



NORTH SHORE WINTER CLUB

Since 1958

NEW MEMBER INFORMATION





Welcome to the North Shore Winter Club

Joanna Hayes, General Manager

I would like to take this opportunity to welcome you to the North Shore Winter Club! With over 60 years of tradition and roots on the North Shore, you have joined a Club with a focus on fun, family, community, and active lifestyles.

To help you get up to speed quickly as a new member, we have put together this document with information and instructions on how to:

- * Access the Member's Only Portal
- * Sign-Up for GameTime and Mindbody (NSWC booking systems)
- * Register for a class, program, or event
- * Advertise your business for free in the quarterly Program Guide

Also included is general information about our athletic facilities, programs, food and beverage options, onsite-physiotherapy clinic, and more.

To stay up-to-date on current events at the NSWC, please visit the Club's website at www.nswc.ca and check-out the weekly newsletter emailed to members every Wednesday. The newsletter highlights new activities, special events, upcoming programs, and other timely information.

At the NSWC, we are committed to ensuring our members enjoy their time at the Club. If there is anything I can do to assist you please don't hesitate to ask. Thank you for joining the North Shore Winter Club! We look forward to having you as part of the NSWC family.

Joanna Hayes, General Manager



Table of Contents:

NSWC Directory

Member Services

Account Statements & Member Directory

Member Registration and Validation

Username and Password Set-Up

Mindbody

GameTime Online Registration

Register for a Class or Event Using GameTime

Hockey

Tennis

Pickleball

Fitness

Aquatics

Dance

Food and Beverage

Youth Activities

Program Guide - Member Business Directory and Submission Form

Consent to Photograph/Video Release Form

TimeOut Source for Sports

AMSM Physiotherapy Clinic

To learn about the NSWC's COVID safety information, policies and procedures, please use this link: <https://www.nswc.ca/club-information/covid-safety-info/>

NSWC Directory

Administration

Joanna Hayes
General Manager
778-588-9485
jhayes@nswc.ca

Russell Ritchie
Controller
778-588-9487
rritchie@nswc.ca

Kristeen DeGobbi
Director Membership & HR
778-588-9491
kdegobbi@nswc.ca

Jenn McDonald
Senior Accountant
778-588-9488
jmcdonald@nswc.ca

Fawn Gill
Membership Sales Coordinator
778-945-5928
fgill@nswc.ca

Facility Operations

Keith Fong
Chief Engineer
778-945-9525
kfong@nswc.ca

Food & Beverage

Christina Erdman
Head Chef
778-588-9495
cerdman@nswc.ca

Athletics

Fabio Walker
Director of Racquets
778-588-9494
fwalker@nswc.ca

Kim Hirji
Director of Recreation & Club Events
778-588-5964
khirji@nswc.ca

Garth Prouse
Director of Fitness
778-588-9685
gprouse@nswc.ca

Evan Richardson
Hockey Coordinator
778-588-9492
erichardson@nswc.ca

North Shore Winter Club
1325 Keith Road East
North Vancouver, BC
V7J 1J3
(604) 985-4135
www.nswc.ca
info@nswc.ca

Membership & Member Services

Do you have a question?

Member Services is available to answer questions and assist you. Please call (604) 985-4135 or email: info@nswc.ca.

Items for sale at Member Services:

Black laces, white laces, white tape, black tape, sock tape, pickleballs, tennis balls, water bottles, towels, sunscreen, Tiki hats, sunglasses, and our new log red blanket.

Membership Inquiries:

As a new member, we hope you consider the NSWC your home away from home and participate in the many activities, programs, and events offered. We do our best to make the NSWC the best Club it can be. If you have any questions regarding your membership, or suggestions or comments to help make the Club even better, please contact Kristeen DeGobbi, Director Membership and HR, Fawn Gill, Membership Sales Coordinator.



Kristeen DeGobbi
Director Membership
and HR
778-588-9491
kdegobbi@nswc.ca



Fawn Gill
Membership Sales
Coordinator
778-945-5928
fgill@nswc.ca

Account Statements & Member Directory

Access Monthly Account Statements and Member Directory

The North Shore Winter Club is proud to announce a brand new member portal and experience. We continually strive to provide the best and most efficient ways of managing your member profile, viewing statements, and accessing the member directory.

