

Britannia Yacht Club New Member's Guide



Your Cottage in the City!



Britannia Yacht Club
2777 Cassels St.
Ottawa, Ontario K2B 6N6
613 828-5167

info@byc.ca

www.byc.ca

www.facebook.com/BYCOttawa



[@BYCTweet](https://twitter.com/BYCTweet)



[Britannia_Yacht_Club](https://www.instagram.com/Britannia_Yacht_Club)

Welcome New BYC Member!

Your new membership at the Britannia Yacht Club is highly valued and your fellow members, staff and Board of Directors want you to feel very welcome and comfortable as quickly as possible. As with all new things, it does take time to find your way around.

Hopefully, this New Member's Guide answers the most frequently asked questions about the Club, its services, regulations, procedures, etiquette, etc. If there is something that is not covered in this guide, please do not hesitate to direct any questions to the General Manager, Paul Moore, or our office staff, myself or other members of the Board of Directors (see contacts in the guide), or, perhaps more expediently on matters of general information, just ask a fellow member.

It is important that you thoroughly enjoy being a member of Britannia Yacht Club, so that no matter the main reason for you joining – whether it be sailing, boating, tennis or social activity – the club will be “your cottage in the city” where you can spend many long days of enjoyment, recreation and relaxation.

See you at the club.

Sincerely,

Lisa Shishis
Commodore
Britannia Yacht Club
Commodore@byc.ca

Table of Contents

1. ABOUT BRITANNIA YACHT CLUB	1
Facilities	1
Club Governance.....	2
Electing the Board of Directors.....	2
Committees	3
Volunteering.....	3
Member Responsibilities.....	3
Interaction With Staff and Other Members.....	4
2. IN AND AROUND THE CLUB.....	5
Hours of Operation.....	5
Food and Beverage Services	5
Chit Privileges.....	6
Gratuities	6
Social and Special Dining Events	6
Dress Etiquette	6
Guests.....	7
Private Members Functions	7
Outside Events	7
Smoking Policy	7
Boutique.....	7
Club Access and Security.....	7
Pets, Bicycles, Skateboards and Roller Blades	8
Washrooms and Change Rooms	8
Camping	8
3. SAILING	9
Racing	9
Crewing and Finding Crew	9
Regattas	10
Cruising.....	10
Boating/Sailing Instruction	10
Sail Share and Sail Syndicates	10
4. OTHER CLUB PROGRAMS.....	11
Tennis.....	11
Social/ Entertainment.....	12
Youth.....	13
5. IN AND AROUND THE HARBOUR	14
Harbour and Harbour Entrance	14
Moorings	14

Dry Moorings and Storage..... 15
Cranes..... 15
Gas Dock and Pump Out..... 15
Water and Ice 15
Waste Disposal and Environmental Policies..... 15
Safety..... 16

6. INFORMATION AND COMMUNICATIONS18

Contacts..... 18
Forms 19
Telephones and Internet Access..... 19
Internal Club Communications 19
Feedback and Suggestions – Comment@byc.ca 20
BYC Photo Archives..... 20
BYC Website–WWW.BYC.CA 21
Affiliations and Reciprocal Agreements..... 21
Boats and Equipment for Sale..... 21
New Member's Guide 21

APPENDIX: FORMS.....22

1. ABOUT BRITANNIA YACHT CLUB

Britannia Yacht Club (BYC) was established in 1887 as the Britannia Aquatic Club serving cottagers and boating enthusiasts in the area. Intended originally as a community centre for Britannia village, the clubhouse was opened in 1896. The tower at the southeast corner was built in the late 1940s and the harbour was built in the early 1950s. To learn more about our rich club history, check the website (<http://www.byc.ca/about-byc/history/history>) or talk to our Club Historian.

Although the club's name and facilities have changed a number of times over its long history, BYC has maintained its "cottage-in-the-city" ambiance. Today the club is primarily a sailing club supporting keelboats, dinghies, and powerboats but also has facilities for sailboarders, kayakers and canoeists. BYC has a very active tennis club and year-round social activities for all ages—something for everyone.

