



NORTH SHORE WINTER CLUB

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:

- *Sign up for GameTime
- *Register for a class, program or event
- *Access the Member Login Area (Clubhouse Online)
- *Advertise your business for free in the quarterly Program Guide

Also included is general information about our athletic facilities, programs, food and beverage options, on-site 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, The NSWC Connection, emailed to members every Wednesday evening. 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 do not hesitate to ask.

Thank you for joining the North Shore Winter Club! We look forward to have you as part of the NSWC family.

Joanna Hayes, General Manager



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NSWC Directory

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



Membership & Member Services

Welcome to the NSWC!

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 and comments to help make the club even better, please contact Kristeen DeGobbi, Director of Membership and HR, or Fawn Gill Membership Sales Coordinator.

Do you have a question?

Member Services is also available to answer any questions you may have at 604-985-4135 or email: info@nswc.ca.

Did you know.....

We sell many items at the member services desk. Tiki hats, sunglasses, sunscreen, water bottles, tennis balls, hockey tape (white & black), laces (white & black), pickleballs, NSWC Hoodies, NSWC ball hats, NSWC jackets and seasonal items as well. Drop by on your next visit to check out our SWAG.



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



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



GameTime Online Registration

Where to find GameTime:

1. Go to the NSWC website: www.nswc.ca
2. Click on 'enter' at the very top of the page beside GameTime in the red bar.

How to Register as a First Time User in GameTime

1. Click on 'First Time User'
2. Type in your First Name and Last Name and Membership number in fields provided. *Example member number: 12345 or 12345-1*
3. Click next step.
4. Create a Username (at least 5 characters)
5. Create a password (5 characters or more)
6. Click Create and use your new sign-in credentials to login

GAMETIME Court Booking

Sign In **First Time User?**

Welcome to GameTime! Please fill all the fields below.

First Name:

Last Name:

Club Number#:

Next Step

If you require assistance or need to check your club number please contact the club at 604.985.4135



How to Register for a Class or Event on GameTime

Now that you are registered on GameTime, to register for a class or event:

1. Login to GameTime at <https://nsw.gametime.net/auth>
2. Click on classes & events at the top left of the page
3. Find the class or event you wish to register for using one of the following methods:
 - Search by category. Use the Category drop-down menu to display items by category.
 - Click on all seasons to search by season.
 - Search by Keyword. Example: hockey, tennis or daycamp
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.



Member Login Instructions (Clubhouse Online)

How to Access Your Monthly Account Statements & Member Directory

Where to find the member portal?

- Go to the NSWC website: www.nswc.ca
- Scroll to the very bottom of the page.
- Click on Members Only Area located at the bottom right hand side.

How to Register and Login.

1. To register/validate your membership, type the following link into your browser. <https://nswcemm.clubhouseonline-e3.com/roster/membervalidation.aspx>
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 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.
 - The Primary Member # begins with 00xxxxx
 - Spouse Member # has a dash xxxxx-1
 - **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 Kristeen at 778-588-9491 for assistance.*

A screenshot of a web form titled "Member Validation". It contains three input fields: "Member Number", "First Name", and "Last Name". Below the fields are two buttons: "Validate" (dark grey) and "Cancel" (light grey).



Member Login Instructions (cont'd)

- 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).
- Usernames are not case sensitive, however passwords are case sensitive. In the event your password is forgotten, please select one of your email 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 the fields are filled-in, click on Create User to complete the registration process.
- Upon successful registration, an email message will be sent to the email address entered during the registration process.

A screenshot of the Member Registration form. The form has a title "Member Registration" and four input fields: "Username", "Password", "Confirm Password", and "Email". The "Email" field is a dropdown menu with the selected option "Home: MyEmail@email.com". Below the fields are two buttons: "Create User" and "Cancel".

Member Registration

Username

Password

Confirm Password

Email

Home: MyEmail@email.com ▼

Create User

Cancel

Issues?

If you have any questions or concerns, please contact Kristeen at 778-588-9491 or email info@nswc.ca.



Guest Rules - R20

1. Regular members (19 years old and over) may introduce, without fee and without limitation, on any number of occasions, guests who do not intend to participate in any Club activity, but simply to attend or participate in a social occasion. A social occasion for this purpose is considered to be a visit to the Cafeteria, Main Lounge, HTC Lounge, Tiki Bar, a Club social function, or to participate in a game of bridge or billiards.

2. Regular members may introduce guests to participate in certain activities of the Club upon payment of a guest charge. The activities for which a charge is levied are as follows:

- A. Swimming
- B. Ice Hockey
- C. Tennis or Pickleball
- D. Sauna, Steam
- E. Fitness Centre or HPC

3. With the consent of their parents, Junior Members, aged eighteen (18) and under, are permitted to introduce junior guests to participate in the activities outlined for Junior Guest Fees.

4. Junior members are permitted a maximum of two social guests at a time. All junior guests must be signed in and must be accompanied by the sponsoring Junior Member who is responsible for their department in the Club.

5. All regulations applying to members will apply to guests.

6. Guest privileges are available on a daily basis for a family (available through Member Services). Guest cards must be shown when using the Club.

