

IWIKAU SKI CLUB

WHAKAPAPA LODGE OFFICER'S MANUAL 2021





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INTRODUCTION

Thanks for being prepared to act as Lodge Officer.

The role of Lodge Officer is critical to the successful operation of the Whakapapa lodge and individuals are only nominated for this position if the Booking Officer is satisfied they will execute the duties of the role diligently. Due to the ongoing Covid-19 pandemic, there are additional responsibilities in 2021 to ensure that new health and safety protocols are followed. The duties list has been amended to reflect new tasks and it is important that this is strictly followed.

As Lodge Officer you are the sole authority in the Lodge at all times.

Most of the time you will only need to set the duties roster, give a morning or evening talk, and perhaps liaise with the Custodian over the food lift. But if there is a fire it will be you running the show; if there are problems between members you will need to sort them out; if there is a weather emergency or eruption you will need to deal with the authorities regarding possible shelter of members of the public and/or evacuation of the Lodge.

As you can see, there's more to being a Lodge Officer than at first sight, and we've put this manual together to help you be prepared for what you may need to do. Please take the time to look through it before you leave for the mountain, even if you've been a Lodge Officer before and even if you've read through earlier versions. Since we update it each year it's always possible that it's changed in important ways since the last time you read it.

In case you need it, there's a hard copy in the Lodge in the 'office storage' in the dining room. If you're not sure where that is, just ask the Custodian ☺

To thank you for performing this important role, your bednight fee will be refunded to your booking account for any nights that you are Lodge Officer:

- where there are 10 or more members/guests staying,
- and if you submit a Lodge Officer's Report within 14 days of being Lodge Officer. It's on the website as a downloadable questionnaire (see www.iwikau.com/useful_info_and_links/forms). Completed forms should be sent to bookings@iwikau.com

**IWIKAU SKI CLUB
Whakapapa Lodge
Lodge Officer's Guide**



1. If the Custodian is not in residence:
 - Contact the Booking Officer to get the bed list and Lodge lock combinations (inside and out). Print the bed list to take to the Lodge and display on the notice board.
 - Open the Lodge, following the instructions on the next page.
2. Write out a duty roster for all persons booked into the Lodge each day, and display on the upstairs notice board. Ensure that duties are carried out at the stated times of day (e.g. before skiing, after skiing) and to an adequate standard.
3. Liaise with the Custodian over the menu programme and ensure that the rostered duty members assist Custodian with cooking and meal preparation as directed in duties list.
4. Liaise with the Custodian over any food lifts. Ensure that members arrive at the grocery room at the Top of the Bruce at the arranged time and carry the delivered food to the Lodge.
5. Give an introductory welcoming talk to the Lodge occupants on Saturday morning and other mornings as appropriate. Use the speech notes which are on the noticeboard or with the hard copy of this manual. Other points to include, as appropriate, are:
 - Stress fire safety. All heaters, make sure space around them, nothing touching them.
 - Food lift time and place (if applicable).
 - Turn off appliances at night (heaters, dishwasher, lights).
 - General messages to members (e.g. from RAL).
 - Children waking early – play quietly in lounge until breakfast time.
 - Rubbish and recycling, taking to rubbish building at Top of the Bruce: black bags = rubbish, brown bags = recycling.
 - Report any damage so it can be fixed.
 - Hall fire door – close quietly to keep noise down for room 1.
 - Spades and toboggans – put back where stored in ski room when finished.

IWIKAU SKI CLUB

Whakapapa Lodge

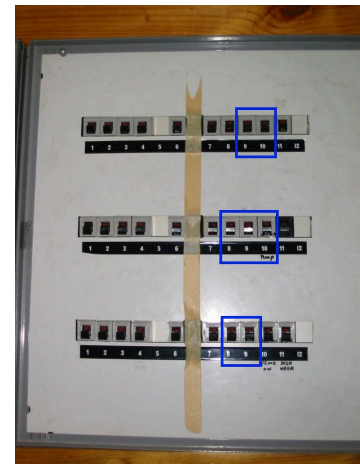
How to Open and Close the Lodge



The important thing to remember when opening up the Lodge is that you must make sure the hot water cylinders have water in them before turning on their power. Sometimes the header tank's float switch doesn't work, and if it doesn't have water then neither will the cylinders! Don't worry; the instructions below take this into account, so as long as you follow them you should be fine.

Opening Up

- 1 Go to the switchboard panels opposite the drying room, open the panel second from the left, and check that the following 7 breaker switches are all turned off. There is a legend on the door of this panel showing what each breaker controls.
 - 9 and 10 on the top row (Water Heater 2, Water Heater Control)
 - 8, 9 and 10 on the middle row (Water Heater 1, Water Heater 2, Pump)
 - 8 and 9 on the bottom row (Water Heater 1, Undersink Water Heater)



- 2 Open the panel to the right of this panel and turn on the big Main switch. Power should now be available throughout the Lodge (except for those breakers you just turned off).