Registration and Login

To login to the member portal, you first need to register. Once registered, you will have access to the Members Only area of the member portal. Listed on the next page is the member registration process, as well as some common troubleshooting solutions if you encounter any issues.

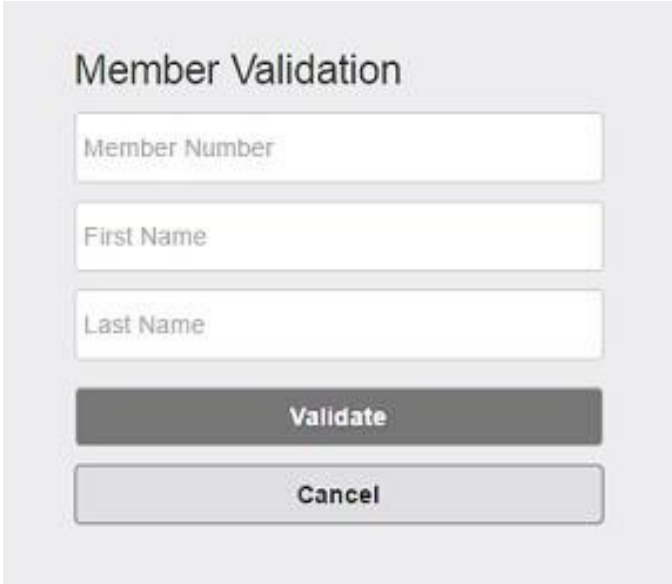
*Register for
the Member
Portal today!*



Member Registration and Validation

To access the Members Only area of the NSWC website, please register and validate your membership number.

1. To register / validate your membership type the following link into your browser:
<https://nswcemm.clubhouseonline-e3.com/roster/membervalidation.aspx>



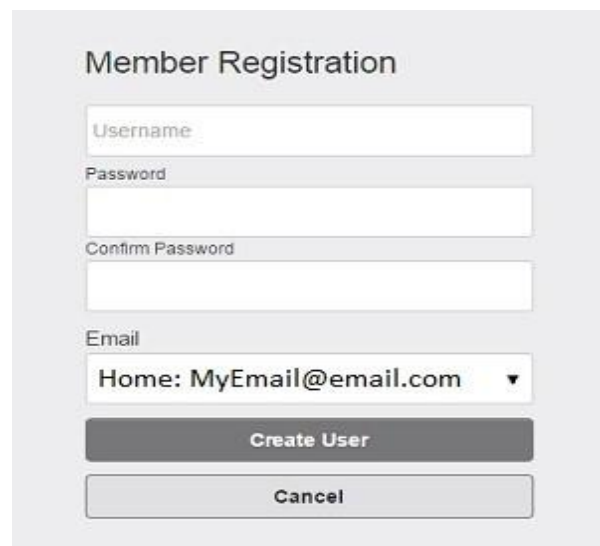
The image shows a web form titled "Member Validation". It contains three text input fields: "Member Number", "First Name", and "Last Name". Below the input fields are two buttons: a dark grey "Validate" button and a light grey "Cancel" button.

2. Enter your Member Number, First Name and Last Name exactly as they appear on your statement and click Validate. (Note: your first name is typically in our system as your given name). Example: if your name appears as Joshua on your statement, you cannot create your account using Josh, you must enter Joshua. The system will validate whether the information entered is correct.

Note: If the information entered does not exactly match the current club file, you will be unable to register. If you experience issues, please contact Member Services at: 604-985-4135 for assistance.

Username and Password Set-Up

3. Once your information has been validated, you will automatically be forwarded to the Member Registration page. On this page set up your Username, Password and Email Address (for website communication).



The image shows a 'Member Registration' form with the following fields and buttons:

- Username:** A text input field.
- Password:** A text input field.
- Confirm Password:** A text input field.
- Email:** A dropdown menu with the text 'Home: MyEmail@email.com' and a downward arrow.
- Create User:** A dark grey button.
- Cancel:** A light grey button.

Usernames are not case sensitive, however passwords are case sensitive. In the event your password is forgotten, please select one of your e-mail addresses from the drop-down menu to associate with your user account. If there are no emails available in the drop-down menu, enter your desired email address.