Facilities

The club owns all its buildings and about half the grounds and shoreline that it occupies. The road access off Cassels is owned by the City of Ottawa. The remaining part of the grounds is leased from the National Capital Commission. The following map describes some of the key features of the property.



In the clubhouse, the recently renovated Lower Lounge (renovated 2011-12) features a nautical bar (the “Magic Dragon”), a huge wood burning fireplace, trophy cabinets and meeting rooms. The second floor houses the Upper Deck, which boasts a beautiful hardwood floor (2010), the Sunset Room (renovated in 2010) and the club’s kitchen. Advantage Boating, the provider of adult sail training and other boating services, may be found on the third floor of the tower. The tennis courts are located directly east of the clubhouse.

The harbour provides a mix of Mediterranean and finger dock moorings as well as dry dock facilities. The club has a separate junior clubhouse on the north side of the harbour. The facilities provide a base for youth sailing programs and for younger members to enjoy themselves. The Bytown Brigantine offers youth leadership training in tall ships and moors the Black Jack and their supply barge in our harbour. For more information about Bytown Brigantine, see www.tallshipsadventure.org.

Club Governance

The By-law and Regulations are the documents that guide the governance and operation of the Britannia Yacht Club. It is recommended that you pick up the latest copy of the “regs” from the office and familiarize yourself with them. Copies are also available on the member’s only section of the website (if you require assistance registering for the member’s only area of the website please contact the office). Below are some key points for your convenience.

BYC is owned by its “voting” members (i.e., full members in good standing who have paid a membership initiation fee). Associate, crewing, non-resident and junior members are not voting members.

On behalf of its members, the club is governed by a Board of Directors comprised of: the Commodore, who is the club’s Chief Executive Officer, the Vice-Commodore, the Rear-Commodore, the Honorary Treasurer, the Honorary Secretary, Fleet Captain, six portfolio directors and the Past Commodore. A seventh director position was added in 2012. Each year Board members are elected by voting members at an Annual General Meeting (AGM) held in early December. The Commodore may be elected for a maximum of two terms.

Electing the Board of Directors

Any voting member may stand for office. A Nominating Committee posts a notice in July seeking candidates for the coming year’s Board of Directors. If you are interested in running for the Board, let them know and you will be interviewed. Around mid-September, the Nominating Committee publishes a slate of twelve candidates, usually one for each Board seat. From time to time there may be more than one candidate for a seat. A voting member who wishes to serve on the Board but is not included on the slate may still stand for office by being nominated by five voting members. Election of any contested Board positions is by secret ballot at the AGM.

Committees

Each Director is given charge to manage specific areas of club operations, such as maintenance of the harbour or the house and grounds, or various club programs, such as membership, sailing, tennis, social, etc. Each director is helped and advised in the discharge of these duties by a portfolio committee that they appoint. We encourage all members, regardless of their membership category, to volunteer to serve on any committee that interests them. This is a great way to meet your fellow members and contribute to the club. Here is the list of Committees and the responsible Board members:

- Club Computing and Communications Infrastructure – IT Director
- Finance – Honorary Treasurer
- Launch/Haul Out and Allocations – Harbourmaster
- Membership, Marketing and Communications (joint Membership and Marketing Directors)
- Planning – Rear Commodore
- Sailing – Fleet Captain
- Social – Social Director
- Tennis – Tennis Director
- Property and Tax – Honorary Treasurer
- House and Grounds – House Director
- Youth – Youth Director
- Special regattas and events committees – Contact the Commodore

To contact the respective director, see the contact list on page 18.

Volunteering

BYC is a member-owned and operated not-for-profit club. Apart from the permanent salaried staff of the General Manager, Events Manager and Accountant, the hourly paid kitchen, bar, dining room and janitorial staff, and contracted and grass-cutting services, BYC relies on volunteers for just about everything else that needs to be done.