- 3 Go to the water valves beside the bottom of the spiral stairs and turn both valves clockwise until fully closed. You will not hear anything happen just yet in response to doing this. Note: it takes quite a few turns to get them fully closed and they both stick partway.
- 4 Go back to the switchboard panel with all the breakers, and turn on the breaker switch #10 on the middle row (Pump). You should now hear water being pumped up to the header tank directly above the spiral stairs.
- 5 Go to the kitchen and check that water is flowing from the hot water tap. Next check that water is flowing from the hot tap in the laundry tub. Then go back to the breakers switchboard panel and turn on the remaining breakers listed in step 1.

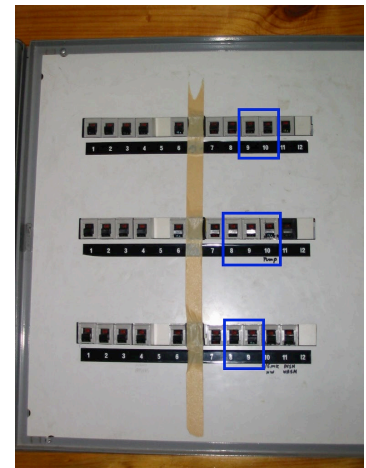
If you need to use the steriliser in the kitchen, there are instructions on the wall beside it.

Closing Down

- 1 Close all curtains throughout the Lodge, and double-check that all windows are securely closed. To men: there is a window in the Ladies' bathroom that is inside a toilet cubicle. Also remember the Custodian's ensuite.
- 2 Double-check that the back door is fully closed and the bar is in place to prevent it opening.
- 3 If you have used the steriliser, follow the instructions on the wall beside it to shut it down.
- 4 Use the remote controls to turn off the heat pumps in the dining room and lounge so that the louvres are closed.
- 5 Make sure all four shower roses are in a position that enables them to drain.

- 6 Go to the switchboard panels opposite the drying room, open the panel second from the left, and turn off the following 7 breaker switches. There is a legend on the door of this panel showing what each breaker controls.

- 9 and 10 on the top row (Water Heater 2, Water Heater Control)
- 8, 9 and 10 on the middle row (Water Heater 1, Water Heater 2, Pump)
- 8 and 9 on the bottom row (Water Heater 1, Undersink Water Heater)



- 7 Open the panel to the right of this panel and turn off the big Main switch.

This is all you have to do to turn the power off. Some lights in this part of the Lodge may still work, but that's only because they're on the same circuit as the electronic door lock, which has power all the time for security.

Don't flip any other breakers or switches. Most especially, don't do anything in the small panel on the far right; this controls essential power and you should never need to touch any switches in here for any reason.



- 8 Go to the water valves beside the bottom of the spiral stairs and turn both valves anticlockwise until fully open. Note: it takes quite a few turns to get them fully open and they both stick partway.

As you do this you will hear water begin to drain back into the main tank under the dining room. Once this process is complete all the pipes will be empty and cannot freeze. If you like, you can stay on until it has finished and then test a couple of taps at either end of the Lodge, but it will take around half an hour and testing is not necessary. If you do this, please do not leave any taps turned on anywhere in the Lodge. This wastes water when the Lodge is next opened, and can risk burning out our hot water cylinders.

- 9 As you leave, make sure the electronic door has securely locked behind you. Shut the outside door firmly and test it to ensure the lock is engaged.

**IWIKAU SKI CLUB
Whakapapa Lodge
Fire Rules and Procedures**



Whakapapa Fire Rules (4/14)

1. The Lodge Officer has ultimate authority at all times.
2. Before retiring at night every Lodge occupant is to ensure that footwear, warm clothing and a torch are immediately available.

In case of fire:

Sound the alarm.

Leave by the nearest exit in a quiet and orderly manner, taking with you warm clothing, footwear and if possible a blanket or sleeping bag.

Assist all children, ensuring that they are warmly clad and have appropriate footwear.

3. Other than the rostered Fire Party, all Lodge occupants are to assemble on the flat area immediately below the lodge for a roll call.
4. Upon hearing the alarm, all members of the Fire Party are to check every bunk room, toilets, lounge, dining room, drying room, locker/TV room and sauna to ensure all occupants have left the Lodge.
5. The Lodge Officer is to complete a roll call and account for all persons accommodated at the Lodge.
6. Once the roll call is complete, the Lodge Officer is to delegate a person to phone 111.
7. The Fire Party (excluding the Lodge Officer) and other senior members may then return to fight the fire if judged safe by the Lodge Officer. Safety of people including the Fire Party is the prime concern.
8. All members of the rostered Fire Party must make themselves familiar with the firefighting equipment (extinguishers and hose reel), if necessary obtaining instructions from the Lodge Officer.