Once all fields are filled-in, click on **Create User** to complete the registration process.

4. Upon successful registration, an email message will be sent to the email address entered during the registration process. ad

Contact:

If you have any questions or concerns, please contact Member Services at 604-985-4135 or email info@nswc.ca.



Mindbody

The NSWC uses an app called Mindbody to allow members to view and register online for NSWC classes such as Spin, Strength & Circuit, Tennis-Fit classes, etc. If you are new to Mindbody, please download the Mindbody app on your smartphone. After the download is complete, type 'North Shore Winter Club' in the search field. To allow for quick and easy access each time you return, click on the Favorites icon at the bottom of the screen.



GameTime Online Registration

Use the instructions below to sign-up for GameTime:

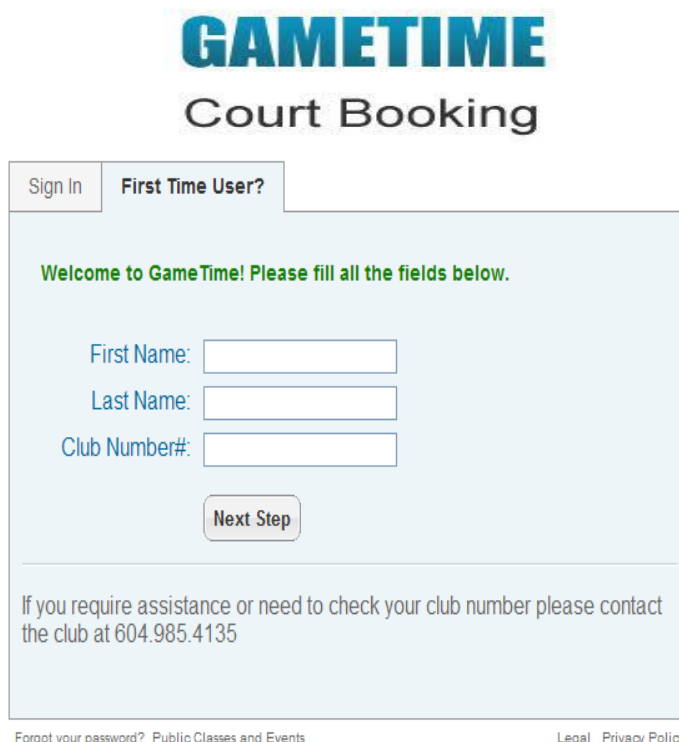
1. Go to: **www.nswc.ca**
2. Click on "Programs."
3. Click on "Program Registration."
4. Click on the red "**Program Registration**" which forwards you to the GameTime portal. Register as a First Time User. (As per below).

How to Register as a First Time User in GameTime

1. Type in your First Name(s), Last Name, and Club Membership number as recorded on your application in fields provided.

Membership Number Example: 12345 or 12345-1

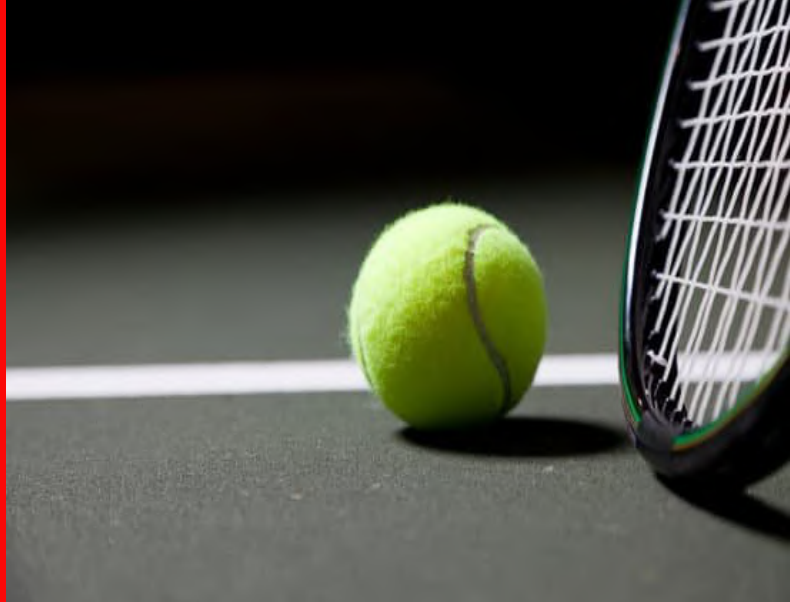
2. Click Next Step
3. Create a Username (at least 5 characters)
4. Create a password (5 characters or more)
5. Click Create and use your new sign-in credentials to login