All members are encouraged to contribute some of their time to keeping the club ship-shape and running smoothly. This might include joining the Board of Directors or a committee, by participating on work parties or special projects that arise from time to time, or just helping to pick up some trash. So whatever your interests and skills are, any help you can give would be appreciated. As well, volunteering is one of the best ways to meet other members. To get involved, keep an eye on bulletin boards for announcements, or let your interest be known to the Director of Membership and Marketing, the General Manager or any Board member (see Contacts, p. 18).

Member Responsibilities

In addition to volunteering, each member is responsible for positively representing the club to others. We depend on satisfied members to recruit and welcome new members to the club. If

you have concerns please help us address them so you will be a satisfied member. Please introduce prospective members to the Membership and Marketing Director, the Commodore or the General Manager.

Interaction with Staff and Other Members

All paid staff members are under the supervision of the General Manager from whom they receive daily instructions as to their duties. Members are therefore requested not to make work requests directly to staff. If there is some item of work that needs to be done, fill in a "Service Request Form" (See Appendix - Forms) and leave it at the office, or speak to or email the General Manager directly.

Members are expected to treat staff and each other with courtesy and respect at all times (and vice versa, of course). If there is a performance issue that needs to be addressed, please speak to the General Manager. If there are any concerns of conduct by staff or other club members that you feel need to be rectified, let the General Manager know of your concerns, preferably in writing. And you can always send your comments-- both positive and corrective--to comment@byc.ca).

2. IN AND AROUND THE CLUB

Hours of Operation

The Clubhouse is open all year although the winter hours of service are reduced. The following times are guidelines only. Please check notices and the website www.byc.ca for the most up-to-date information on the hours of operation.

Office Hours:

- During sailing season (launch to haul out), the office is open 10am to 6pm Monday to Friday
- During off-season, the office is open from 10am to 4pm Monday to Friday.

Bar and Kitchen Hours:

During sailing season, the bar and kitchen are open:

- Monday to Friday 4:00pm - 9:00pm (Fridays 11pm)
- Weekends and some holidays Bar: 11:00am - 7:00pm. Kitchen: 12:00pm-7:00pm

In the winter, the clubhouse is on restricted hours:

- Closed on evenings through the week, except for Wednesday and Friday evenings, when food and beverage services are available from 4:00pm-9:00pm
- Weekends and some holidays Bar: 11:00am - 7:00pm Kitchen: 12:00pm-7:00pm
- Volunteer Breakfast Club is hosted Sunday mornings in the winter from 9:30am-11:30am

Food and Beverage Services

The Lower Lounge offers members and friends a cozy atmosphere to enjoy their favourite beverages during the hours of service throughout the year. Light meals are also available. The menu is available at the bar and on our website.

Alcoholic and non-alcoholic drinks can be purchased at the bar. Under licensing regulations, alcoholic drinks purchased at the bars must be consumed in the licensed areas, which are restricted to the Upper Deck, Sunset Room, Lower Lounge, patio and marquee areas.

Except at some special events, Britannia is a cash-free club. This means that you must pay your bar and dining room tabs by debit or credit card (Visa and MasterCard are accepted) or via your chit (see Chit Privileges, on the next page). You can run a tab for an evening only if you identify yourself to the bar/dining staff as a member by showing your membership card. Otherwise you will have to pay as you order. Please settle your tab before you leave.

Chit Privileges

In order to obtain chit privileges, you must fill in a form available from the office that gives the club your credit card number and authorizes the club to charge your monthly chit totals to that credit card.

Identify yourself to the bartender indicating that your purchases will be on your chit. Please close out your tab before you leave by signing the chit and then keep your copy for verification purposes against your monthly statement.

Each month you will be sent a statement showing the day and total amount charged to your chit (the statement does not list individual items at this time) and the total amount charged to your credit card. You can also check your chits using the "Statements" option in the password-protected Members Area of the BYC website which offers an itemized statement. Please contact Breanna in the office if you require assistance with the Members Area of the BYC website.