All extinguishers are of the Multi-Purpose Dry Powder Type and have instructions written on them.

For hose reel, open small door over switch and turn on, run out hose and turn on the flow by twisting the nozzle.

Whakapapa Fire Safety Procedures

Fire Safety

All Lodge occupants – even if they have stayed at the Lodge before.

Introduction:

The following is in place to ensure we meet legal requirements and provide a safe environment for our members and guests:

- The Lodge is fitted with a fire detection and alarm system.
- Various fire-fighting equipment is located throughout the Lodge.
- Fire escape notice is on the back of each bunkroom door.
- This safety briefing.

Briefing:

Fire is the greatest hazard to Lodge occupants. Fire Service regulations require that we have a fire/smoke detection and alarm system and a fire evacuation plan.

There is no Fire Brigade on the mountain

- Smoking is not permitted in any area of the Lodge.
- Bunk room windows are fire exits and must be kept clear of snow and ice to enable emergency evacuation.
- Do not dry clothes or gear on bunk room heaters.
- Keep packs and gear clear of bunk room heaters.
- No candles in any area of the Lodge, except as necessary during power cuts.
- Lounge heaters are not to be left on overnight.

In the event of fire:

- Warn all occupants by shouting 'Fire, Fire'.
- Activate the nearest fire alarm. These are located in the bunk room corridor and in the main foyer by the door.
- Dial 111, advise that there is a fire at Iwikau Ski Club Lodge, Bruce Rd Whakapapa Ski Area.

Lodge Evacuation:

- Lodge exits are the front door, the rear door through the laundry, and the bunk room windows.
- If vacating the bunk rooms by the windows, be aware that this might not be possible due to snow and ice build-up.
- Keep warm clothing, footwear and a torch near your bed at night.
- Assemble on the flat area in front of Lodge.
- DO NOT re-enter the Lodge until instructed to by the Lodge Officer.

Fire Fighting:

All Lodge occupants, even if they have stayed at the Lodge before.

- Fire Party to ensure all occupants have evacuated the Lodge.
- Once a roll call has taken place and all occupants are accounted for, the Lodge Officer may direct the fire party members to commence Fire Fighting if it is safe to do so.
- The following fire fighting equipment is located in the Lodge:
 - Fire blanket, for fat fires: in kitchen.
 - Fire hose reel: top of stairs to dining room.
 - Dry powder extinguishers: Bunk room corridor, Kitchen, Locker room, Stairway to lounge, Opposite drying room next to switchboards, On wall under Phone base.

Fire Safety

Additional Responsibilities of Lodge Officer:

- Ensure that the 111 call has been made.
- Ensure all occupants have evacuated.
- Direct fire party to carry out an area check (only if safe to do so) of all areas including bathrooms, locker/TV room, sauna etc.
- Accessing the Wardens high-visibility jacket from the Lodge Officers materials under the seat in the dining room, and the bunk list from the notice board in main foyer.
- Ensure all occupants are accounted for with a Roll Call.

IWIKAU SKI CLUB

Health & Safety Guidelines

For Lodge Officers



The health and safety of the Club's members, guests, and employee(s) is of paramount importance, and as the Person appointed to the role of Lodge Officer, your assistance in ensuring that all of these groups have a safe stay in the Lodge is appreciated.

Note: response to the discovery of a serious communicable disease at the Lodge is covered on the next page.

Three key components in the quest for a safe and healthy environment in the Lodge are:

1. Awareness, 2. Action, and 3. Communication.

A. Awareness – As part of your Lodge Officer duties you'll be 'welcoming' people to the Lodge (*usually a few words at breakfast*).

Please cover the following :

1. Point out the Club 'Risk Register' on the Board and recommend that people make themselves aware of the items listed as potential hazards in and around the Lodge.
2. Mention the stairs between the Dining Area and the Bunkrooms level. It would be worthwhile mentioning that people should take care on the stairs as the narrow tread on the curve of the stairs can be an issue.
3. It is important to remind people that if they go out at night, we have a 'Night' book in the entrance for people to sign out, and back into the Lodge. We don't want people getting lost and wandering the mountain in the dark. We also need to know where people are if we have an evacuation of the Lodge, say for a fire alarm.

B. Action – Situations change, things wear out and break, spills occur in the kitchen, etc., etc. Please keep an eye out for any 'new' risks that may be potentially harmful to people staying in the Lodge, and take appropriate action to remove or minimise risk to others, with appropriate warnings if necessary, and please advise healthsafety@iwikau.com.