The screenshot shows the 'GAMETIME Court Booking' registration page. At the top, there are two tabs: 'Sign In' and 'First Time User?'. The 'First Time User?' tab is selected. Below the tabs, a green message reads: 'Welcome to GameTime! Please fill all the fields below.' There are three input fields: 'First Name:', 'Last Name:', and 'Club Number:'. Below these fields is a 'Next Step' button. At the bottom of the form, there is a note: 'If you require assistance or need to check your club number please contact the club at 604.985.4135'. At the very bottom of the page, there are two links: 'Forgot your password? Public Classes and Events' and 'Legal Privacy Policy'.

Check out the next page for instructions on how to register for a class or event using GameTime.

Register for a Class or Event using GameTime



Use the following instructions to register for a class or event using GameTime:

1. Login to GameTime at: <https://nsw.gametime.net/auth>
2. Click on Classes & Events at the top of the page.
3. Find the Class or Event you wish to register for using one of the following methods:
 - a. Search by Category:
Use the **Category** drop-down menu to display items by Category.
 - b. Click on **All Seasons** Category to search by season.
 - c. Search by Keyword:
Type a keyword into the field provided and click the search button.
4. Click on the Register button in the availability column.
5. You are now at Details. Read the description and confirm this is the correct class or event you wish to register for.
6. Use the drop-down menu to select the number of spots you wish to reserve.
7. Click Register.





Welcome to Hockey at the North Shore Winter Club!

One of the biggest assets of the NSWC is the strength of its hockey program and hockey brand. With strong coaching, enhanced skill development, off-ice training and 4 sheets of ice, the NSWC is a premium choice for hockey.

Minor Hockey

NSWC Hockey takes pride in offering a comprehensive hockey development program based on Long Term Athlete Development principles for all ages and skill ranges. NSWC coaches work hard to shape teams and players that are ready to compete and be successful. The focus is not only on skill/athletic development, but also on fundamental movements, life-skills, teamwork, confidence, sportsmanship, leadership and respect.

Development Programs

NSWC offers a range of on-ice development programs for males and females of all ages. Programming options emphasize basic hockey skills: skating, puck handling, passing and shooting. Each skill is introduced and refined in an inclusive, fun and safe environment. Programs are offered year-round. Program registration is completed on line at: <https://nsw.gametime.net/auth>

Private and Small Group Lessons

Private and small group lessons provide players with a great opportunity to receive tailored instruction to promote rapid development. For lessons, please contact your preferred instructor directly. You can view the NSWC Development Team at: <https://www.nswc.ca/hockey/development/>

If you have any hockey questions please contact:



Evan Richardson
Hockey Coordinator
erichardson@nswc.ca
778-588-9492



Jared Eng
Technical Director
jeng@nswc.ca
778-945-5947



Tyson Mulock
Technical Director
tmulock@nswc.ca
778-588-9493



**MEN'S
HOCKEY
LEAGUE**

Senior Men's Hockey

The Men's Hockey League is designed to provide a safe, fun, social and competitive hockey environment that is accessible to players of all skill levels. The league is recreational and rewarding on and off the ice. The League's mission is to maintain balanced and equitable teams, to foster a spirit of competitiveness, and to welcome new members into a friendly and enjoyable organization. There are two Divisions:

Division 1

Sr. Men's Division 1 is a fast competitive league with lots of young players! Participants enjoy the friendly rivalry between teams. There is a draft for new teams annually.

Division 2

Sr. Men's Division 2 uses the same format as Division 1 with an annual draft, but the pace is slower. Division 2 welcomes all new players to participate and play.

If you have any hockey questions regarding the Men's Hockey League please contact Grant Stewart, Sr. Men's Hockey Committee Chair, at grant@mexycanuse.com.