Gratuities

Tipping of club staff is at the discretion of the member.

Social and Special Dining Events

In addition to regular food services, BYC offers social and special dining events throughout the year. These are announced on the website, the weekly info email, our Facebook and Twitter pages and by way of posters at the club. Advance reservations are required to allow for proper planning. This is particularly important for events put on by your Social/Entertainment Committee, who are volunteers working to put on the best possible events within a fixed budget.

You can make reservations by calling the office at 613-828-5167. Leave a message with your telephone number if you get the answering machine and someone will get back to confirm your reservation and method of payment. Alternatively, you may send your reservation information to info@byc.ca.

Please support your club's social and special dining events!

Dress Etiquette

Members must be suitably dressed in the clubhouse, particularly with respect to the wearing of shoes and a shirt. Clothing styles are pretty relaxed and the attire for most events is casual unless otherwise specified. We do offer some events for members to "dress to the nines," e.g., the New Year's Eve Gala...but formal wear is always optional. We want all members to feel comfortable and welcome.

Guests

Members are encouraged to bring guests to the club and to social events. However, it is reasonable to expect that a guest who regularly visits the club might benefit by becoming a member. Members are responsible for their guests when they are on club property. Please feel free to introduce your guests to the Commodore, Membership Director or General Manager and/or ask about special arrangements (such as a one month trial membership), that would allow your guests to check out the benefits of club membership for themselves.

Private Members Functions

Full members are entitled to reduced rates on room rentals and dining for their business and special events hosted at the club. If you are interested in booking a private function, please contact the Events Manager, Kimberley Stacey, at 613-828-5167 ext. 221

Outside Events

Like other clubs, BYC frequently rents the Upper Deck or other rooms for weddings, business functions and other private events on weekends and during the week. Although this generally does not affect member accessibility to the Lower Lounge and washrooms on the ground floor, we ask members to respect the privacy of our event customers as they provide an important source of revenue for the club.

Smoking Policy

Smoking is not permitted at any time in the clubhouse or its balcony, the junior clubhouse, out buildings or under the marquee. Please dispose of all butts safely in the receptacles provided.

Boutique

The BYC Boutique provides a number of items bearing the club's insignia, such as fall and summer jackets, hoodies and fleeces, golf and tennis shirts, hats, and much more in both ladies and men's sizes (subject to availability and demand). You can make purchases anytime the office is open using your chit, Interac or credit card.

Club Access and Security

Every member is encouraged to get their membership photo identification card. The photo ID is a security feature for your protection. You may come to the office to get your picture taken for your card or you have the option to send a suitable picture to the office (info@byc.ca) in jpeg format and a card will be prepared for you in approximately one week from the date of request (cards are produced off-site). If you lose your card there is a \$15.00 replacement fee.

Security at BYC runs year round. The front entrance gate does not close during the night, but a security guard is on duty to question anyone entering after operating hours. For this reason it is recommended that you carry your membership card with you at all times.

The harbour entrance gate at the eastern end of the parking lot is always closed and entrance to the harbour is with an access card. Members can purchase a card from the club office or bar for a \$10.00 fee.

Pets, Bicycles, Skateboards and Roller Blades

Dogs and other animals are not permitted where food is served or consumed (Ontario Government Regulation 308/06 59(e)(ii)), which is in the clubhouse, on the patio and under the marquee. Dogs must be on a leash when on club property. Please clean up after your pets.

Bicycles, skateboards and roller blades are permitted on the grounds but are not permitted on the patio, in the BBQ area, in the clubhouse or on the walkways on the west side of the clubhouse. Bicycles are to be parked in the bike racks by the walkway or by the security shed.