C. Communication – At end of your time as Lodge Officer fill out the Lodge Officer's Report on the club website and make sure to mention any health and safety issues. The report will automatically be sent to the club's Health and Safety Officer.

One of the difficulties with operating a successful Health and Safety Policy in a Lodge on the mountain is the physical distances involved and communicating to appropriate people.

Therefore, whenever there have been any health and safety issues it is very important to make sure they are communicated to the club's Health and Safety Officer, either by directly emailing healthsafety@iwikau.com, or by filling out the appropriate part of the Lodge Officer's Report. Communication like this is extremely useful so that the Committee can take appropriate action to resolve any issues that arise, but also, when there are no issues to report, take comfort that the Lodge environment is in a safe condition and is a healthy environment for our members, guests, and employee(s).

IWIKAU SKI CLUB

Information on Serious Communicable Diseases



The material on this page applies to any infectious disease which can have serious consequences if contracted in adulthood, as opposed to colds or the common flu. Some examples are chickenpox, measles, mumps etc.

Most of the time people do not arrive at the lodge incubating such diseases, but it can happen and your response to it as Lodge Officer is extremely important. Pregnant women and anyone with a compromised immune system are of particular concern at such a time.

1. The first thing is to isolate the person concerned and their family and then get in touch with the club's Booking Officer at bookings@iwikau.com and let them know what has happened: who is affected, which disease it is (if you know), how long they have been at the Lodge, etc. The Booking Officer will look into the particular disease along with the club's Health and Safety Officer and get back to you with what needs to happen.
2. Meanwhile, the sick person and any members of their family who are not immune or vaccinated need to leave the Lodge that day, so long as the weather doesn't make this unsafe. They may not stay at other club properties even if they are empty. The Booking Officer will also explain this to them but it's best if they can begin preparing to leave as quickly as possible.
3. Once the material has been received from the Booking Officer, go through it with all the other residents. Stress the importance of properly washing and drying hands to prevent spread of the disease.
4. In most cases, relevant parts of the Lodge will need to be cleaned with disinfectant and disposable cloths, and the linen on the sick person's bed (mattress protector, pillow protector and duvet cover) should be washed. Depending on the situation (for example if a child has been cuddling in the parents' bed), the linen on other family members' beds should also be washed.
5. The Custodian may wish to leave the Lodge for some reasonable period of time – again, the Booking Officer will communicate with him/her about this but it is useful for you to know this may happen.
6. Any other residents may also leave and on application to the Booking Officer will be given a full credit of their remaining bednights.

IWIKAU SKI CLUB INC

WHAKAPAPA DUTY ROSTER

DAY:

DATE:

LODGE OFFICER:

MORNING DUTIES (BEFORE SKIING)

<u>DUTY DESCRIPTION</u>	<u>NUMBER OF PEOPLE</u>	<u>NAME</u>	<u>NAME</u>
BREAKFAST	4		
BREAKFAST DISHES	4		
VEGE PREP	4		
BATHROOMS	2		
LOUNGE/DINING/HALL	2		
DRYING ROOM / LOCKER ROOM / FOYER	1		

AFTERNOON DUTIES:

<u>DUTY DESCRIPTION</u>	<u>NUMBER OF PEOPLE</u>	<u>NAME</u>	<u>NAME</u>
LUNCH CLEAN UP	2		
RUBBISH BAGGING	1		
SET TABLES FOR DINNER	1		
ASSIST CUSTODIAN WITH COOKING	4		
DINNER DISHES & MOP KITCHEN FLOOR	4		
SPECIAL DUTIES INCL SNOW CLEARING (see LO and Custodian)	3		
FIRE PARTY * (extra duty)	4		

*** Fire Party: (this is an extra duty)**

All four to check all rooms of Lodge and make sure all occupants are safely outside. After the roll call, all four to return to fight the fire if judged safe by Lodge Officer.