TENNIS



Welcome to Tennis at the North Shore Winter Club!

The NSWC tennis program is made up of social and competitive programs for players of all ages and abilities. Our membership is very active and our tennis professionals are the best in the business. Whether you are brand new to tennis or advanced, we are here to help you enjoy your membership on and off the court.

The NSWC offers the highest number of Tennis BC league teams of any club in the lower mainland for both men and women. League teams compete annually from March to June against other clubs (home and away).

Tennis Details:

- Seven indoor and four outdoor tennis courts
- Beginner, intermediate, & advanced tennis lessons available for all ages
- Tournaments and socials offered throughout the year
- The NSWC program is one of the best training facilities for juniors in Canada

The NSWC's Three Largest Annual Tennis Tournaments:

February - **Club Championships**. Singles, doubles and mixed doubles.

August - **Summer Smash**. City-wide tournament with 200-250 entries.

October - **Fall Classic**. City-wide tournament (mixed doubles only).

In addition to these tournaments, member-only **Grand Slam** events take place 4 times a year plus fun mixers and socials. Sign-up for events in GameTime (the NSWC online booking system).

If you are interested in playing singles, we offer a fun singles ladder for both men and women. Singles is a great way to meet new players!

Welcome to the North Shore Winter Club! If you have any questions please contact me.



Fabio Walker

Director of Racquets

fwalker@nswc.ca

778-588-9494

The NSWC offers the highest number of Tennis BC league teams of any club in the lower mainland for both men and women.



Tennis Quick Guide



Tennis Policies Quick Guide:

- Hours of operation: 6:45am - 10:00pm, Monday - Sunday.
- Members must book courts via GameTime.
- Members may book courts 1-4 and 8-11 six days in advance starting at 8pm. Courts 5 & 6 may be booked five days in advance starting at 12pm.
- Members may book 1 hour 15 minutes slots.
- Proper tennis attire and footwear required at all times.
- Courteous behaviour is expected on and off the court.
- Maximum 4 bookings per 7 day period, 2 max primetime (after 6pm) Sunday-Saturday.
- Junior times on Court 1: Saturday 3:30-6:00pm and Sunday 11:45am-2:15pm.
- 24 hour bookings are permitted; booking does not count towards the 4 max per week.
- 6 hour cancellation is in effect and must be done by calling Member services.
- \$25 charge to owner for late cancellations.
- \$25 charge to all players for no shows.
- All names are required on GameTime booking.



PICKLEBALL



Welcome to Pickleball at the North Shore Winter Club!

The NSWC has four indoor pickleball courts on a traditional hard court service, two permanent and two convertible. Two additional convertible courts are located on the newly resurfaced outdoor rooftop area.

Pickleball is one of the fastest growing sports in North America. The game is considered by most who play it as addictive. The fun is addictive! The game is easy to learn with quick action and social aspects that make it enjoyable for all.

Lessons, clinics, programs and court bookings are available. Use the Club's GameTime system to register.

Welcome to the North Shore Winter Club! If you have any questions or comments regarding pickleball, please contact me.



Amy Walker

Tennis and Pickleball Professional

awalker@nswc.ca

604-786-2145

FITNESS



Welcome to Fitness and Training at the North Shore Winter Club!

The NSWC Fitness Centre is state-of-the-art with ample weight room and cardio equipment to meet the diverse needs of members. The Fitness Centre overlooks the pool deck with views of the North Shore Mountains.

The Fitness Centre is staffed by a team of trainers with extensive expertise in training private clients, coaching teams, and teaching a variety of fitness classes. The Fitness trainers are available to help you reach your fitness goals.

In addition to the Fitness Centre, the NSWC boasts four 800 sq. ft. DryLand Training Studios for group and team specific programs and classes.

Fitness enthusiasts have the flexibility of attending a variety of fitness classes throughout the week. Reservations for classes are made in advance online through Mindbody.

Thank you for joining the North Shore Winter Club! If you have any questions, please feel free to contact me. I hope to see you in the Fitness Centre soon.



Garth Prouse
Director of Fitness
gprouse@nswc.ca
778-588-9685

AQUATICS



Welcome to Aquatics at the North Shore Winter Club!