Washrooms and Change Rooms

The downstairs washrooms (renovated in 2010) are accessible from the outside north entrance and from the main lobby. The outside entrances to these washrooms are usually unlocked during the summer months during times that a staff member is on duty in the clubhouse. Outside washroom doors are latched during the winter months and quiet times and require use of the security code to open. If you do not know the security code to open the doors, ask the General Manager or office staff.

The upstairs washrooms are located in the southeast corner of the clubhouse. Go-huts are located around the harbour during the summer months. Shower facilities, change rooms and lockers are in the downstairs washrooms.

Please do not use these facilities for washing paintbrushes or other work materials.

Camping

Camping is allowed on the grass area near the Junior Club. The office must be notified if you plan on camping and always carry your membership card with you for identification. Periodically non-members will be permitted to camp on the property in association with participation in BYC regattas.

The Britannia Yacht Club has access to property up river at Baskin's Beach that is used for several events during the course of the summer and is available to members for camping and picnicking. Inquire at the office about the necessary arrangements for use.

3. SAILING

Racing

BYC runs extensive racing programs for keelboats, dinghies and sailboards:

- Monday evenings: Ladies' keelboat racing
- Tuesday evenings: Keelboat racing under the PHRF handicap system¹
- Wednesday evenings: Dinghies and sailboards
- Thursday evenings: Small keelboat one-design racing (Tanzer 22s, Mirage 24s, Sharks, C&C 27s) and JAM (Jib and Main) keelboat racing
- Weekends: Throughout the season BYC hosts several long-distance races, including two 50-mile races and one 100-mile race. A list of races will be posted at the start of the season and is also available in the sailing instructions (which can be purchased at the bar or downloaded from the BYC website).

BYC and the Nepean Sailing Club (NSC) combine their racing programs so that the two clubs race on common courses. Races are governed by the Sailing Instructions and the Racing Rules of Sailing. The warning signal for the first start on weekday evenings is at 6:15 pm and weekends is as defined in the Sailing Instructions. Boats must register for racing by completing a registration form. Sailing Instructions and necessary forms are available on the BYC website on the Sailing/ Rules and Forms webpage at <http://www.byc.ca/index.php/sailing/racing/notices-and-forms>

All keelboats, except those racing only in one-design, are required to have a current and valid PHRF Certificate. Sailing notice boards are located in the Lower Lounge and on the website. Please note, Keelboats sailing in PHRF or JAM fleets are **NOT** required to fly coloured pennants.

For more information on all aspects of the racing program, go to <http://www.byc.ca/index.php/sailing/racing>

Crewing and Finding Crew

For potential crew:

The best way to learn sailing (after you have taken your Learn-to-sail courses), is to crew on race nights. Let the Fleet Captain know of your interest. You can also fill in and post a form to our crew bank to let skippers know of your interest. A crew bank form can be found in the appendix.

¹ Performance Handicap Racing Fleet (PHRF): a handicapping system used for yacht racing in North America which allows dissimilar classes of sailboats to be raced against each other by taking into account inherent advantages and disadvantages of each class of boats so that results reflect crew skill rather than equipment superiority (Wikipedia).

For boat owners:

Boat owners can contact the Fleet Captain to identify potential crew from the crew bank. Members are permitted to have guest crew occasionally; however, all regular crew are required to become members of the club. A special Crewing membership is available at a very reasonable cost.

Regattas

BYC enjoys an international reputation for running high-quality regattas. Our members include qualified regatta organizers, race committee experts, judges and social conveners. Each year BYC hosts the National Capital Regatta. From time to time, BYC hosts other sailing and windsurfing regattas. We are also represented at many out of town events.

Cruising

Not all sailors race or race all the time. BYC offers a number of annual events designed for cruising the Ottawa River, such as Cruise Week in July and Cruise Weekend later in the season. Keep your eye on the events calendar, the *Full & By* or contact the Fleet Captain, for more information on organized cruising events.

Boating/Sailing Instruction

BYC offers a variety of learn-to-sail programs for both youth and adults. All sailing courses meet Canadian Yachting Association (CYA) standards and all instructors are CYA certified and insured. BYC sailing programs promote safe boating while providing participants a sound base of sailing, sportsmanship and racing skills.