7. Guest privileges are available on a weekly basis for out-of-town visitors (available through Member Services). There are per person or per family rates per week up to a maximum period of 8 weeks in any year. Guest cards must be shown when using the Club.



Guest Rules - R20

8. The names of all guests must be entered in the guest register to provide a record of who is in the Club in case of phone calls, etc. Guests must be accompanied by their member sponsor who is responsible for their deportment while in the Club. Guests not signed in may lose guest privileges indefinitely.

9. Each member is allowed a maximum of four participating guests per month, none of whom may be introduced more frequently than twice per month in total – to clarify, no non-member individual may be granted Guest Privileges more than 2 times in any given 30 day period, whether by a single Member or multiple Members. In cases where a guest has not been registered or a guest fee paid, there will be an unregistered guest charge of \$50.00 (See Current Fees, Dues, Fines, and Assessments attachment) for first offence, \$100.00 (see current Fees, Dues, Fines, and Assessments attachment) plus a week's suspension for a second offence.

10. Guests of a member will not be permitted to find another member to sign for him/her to prolong the visit. The guest has to leave at the same time as the member who initially accompanied him/her.

11. Members who resign from the Club will not be re-admitted to the Club as a participating guest for a period of six (6) months after cancellation.

Member Liability for Guests – R21 1.

1. Every Member introducing a Guest to the Club will be responsible for any indebtedness incurred by him/her and for his/her conduct. It will be the responsibility of the Member to recover the cost of any damage to the Club by a sponsored Guest.

2. The costs for damages will be posted to the Member's account



Welcome to Hockey at the NSWC!

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 catering to all age groups. 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 online 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



Welcome to Hockey at the NSWC!

Open Ice

Effective April 1st, Open Hockey will move to Open Hockey as it was pre-COVID, where no booking will be required, and all Open Hockey is available. Open Hockey will be locked in 72 hours before the ice time, to avoid last minute cancellations and double bookings.

To view Open Ice times, go to <https://nswc.finnlyconnect.com/>

If you wish to book the ice privately, a fee will be applied. For private ice bookings and rentals, please contact Evan Richardson at erichardson@nswc.ca.

Female Hockey

The NSWC Female Hockey Program is proud to present options for players of all ages and abilities.

The NSWC girls hockey is intent on providing a fun and enriching atmosphere with a goal to become a formative experience both on and off the ice for girls aged 4 to 18. The NSWC girls hockey program is designed to focus on hockey skill development at both the recreational and the highest competitive levels and bring girls together in a team setting where they can play together as friends and as teammates.

Our program has great momentum and is growing! For more information on programs, please contact Evan Richardson at erichardson@nswc.ca.



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 with a focus on fun. 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





Tennis Tournaments

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!

If you have any questions please contact:



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: first court booking 6:45am, last booking is 8:30pm, Monday - Sunday
- Members must book courts via GameTime
- Members may book courts 1-4 and 8-11 six days in advanced starting at 8:00pm.
- Courts 5 & 6 may be booked five days in advance starting at 12:00pm
- Members may book slots in increments of 1 hour 15 minutes.
- 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, max 2 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 booking 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.

You can rent pickleball racquets and balls at the Member Services Desk.

If you have any questions or comments regarding pickleball, please contact:



Amy Walker
Tennis and Pickleball Professional
awalker@nswc.ca
604-786-2145



Fitness

Welcome to Fitness and Training at the NSWC!

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. Instructions on how to register in MindBody is on the next page.

If you have any questions please contact:



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



How to Register in MindBody

The NSWC uses an app called Mindbody to allow members to view and register online for NSWC classes such as Spin, Strength & Circuit, 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 Favourites icon at the bottom of the screen.





Aquatics

Welcome to Aquatics at the NSWC!

Swimming takes place all summer in the beautiful NSWC outdoor pool. There are 3 main areas to the pool: dive tank, 25 metre 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 May - 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 Rules and Information

- During Adult Only time, 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.



Aquatics

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. Beginner swimmers must be able to swim at least one length of the pool unassisted. For more information regarding the Marlin Swim Team 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.

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





Dance



Welcome to Dance at the North Shore Winter Club

The NSWC dance program is both recreational and competitive for ages 3 - 13. 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 Cafe fits delicious and nutritious meals into your busy schedule. Stop by for a variety of snacks, healthy salads, sandwiches, grab & go boxes and more! To view the menu, go to:

<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

How to Order Online

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 Cafe. 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 informatin 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 can relax on the Tiki Deck or in the lounge with food and drink options.



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?

Follow these 3 easy steps to have your business included in the NSWC Business Directory section of the quarterly Program Guide for FREE!

1

Complete the form on the next page.

2

Drop Form off at Member Services

3

View Your Submission in the Next Program Guide!



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 Name: _____

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



NSWC

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.

Printed Name:

Signature:

Date:

Parent/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 Kristeen DeGobbi at kdegobbi@nswc.ca



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 TimeOut Sources for Sports and visit our hockey and goalie departments as well as 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

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.alanmcgavinphysio.com

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



**NORTH SHORE
WINTER CLUB**

Since 1958

NORTH SHORE WINTER CLUB

1325 Keith Road East

North Vancouver, BC

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604-985-4135

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info@nswc.ca