Swimming takes place all summer in the beautiful NSWC outdoor pool. There are 3 main parts to the pool: dive tank, 25 meter pool with 6 lanes, and a kiddie pool. Families and friends meet on warm summer days to swim in the pool then relax and enjoy food and drinks on the fully licensed Tiki Deck and grassy picnic area.

Pool Rules and Information

The pool is open seasonally from approximately April - September. The safety of Members and guests while using the pool is of utmost importance to the NSWC. Please review these important rules:

- Children under the age of 16 must be accompanied by an adult at all times.
- Children under the age of 8 must be accompanied and within arm's reach of an adult over the age of 16 at all times while in the pool, with the exception of those who have passed the NSWC swim test.
- Children under the age of 8 that have passed the NSWC swim test must wear a NSWC issued wrist band and still require adult supervision at all times .
- Children are not allowed to wear flotation devices on the diving board.
- When the NO LIFEGUARD ON DUTY sign is up, only adults over the age of 19 are allowed to use the pool.

Pool Procedures

- During Adult Only time, only individuals OVER THE AGE OF 19 are allowed to use the pool at their own risk. There are no Lifeguards on Duty.
- During Family Swim time lifeguards are on duty and those under the age of 19 are allowed to use the pool.

NSWC Marlins Swim Team

The Marlins Swim Team develops competitive swimmers in a fun and focused environment. Athletes train in the outdoor pool facility between May and mid-August and focus on stroke and race technique.

The purpose of the Marlins Swim Team is to develop competitive swimmers as athletes and people. We strive to produce not only swimming champions but champions in life. Coaching is provided for all levels of swimmers up to 18 years of age, including those interested in competing and those interested in improving their strokes and endurance. Beginning swimmers must be able to swim at least one length of the pool unassisted. For more information regarding the Marlins Swim Team go to: <https://www.nswc.ca/programs/aquatics/marlins-swim-team/>

If you have any questions regarding the Marlins Swim Team please email: marlins.conversation@nswc.ca

Swim Lessons & Private Lessons

The NSWC coaching staff is experienced, qualified and enjoy working with swimmers of all ages and levels.

Red Cross lesson sets run in two-week increments from May through August. Sign up on GameTime.

Private or semi private lessons are available for adults and children. Please contact aquatics@nswc.ca for booking. For more information regarding lessons please go to:

<https://www.nswc.ca/programs/aquatics/swimming-lessons/>

Masters Adult Swim

Every summer the NSWC offers adult members a chance to brush up on their swimming skills. The Masters Adult Swim program takes place two days a week. The program is coached by a NSWC swim instructor and is perfect for all levels of swimmers who want a great work-out in a fun group environment.

If you have any questions regarding aquatics please email aquatics@nswc.ca. See you in the pool!

We strive to produce not only swimming champions but champions in life.



DANCE



Welcome to Dance at the North Shore Winter Club!

The NSWC dance program is both recreational and competitive. Regular classes are offered throughout the year. The dance program is taught exclusively by Christie Saunders who has over 20 years of industry experience in teaching, professional dance and choreography.

Dance classes range from jazz and hip hop, to musical theatre and ballet. Whether you are new to dance or advanced, classes are designed to help you enjoy dance inside and outside the studio.

Food & Beverage

3 Locations to Serve You!

1

The North Shore Winter Club Café fits delicious and nutritious meals into your busy schedule. Stop by for a variety of snacks, healthy salads, sandwiches, noodle bowls and more! To view menus, go here: <https://www.nswc.ca/food-beverage/menu/>



2

The Lounge is a perfect location to meet friends for dinner, have a drink with a colleague, or watch the game on large screen TVs. Treat yourself to great food and beverages in a friendly, welcoming environment. Children can enjoy the Lounge until 8:00pm.



3

During summer the Tiki Deck, located on the patio overlooking the pool, is a great place to enjoy dinner and a drink as the sun sets over the North Shore Mountains. The full Lounge menu is available to order.