BYC offers an excellent summer learn-to-sail program for children and teens ages 8-18 at the Junior Club. Check the BYC website <http://www.byc.ca/index.php/learn-to-sail-byc/junior-learn-to-sail-programs> or call the club office for more information.

Adult training, both dinghy and keelboat, is provided by Advantage Boating, www.advantageboating.com. All courses are open to the public. BYC offers all participants of adult training courses a complimentary Crewing Membership for the duration of the sailing season.

Sail Share and Sail Syndicates

BYC promotes a Sail Share Program managed by Advantage Boating. In this program, BYC members who have completed their Basic CYA training (or can demonstrate equivalent ability) can share the use of program boats with other participants. This provides an excellent opportunity for those who want to keep sailing after they have completed their lessons, want to gain more confidence or want to find out “what it’s all about” before becoming boat owners.

Popular, safe and comfortable, entry-level one-design keelboats like the Tanzer 22 and Shark (24 feet) are used for this program. Visit the Advantage Boating website www.advantageboating.com, or call Advantage Boating at 613-721-8683 for more information.

In addition, there are many boat owners seeking a partner in boat ownership. Express your interest in syndicated boat ownership to boat owners and they may be able to help you out.

4. OTHER CLUB PROGRAMS

Tennis

Tennis has been played regularly at the Britannia Yacht Club since 1926. 2012 saw the dedication of the courts to the memory of Len Ball, in recognition of his longstanding contribution to the development of tennis at BYC and his custodianship of the courts.

Today the club has an active tennis program that caters to all ages and skill levels. BYC is affiliated with the National Capital Tennis Association (NCTA). Activities include tournament play, round robins, single and doubles matches and lessons using the four lighted plexi-pave courts on the west side of the clubhouse. Doubles Tennis is organized on Sunday mornings (9:30-11:30am), with Open Tennis (singles, doubles and mixed play) on Tuesday/Thursday mornings (9:30-11:30am) and Saturday mornings 9:30am-11:30am.

Tennis members host a number of events throughout the year, including Wimbledon Sunday with strawberry shortcake, annual club championships to be held after Labour Day and the tennis annual meeting.

Please consult the tennis pages on the website, <http://www.byc.ca/tennis-at-byc> , for a weekly schedule with the most up-to-date tennis information or for more information, contact the outsr.

Tennis Lessons

Group lessons are free for BYC Members. Lessons are offered weekday evenings; please check the BYC website for the lesson schedule. With a limit of eight participants per session, members are asked to sign up for only one session at a time and to sign up for the appropriate clinic for your skill level, either beginner or intermediate.

If you have signed up for a clinic and for some reason you cannot continue for the remainder of the lessons to please notify the Tennis Director so that the spot can be made available for someone else. Private lessons are also available for a fee. For more information and to register for group or to private lessons please email tennis@byc.ca

Members taking lessons are encouraged to practice outside of the lessons. The courts are open day and evening. As well members are welcome to play in the regular round robins on Sunday mornings or join in open tennis during the week.

Junior Tennis

Tennis for players aged 10 to 17 years continues on Sunday afternoons from 1:30 to 3:30pm. In June and July, the courts are used during the day for Youth Camp but members wishing to play tennis will be given court space.

Social/ Entertainment

BYC has a year-round social program aimed at meeting the needs of members of all ages. Events include:

- Live Friday evening entertainment in the Lower Lounge or on the Patio during sailing season
- Popular dinner-dances including of the Commodore's Ball, New Years Eve Gala, St. Patrick Day's, and Oktoberfest, and others throughout the year
- The Annual Golf Tournament and Dinner
- Movie Nights on Wednesdays during off-season
- Special dining and member-led events.