IWIKAU SKI CLUB

WHAKAPAPA DUTY DESCRIPTIONS

Duty	Requirements
Breakfast	Take instructions from Custodian the night before. Prepare breakfast from provisions left out. Serve by 7.30am. Cease serving at 8.00am.
Breakfast Dishes	<u>Refer to Cleaning Schedule in kitchen.</u> Wash, sterilise and put away dishes, pots and pans. Empty toasters, clean and tidy kitchen, clean tables and tidy dining room.
Vege Preparation	Consult with Custodian and follow any directions to prepare vegetables for evening meal.
Bathrooms	Clean toilets. Put extra toilet rolls in each toilet. Check air freshener. Replace rubbish sacks. Clean showers and dry bases. Clean basins, vanity, mirrors and glass shelf. Mop floors.
Lounge / Dining Room / Hall	Tidy lounge: wipe all tables, stack books and games, tidy cushions and furniture. Vacuum lounge, dining room and hall. Empty vacuum cleaners. 'Spray and Wipe' contact surfaces – banister handrails, door handles etc
Drying Room / Locker Room / Foyer	Tidy both rooms. Put tools back in appropriate racks, report any missing items to Lodge Officer. Clean ski bench and vacuum floor. Empty rubbish bag. Turn off all electrical appliances. Tidy and sweep drying room and empty dehumidifier tanks. Sweep and mop slate steps in entry foyer.
Rubbish Bagging	Replace rubbish bag in kitchen, and bags in recycling bins, and put in entrance foyer on slate steps ready to be taken to ToB.

Lunch Clean Up	Clean up kitchen after lunch and prior to start of dinner preparation. (Anyone eating late lunch please clean up after yourself!).
Set Tables for Dinner	'Spray and Wipe' dining tables then put cutlery and salt/pepper/sauce as appropriate on dinner tables. Consult with Custodian for quantities.
Assist Cook	Custodian has primary responsibility for cooking. Provide assistance to Custodian as directed. Dinner served between 6:30 – 7:00pm
Dinner Dishes & Mop Kitchen Floor	<u>Refer to Cleaning Schedule in kitchen.</u> Wash, sterilise and put away dinner dishes, pots and pans. Clean and tidy kitchen, clean tables and tidy dining room. Sweep and mop kitchen floor.
Special Duties Incl Snow Clearing (See Lodge Officer)	This duty will vary as directed by the Lodge Officer and/or Custodian e.g. clearing snow / special kitchen cleaning / other tasks as needed.
Fire Party (extra duty)	Lodge Officer will select Fire Party personnel. Those tasked must become fully familiar with all fire fighting equipment. In case of fire the Fire Party are to ensure the rapid evacuation of the Lodge and are to provide first aid / fire fighting in accordance with the Fire Rules (instructions on Notice Board and inside toilet doors).
Food Lift (extra duty)	All members and guests are expected to assist when requested by the Lodge Officer in bringing up food and other goods from the Top of the Bruce and sorting and putting items away.

IWIKAU SKI CLUB

Whakapapa Lodge Rules



1. The Lodge Officer has ultimate authority in the Lodge at all times.
2. All health and safety issues (accidents, near misses etc) are to be recorded by the Lodge Officer in the Workplace Injury & Investigation Log Book and a copy of the page to be emailed to healthsafety@iwikau.com as soon as possible.
3. Each person booked into the Lodge is required to provide their own pillowslip and sheets. Duvets and pillows are provided.
4. Smoking is forbidden in the Lodge – this includes the ski room and entrance way. Smokers are responsible for ensuring that no cigarette butts are left lying on the ground outside the Lodge.
5. The possession and/or use of illegal drugs on Lodge premises, or in the immediate surroundings, will incur immediate eviction from the Lodge premises and suspension from booking rights.
6. The consumption of food and alcohol is forbidden in the bunkrooms and all occupants are responsible for keeping their bunkroom clean and tidy at all times.
7. Food and drink is provided for the lunches of Lodge occupants, but only for consumption at the Lodge.
8. The first meal included in a bednight is the dinner, i.e. persons arriving during the day must pay casual meal rates for breakfast and lunch if these are required.
9. No ski boots or outside footwear to be worn in any carpeted area.
10. No skis or poles are permitted past the door by the circular stairs.
11. The living area of the Lodge must be left in a tidy condition. Any mugs, dishes, etc must be washed and dried before leaving the lounge or dining areas.
12. After 10pm the noise level must be minimised in consideration of those asleep. Late arrivals must be as quiet as possible.
13. Bunkroom allocations will be displayed on the board next to the telephone. These allocations are NOT to be altered except by the Lodge Officer or Custodian.
14. When arriving at the Lodge, members and guests must tick their names off on the bunkroom allocation list, to indicate that they have arrived. No-shows must phone the Lodge to advise that they are not coming. This rule is intended for self-preservation in the case of fire or any other emergency necessitating a Lodge roll call.
15. The Lodge Officer will post a Duty Roster and it is the responsibility of each person in the Lodge to read the roster each day and carry out their duties to the satisfaction of the Lodge Officer.
16. Before retiring at night the following points must be checked:

- All general area heaters to be turned off.
 - All lights except outside and hall lights to be turned off.
 - Everyone to ensure that footwear, warm clothing and a torch are available adjacent to their bunk.
17. All Lodge occupants are responsible for their personal effects and the Club will take no responsibility for loss or damage to them.
 18. The Lodge is not open for public use, but members may, with discretion, invite friends into the Lodge, but will be responsible for the behaviour of such guests. The member must introduce their guests to the Lodge Officer, or in his/her absence the Custodian or any Committee Member present. Guests are to sign the Visitors Book.
 19. Members may invite guests for any meal but will be required to obtain prior approval from the Lodge Officer and the Custodian, and must pay the casual meal rate.
 20. Members are responsible for the behaviour of their guests (whether booked to stay at the Lodge or visiting) and unacceptable behaviour of guests will result in the permanent banning of the guest from all club properties and the removal of guest booking privileges of the member and their immediate adult family members for a period to be determined by the Committee.
 21. No person shall adjust any electrical installation, machinery, or the water system without prior approval from the Lodge Officer or Custodian.
 22. The Fire Procedures which are displayed on the notice board must be read and understood by every Lodge occupant. If in any doubt, the Lodge Officer must be consulted.
 23. The Club telephone has a mobile-phone bar on it. Toll calls within New Zealand are permitted, but must be kept to a reasonable duration.
 24. Children:
 - Children under 14 must be supervised by a parent or guardian at all times.
 - Older Junior Members must be in the care of a Full Member when booked into the Lodge.
 - Any child wishing to attend the Lodge must be under the supervision of an adult.
 25. Evenings out. Any person booked into the Lodge wishing to leave for an evening out must inform the Lodge Officer and sign the Leave book recording their name, intended destination and estimated return time. This rule is intended for self-preservation in the event of a sudden weather change, or in the case of fire or any other emergency necessitating a Lodge roll call.
 26. Members who stay for more than 3 days may use the washing machine at the discretion of the Lodge Officer or Custodian.
 27. All members paying any monies to the Custodian must get a receipt in return.
 28. The Lodge Officer will complete a report for each booking period, which will be considered by the Committee.

29. Any person who accidentally damages Club property may be required to reimburse the Club for the cost of replacement.
30. Any person who wilfully damages Club property will be required to reimburse the Club for the cost of replacement.
31. Behaviour. Every person in the Lodge must at all times behave in a manner which does not compromise the enjoyment of the Lodge by others.
32. Any breach of these rules may result in disciplinary action by the Committee in accordance with the Club Constitution and as laid down in Rule 31 below.
33. Disciplinary procedures:

If a complaint about the behaviour of any person in the Lodge is made to the Executive Committee, the complaint will be discussed by the Executive Committee (or by any sub committee appointed by the Executive Committee to handle complaints and any disciplinary matters) as soon as possible but no later than the next Executive Committee meeting of the Club.

In the event of the Executive Committee / sub committee deciding to take the matter further the following procedure will be followed:

- A copy of the written complaint (if any) shall be forwarded to the person concerned requesting a response in writing within such time as shall be specified by the Executive Committee / subcommittee.
- As soon as practicable after the expiration of the specified time, the Executive Committee / sub committee shall consider the complaint and any response and endeavour to resolve any dispute.
- In the event of the complaint not being resolved the Executive Committee shall set a date for all interested parties to appear before the Executive Committee / sub committee.
- After giving all parties an opportunity to speak the Executive Committee / subcommittee shall decide whether or not the complaint has been upheld.
- If the complaint is upheld, the Executive Committee / subcommittee (after giving the person concerned an opportunity to speak) shall determine what penalty will apply, which may include the suspension of booking rights and/or payment for damages incurred.
- In the event of the Executive / subcommittee considering that the offence is of such seriousness that expulsion from the Club may be warranted the person concerned shall be advised in writing and a date set for such person to appear before the Executive Committee to show cause why he/she should not be expelled. In such case the provisions of Rule 11(f) of the Constitution shall apply.

When the complaint is in relation to any person under the care of a parent/guardian, the parent/guardian may be subject to action taken by the Executive Committee.

In the event of a member making a complaint about another member in respect of behaviour outside the Lodge such complaint must be made in writing and the procedure set out above shall be followed.

IWIKAU SKI CLUB

Guidelines for Use of Sauna



1. No alcohol or food in any form is to be consumed within the sauna.
2. All Junior members are to be accompanied by a senior member. (Club age rates are the set criteria).
3. Togs / bathing suits must be worn by all users at all times.
4. Towel to be taken into the sauna and used for sitting on. No exceptions to this rule for hygiene reasons.
5. A minimum of 2 persons in sauna at all times.
6. This is a dry sauna only a light spray of water should be adequate. Turning the area into a steam room is not necessary and can damage the sauna and building.
7. It is recommended that you do not use the sauna if you have the following medical conditions:
 - pregnancy
 - high or low blood pressure
 - heart disease
8. Do not use the sauna if you have been drinking alcohol or you suspect you may be dehydrated.
9. Club rules allow only one shower per person per day so if you intend to use the sauna, please choose your shower time carefully.