Online ordering is available! To learn more use this link: <https://nswc.b-cdn.net/wp-content/uploads/2021/03/How-to-use-NSWC-Online-Ordering.pdf>

Food & Beverage

Online Ordering

The NSWC is excited to offer online ordering. There are two ways to order:

1. Visit the online ordering page on the Member's side of the website:

http://nswcemm.clubhouseonline-e3.com/Online_Ordering



2. Use the Clubhouse online app (available on itunes & android marketplaces).

To learn more use this link: **<https://nswc.b-cdn.net/wp-content/uploads/2021/03/How-to-use-NSWC-Online-Ordering.pdf>**

Use the same login on the app as you use to access the Member side of the website. For instructions on how to set this up go here: **<http://nswc.ca/new-jonas-members-portal-access/>**

Once logged in select **Online Ordering** and click on **Club Café**. Select your items. Once done, click on the shopping cart image, review, add in any modifications in the 'notes' section, and submit your order.

Select 'Pick-up' or 'To Go.' Your food will be ready in 10-20 minutes. Enjoy!

YOUTH

Fun Activities for Kids!

Multi Sport Camps

NSWC offers Professional Day, Spring Break and Summer Multi Sport Camps. The day or week long camps include recreational activities and allow kids to work in a team environment with the opportunity to meet new friends.

Camps are supervised by NSWC experienced leaders in the Club's safe environment. Activities may include: swimming, skating, pickleball, soccer, basketball, Sportball, karate & martial arts, dance, arts & crafts and treasure hunts. Camps fill up fast! Registration is available on GameTime and information can be found in the quarterly Program Guide.

Birthday Parties

NSWC offers a variety of party packages for children. For a description of available packages go to: <https://www.nswc.ca/programs/youth/> (then scroll down to Available Downloads: Party Packages Members 2021).

Friday Fun Nights

Join us on Friday nights at the Club for family fun time! Kids enjoy bouncy castles and games provided by Youth Supervisors while parents relax on the Tiki Deck with food and drink options.

Please register your children in advance on GameTime. Capacity is limited.

Program Guide - Member Business Directory



Do you have a business or non-profit organization located in the Lower Mainland that you would like NSWC members to know about?

If so, please complete the form on the next page. Once completed, drop the form off at Member Services.

The business information you provide will be included in the NSWC Business Directory section of the quarterly Program Guide for free!

1

Complete Form

2

**Drop Form off at
Member Services**

3

**View Your
Submission in the
next Program Guide**



NORTH SHORE WINTER CLUB

BUSINESS DIRECTORY SUBMISSION FORM

Please complete the following form to include your business or non-profit organization, free of charge, in the NSWC Business Directory section of the quarterly program guide.

Please drop the completed form off at Member Services.

Name and Title: _____

Company: _____

Primary Person/Owner: _____

Phone Number: _____

Fax Number: _____

Email: _____

Website: _____

Address: _____

Business Category: _____

Business Description: _____

Profit / Non-Profit: _____

Other: _____

If you would like to receive additional opportunities to provide more comprehensive information about your business, including logos and customized images inside the NSWC program guide, please contact Fawn Gill at fgill@nswc.ca.



Consent to Photograph / Video Release Form

At the NSWC we have lots of fun events that we share through photos and videos in our weekly newsletter and other social media venues.

Please sign the Photograph / Video Release form on the next page so we can include you! Once completed, drop the form off at Member Services. (Please provide consent for all family members).

Thank you!



NORTH SHORE WINTER CLUB

Photograph / Video Release Form

I hereby give permission for video, photo and digital camera images of myself and/or my child(ren) (if under 19 years old), taken during regular and special events at the North Shore Winter Club to be used by the North Shore Winter Club for electronic and/or print publication.

By making this application I, on behalf of myself and/or my child(ren), expressly release the North Shore Winter Club from all claims arising out of the use of photos and video, with or without my name, including claims for invasion of privacy, and I waive any rights of compensation or ownership thereto.

I have read and understand the above:

Signature: _____

Printed Name: _____

Date: _____

Parent or Guardian Signature: _____
(If under 19)

If you have any questions about the collection, use, or disclosure of personal information by the North Shore Winter Club, please contact Fawn Gill at fgill@nswc.ca.



TIME OUT
Source
for sports

On behalf of Time Out Source for Sports, Welcome to the NSWC Family!

