked for your feedback on the Club and in particular, our popular Junior Sailing Program. Thank you to our many members who took the time to share your views with our Board so that we can continue doing what you value and also make improvements. Your Board has reviewed each comment and suggestion carefully and we are happy to report that each idea is either being researched for implementation, has been put into operations or is ready to implement this coming sailing season. Again, warmest thanks for your active participation in our Club. In this special issue are some of the highlights of what you suggested.

Club Communications

- 72% want email communications and 96% want an e-



Quick Links

[Club Website](#)

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Meet your Club
Instructors!

newsletter. As a result, Scuttlebutt was moved to an e-newsletter format in the spring of 2010. About 30 members continue to receive hard copies via post.. We have also included our Instructors in our member communications distribution.

- Facebook page was added in 2010. Our friend subscriber list continues to grow with a healthy mix of alumni, sailors, parents and instructors among our "fans". Our Facebook page has a good selection of photos and events and is updated regularly.
- Website - 41% of members use our website. You asked for an update to the site and we are looking into the project.
- Suggestion Box at Club - will be installed this summer.
- Continuation of paper notices during the summer months - yes!
- Paper Handbook - will be continued as requested.

Racing Program & Club Boats

- We had a question about why Bronze, Silver and Racing programs cost more. There are a variety of reasons why this is so including the lower instructor to sailor ratio, the additional time with instructors (i.e. Bronze IV has an additional 1/2 day and Bronze V has 2 additional half days of instruction). In addition, sailors may have the opportunity to go to regattas which run all summer both on and off the lake. Our instructors are paid when they are coaching racing sailors.
- We've also been asked if members can take boats out for a sail. As a member in good standing you may borrow a boat. Please talk to our Head Instructor (Jess Peden) during normal instruction hours to discuss.

easier to see audio visual lessons and activities.

3. Sailing Level meeting areas were established in 2010 to make a more welcoming environment for newcomers. Staff now have Instructor (blue) T-shirts which they wear on the first day of sailing each week. Instructors do go out of their way to ensure they provide a friendly welcome to our new and returning sailors.
4. Bathroom cleanliness - Instructors have a duty roster and this is one of their assigned tasks. This item will be reviewed and monitored.
5. Sailing Instruction Manuals - books have always

been available but this was not widely communicated. We have a new area on our registration form to pre-order books for purchase. In addition, sailing rule books have been ordered for sale.

6. Progress Report language - We have improved the phrasing and wording of Instructor feedback to sailors and this was rolled out last summer and the response has been positive.

FAQ (Frequently Asked Questions)

1. Watch for a FAQ section in future newsletter issues. Great suggestion!
2. Information on what training and certification our Instructors have. This will be addressed in a 2011 newsletter issue.

Property

- A tidy property is the responsibility of Club members. It is also part of the job description of our Instructors but all members need to keep an eye out for litter to maintain our property.
- A full set of Club chairs was purchased last summer.
- Three picnic tables were made for the Club last summer. Thank you Mr. Forsyth!
- We are slowly replacing older furniture inside and outside the Club.
- Some of you commented on our old freezer which is stored outside the Clubhouse. This freezer is essential for storing our weekly garbage for bear safety!

Fleet/Equipment

- Some of you commented on the need for more trap belts. There are a number of trap belts available however for our serious racers, we suggest sailors invest in their own equipment. Belts make a great gift for birthdays. See our last issue of Scuttlebutt for what and where to buy

trap belts.

Club Logo

- We had lots of feedback asking for a return to our original Club logo. We are pleased to tell you that it's back, by popular demand!

Registration

- The majority of respondents indicated they want electronic registration. We are working on this; please be patient.

Logistics Issues

- Fix Kiss'n Ride - this is an ongoing issue for us and we are looking into having an Instructor assist members. As a reminder, if you are dropping off sailors by boat, the end of the government dock is only for a quick idle to let sailors safely out of your boat - it is NOT for parking!
- Meeting Spots (sailors and parents) - we encourage you to identify your own family meeting spot if you are picking up your child by car.

Comments on Social Events

- You mentioned that you would like to see name tags and volunteer signup sheets at the Club. Our Board is looking into implementing these suggestions.
- Alumni at Events - We warmly welcome all alumni to come out to our Cheers to Summer event (Sat. July 2nd - 5-7pm at the Club) and we actively encourage alumni to keep a sustaining membership (\$25) to stay in touch and join us for all of our social activities (Family Night, Awards Night and our showcase fundraiser - our annual Dinner/Dance/Auction

which is July 23rd at 6:30 at the Club).

About Us



Lake of Bays Sailing Club

Lake of Bays Sailing Club was founded in 1964 and is a non-profit Club initiated to encourage sailing and racing, provide a clubhouse facility and sponsor the Annual Lake of Bays Regatta. The most important function of the Club is the Junior Sailing Program. Over 2000 youngsters have enrolled over the years, which is based on the Canadian Yachting Association's standards. In addition to the various sailing activities, there are many social events held on shore for the Junior and Senior members.

705.767.3939 (when sailing program begins)

www.lbsc.ca