ATTENTION ALL SKI CLUBS

WHAKAPAPA AVALANCHE CONTROL

Snow storms regularly require Ski Patrol to actively control avalanches using explosives around the club huts at Whakapapa.

To minimize your exposure to this hazard please have all Lodge guests adhere to the following recommendations.

The morning after or during a snow storm:

- √ Please remain inside until the Rockgarden and Centennial Chairlifts open.
- √ If you have to move to the Top of the Bruce area; move slowly. Stick to Ridge tops, avoid valley floors and steep slopes loaded with new snow. If you see Ski Patrollers working; shout to make them aware of your presence and follow their instructions. Do not move above open lifts. Any questions please ring customer services on 892-3738.

If you arrive at night during or after a storm:

- √ Remember there is no avalanche control at night. Treat all areas as backcountry.
- √ Stick to ridgetops.
- √ Avoid steep slopes loaded with new snow and valley floors under these slopes.
- √ Club members have been caught in avalanches at night!!!!
- √ In the event of an avalanche accident, call 111 (Police)

Lastly – With your co-operation we aim to open as much of the ski area as possible as early as possible.

If you would like to further your knowledge, Avalanche Awareness courses will be running at Whakapapa this year. Please contact Ski Patrol for more details.

Finally, we would like to apologise if we wake you early, thank you for your patience and wish you a great season.

Whakapapa Ski Patrol



ACTION PLAN FOR ERUPTION RESPONSE FOR CLUB LODGES

1. **THE CLUB LODGES ARE IN SAFE AREAS – THERE IS NO NEED FOR URGENT EVACUATION**
 - All the ski club lodges located at Iwikau Village (including Hut Flat and Salt Ridge), Lodge Clearing at Whakapapa Village, Tukino and Ohakune Mountain Road/Ohakune are not at risk from lahars, flying rocks or other severe volcanic hazards observed or expected in historic time (**see the LAHAR POSTERS also where relevant**).
 - Lahars down the Whakapapa River may threaten bridges and people crossing them.
 - **If an eruption occurs people in Iwikau Lodges should WAIT in the lodge until it is confirmed that no lahar has threatened the bridges and clearance is given to leave.**
 - Members of the public may need to be sheltered and catered for during or after a volcanic event, for up to 24 hours.

2. **IF ASHFALL OCCURS DISCONNECT WATER SUPPLIES AND STAY INDOORS**
 - Ashfall may create nuisance value, contaminate water supplies and make surfaces slippery to walk on or roads to drive on.
 - **Club members must know where the downpipe disconnections for your lodge are.**
 - If people, especially children, have respiratory problems (e.g. asthma) stay indoors. If you have to leave cover your nose and mouth.
 - Ashfall may increase later in a moderate eruption or larger event. However Iwikau, Whakapapa and Ohakune areas have not experienced hazardous thicknesses of ashfall (or up to marble-sized fallout) possibly for thousands of years. Tukino had marble-sized fallout in October 1995 and there may have been several thick ashfalls there in the last 2000 years.

3. **APPOINT A LODGE LEADER TO OVERSEE THIS PLAN AND LIAISE WITH RAL, DOC AND POLICE**
 - Register and record the names of all persons in the lodge, and any known to be missing.
 - If injuries or worse are reported call 111 (NZ Police).
 - RAL will set up a local incident control point on the ski area, and DOC and the police will do the same in the DOC office at Whakapapa Village.

4. **INFORMATION AND COMMUNICATIONS – USE 0800 DOC HOT (0800 362 468)**
 - Warning may be received from many sources including official sources, social and other media, friends and relations.
 - Official information should be sought from 0800 DOC HOT which will be updated as necessary by DOC, especially when the situation changes.
 - Keep phone lines clear. Turn on a radio.
 - Do not travel down the roads until clearance is received about the bridges (see also #1).

IWIKAU SKI CLUB

Schedule of Custodian's Duties



1. Stores

- 1.1. The custodian shall manage the stores to ensure that there are sufficient supplies available to provide for all catering requirements.
- 1.2. The custodian shall ensure that there are sufficient stocks of kitchen, bathroom, cleaning, and laundering supplies.
- 1.3. Liaise with the Stores Officer over re-ordering, either from Auckland or through local sources. This includes ordering and arranging delivery to the Lodge of replenishments. Orders are to be placed electronically and at the same time a copy is to be forwarded to the Stores Officer. Any orders more than general requirements must be authorised.
- 1.4. All stock received must be checked and recorded that the type and quantity is correct, stock is not damaged, and products are within use-by dates.
- 1.5. Implement First In First Out stock rotation.
- 1.6. Undertake a post-season stock take, complete the Stock Take forms, and forward them to the Stores Officer electronically.