Time Out Source for Sports is a family owned and operated business that has been serving the North Shore for over 43 years. Time Out is a full service, sporting goods store specializing in hockey equipment, apparel, and pro shop services. Conveniently located at 235 Mountain Highway just around the corner from the NSWC, Time Out is open seven days a week.

As the preferred provider of hockey equipment and apparel for the NSWC, we have developed a member benefits package that is second to none that will save you and your family time and money.

Please drop by and visit our hockey and goalie departments and view our exclusive line of NSWC branded products. Teams and individual members enjoy special pricing on NSWC branded products.

Again, on behalf of the Time Out Source for Sports Team, welcome to the North Shore Winter Club!

Skate Sharpening Service

Purchase a pass or pay for a single sharpen. Drop your skates off at Member Services.

Single Pair \$10.50 + Tax

5 Pair Card \$49.00 + Tax

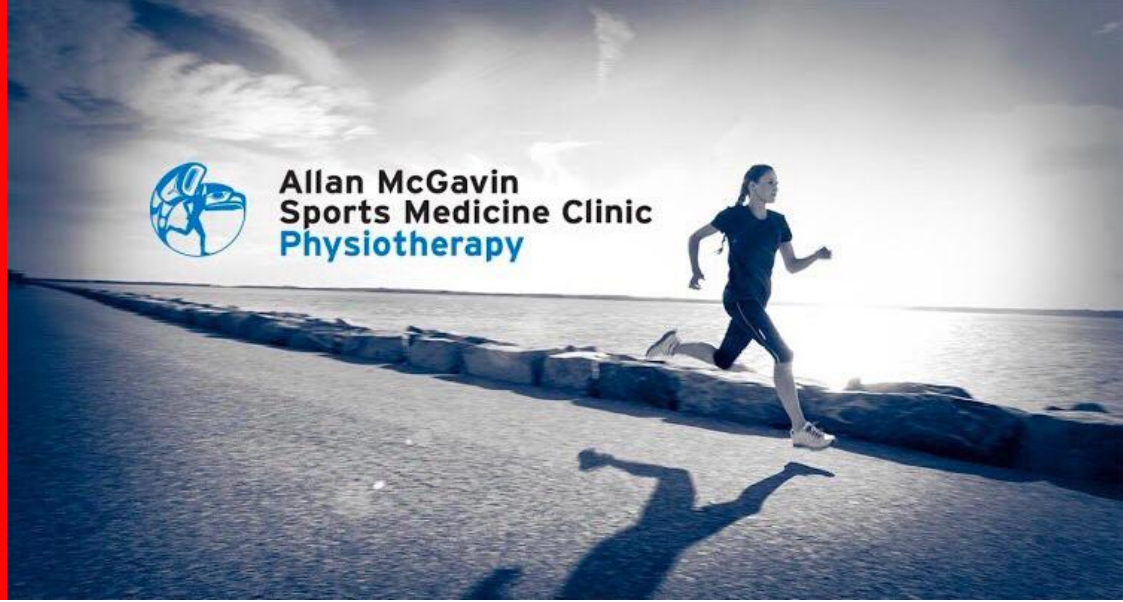
10 Pair Card \$79.00 + Tax

Please note: Minimum turnaround time is 24 hours. Prices are subject to change.

*On-site
Physiotherapy
Clinic at the
NSWC*



**Allan McGavin
Sports Medicine Clinic
Physiotherapy**



The Allan McGavin Sports Medicine Physiotherapy Clinic (AMSMPC) located at the NSWC is an innovative clinic that provides Physiotherapy, Massage Therapy, Clinical Kinesiology, and specialized services such as Concussion Management and Running Assessments.

The original clinic was founded at the University of British Columbia in 1981. Forty years and multiple clinics later, they continue to be a leader in the treatment of sports injuries and rehabilitation throughout the Lower Mainland.

For more information about AMSMPC, please visit their website at: www.allanmcgavinphysio.com.

*To book an appointment
please call:
604-980-0222.*



**NORTH SHORE
WINTER CLUB**

North Shore Winter Club

1325 Keith Road East

North Vancouver, BC

V7J 1J3

604-985-4135

www.nswc.ca

info@nswc.ca