2. Cooking:

- 2.1. The Custodian, as the day-to day manager of the Food Control Plan, has the overall responsibility to ensure that the FCP is being followed and that the appropriate checks and records are completed to ensure that the food being prepared is safe and suitable and meets the requirements and responsibilities under the Food Act 2014.
- 2.2. The Custodian (apart from days off) is to cook dinner and dessert on all nights unless arranged otherwise by the Lodge Officer. The Custodian will be supported with the help of rostered members who will assist with preparation, serving and clean up.
- 2.3. The menu choice is to be from the options available from the Iwikau ski club meal options unless otherwise agreed by the Stores Officer.
- 2.4. The Custodian shall ensure adequate provisions are available for breakfast and direct rostered duty members to ensure breakfast is prepared.
- 2.5. The Custodian shall ensure that sufficient food is left out each day for "self help" lunches. Soup and scones or similar are to be prepared by the Custodian for lunch each Saturday and Sunday, and each day during school holiday periods.
- 2.6. The custodian shall prepare afternoon tea during school holidays if required. This may be a baked item, such as a cake or slice or a suitable snack for children and adults.
- 2.7. The Custodian shall ensure that meals are served at the following times:
 - Breakfast:** 7.30am subject to RAL opening times.
 - Dinner:** 6.30 to 7.30pm subject to consensus and discussion with the Lodge Officer and the necessity to ensure that children are fed at appropriate times.
- 2.8. Ensure that kitchen cupboards containing "daily use" provisions remain adequately stocked.
- 2.9. Maintain the kitchen appliances, equipment, and surfaces to a high standard of hygiene and cleanliness.

Guidelines:

- Saturday night dinner is to be a roast or equivalent
- A fruit drink (Refresh, Raro or equivalent) to be available for members to make up as required.
- Catering quantities must allow for the most generous of appetites.
- The Club members expect a high standard of cooking and meals.

3. Sterilizer:

Ensure that the dish sterilizer starting and stopping procedures are observed each day.

Check at the end of each day that the machine has been turned off and drained.

Ensure that there is a sufficient supply of rinse aid to the machine and that lines are flowing freely to allow supply.

4. Lodge Special Duties:

Direct those members rostered by the Lodge Officer for “Lodge Special Duties” to such tasks as may be required.

5. Laundry and Bathrooms:

- 5.1. Launder tea towels and kitchen towels at least before and after weekends.
- 5.2. Launder duvet covers and mattress protectors on a rotational basis to aim at a wash for each during each eight-week period or twice during the season.
- 5.3. Bathrooms are to be cleaned on a Monday and Friday in addition to the cleaning done by club members unless there are sufficient members in the Lodge on those days to enable them to be cleaned as part of a daily duty.

6. Messages:

Receive messages via Web Site, email, and telephone from the Booking Officer recording Lodge bookings, appointment of Lodge Officer and bunk allocation. Post bunk allocations and name of Lodge Officer on the notice board next to the telephone.

7. End of Season Clean up:

With the assistance (as required) of an experienced Club member, carry out an end of season clean up and close down of the Lodge which shall consist of:

- (a) Cleaning out of perishable and ‘past use by date’ food.
- (b) Lifting and airing of mattresses
- (c) Cleaning bathrooms
- (d) Washing and drying all linen
- (e) Closing curtains
- (f) Thoroughly cleaning the kitchen
- (g) Ensuring that the power to the freezers is left on

8. Cash Handling Procedures:

- 8.1. Account for all cash receipts and expenditures in the Cash Book provided. Cash receipts will cover the following items:
 - (a) Sale of Club apparel
 - (b) Collection of money for casual meals
 - (c) Collections of money for accommodation extensions and casual accommodation bookings as notified to or by the Booking Officer
- 8.2. Pass any monies received to a Committee Member who shall sign the Cash Book receipting such monies. Make the Cash Book available for inspection upon request by the Treasurer or Vice President.

9. Lodge Atmosphere and Harmony:

The Custodian shall contribute to maintaining a spirit of harmony in the Lodge. He/she shall always act as a congenial host, to all persons staying the Lodge. He/she shall promote the treatment of all members and guests with courtesy and respect and avoid adverse discussion with Club Members about other Club Members. Any problems with any Club Member shall be discussed with (where appropriate) the Lodge Officer or directly with the Vice President. The Custodian is not responsible for disciplining or correcting the behaviour of Club members if they are in breach of the Club rules, or discussing such matters with the Club Member(s) concerned or with other Club Members. In all instances the Lodge Officer or Vice President should be notified of any rule breaches so that they can discuss them with the Club members concerned.