Check posters around the club, the website, E-blast, Facebook, Twitter and the *Full & By* for upcoming events. Tickets are purchased through the club office. Talk to the Social Director if you have ideas or would like to help out. Reservations for events can be made through the office at 613-828-5167 or by emailing info@byc.ca.

Breakfast Club

The Breakfast Club operates through the winter months offering Sunday morning breakfasts cooked to order for members and their guests from 9:30am until 11:30am on the Upper Deck. Volunteer teams take turns in hosting the weekly events. Over the years funds raised by the Breakfast Club have contributed in a variety of ways to improving the club. To learn more about the Breakfast Club contact the Social Director.

Youth

Promoting children and youth to actively engage in physical activity and healthy lifestyles represents an ongoing challenge for parents and educators. Sailing embodies these attributes and expands concepts of teamwork and individual problem solving. Unlike competitive soccer, hockey, tennis and other sports, it is one of the only sporting activities where a youth does not need previous experience to be successful. It is a gateway to sports for life.

BYC offers summer sailing lessons to children and youth. Learn-to-sail classes are kept small. We stress the practical approach to training with as much on-the-water practice as possible. Other activities include swimming and tennis. Our instructors are certified by the Canadian Yachting Association and provide instruction in CanSail 1-5.

For more information contact the BYC office, Youth Director or visit our website at <http://www.byc.ca/index.php/learn-to-sail-byc/junior-learn-to-sail-programs>

5. IN AND AROUND THE HARBOUR

This section is of particular interest to boat owners and sailors.

Harbour and Harbour Entrance

BYC has a “no wake” policy within the harbour. Restrict your boat speed to the posted 3 knots/hour or less to minimize your bow and stern waves to no more than three inches/7.5 cm.

Leaving or entering the BYC harbour can be a challenge with the narrow entrance aligned to the southwest. Always assume someone is about to enter or leave and be prepared to manoeuvre out of the way. Watch for masts moving toward you.

As to who has the right of way at the harbour mouth, everyone is burdened when underway; he that is most burdened must give way. This means that a boat entering the harbour must give way to a boat leaving the harbour because the boat already on the "lake"/river has more room and opportunity to stay clear. Remember, Black Jack could be moored at the gas dock doing PR with her yards out!

BYC runs dinghy schools for children during the day and for adults during many evenings. Sailing a dinghy out of the harbour can be challenging, especially for novices. So please be alert to dinghies trying to leave the harbour and show the appropriate patience and attention to safety.

Because the harbour entrance is narrow and manoeuvrability within the harbour is limited, the protocol is for returning boats to give way to boats leaving the harbour. When returning, it is best to line up so that you can sight down the harbour, and if any boats are about to leave the harbour, go into a holding pattern until the entrance is clear. Never make a blind entry as you are obligated to maintain a proper watch. This means that you are obligated to look into the harbour to check for oncoming boats before making a commitment. If there is something there, which could lead to a close quarter situation, do a 360. By doing so, you are making it obvious to the oncoming boat that you have seen him and are giving him room.

Moorings

BYC has both Mediterranean moorings and wooden finger docks. BYC is in the process of moving to the finger dock system. The harbour is currently configured for about 230 boats. This can vary depending on the sizes of boats and the placement of the new finger docks. We still have mooring space available.

Allocation decisions are made by the Harbourmaster and the Allocation Committee. If there is anything about your mooring that needs attention or work, fill out a Service Request Form (see Appendix 1) and hand it in at the office. If the work is not completed within a reasonable time period, contact the General Manager.

Dry Moorings and Storage

Dinghies, canoes, kayaks and windsurfers are welcome at BYC. Storage for these boats is available. Please talk to the General Manager for more information.

Cranes

The club has two cranes for members' use and one larger crane for BYC harbour staff use only. Before using you must have training, as noted earlier in this section. If at any time you are uncertain on how to safely operate the cranes, ask the Harbourmaster or harbour staff for assistance. It is the responsibility of the crane user to ensure that the cranes are used properly and within their rated capacity.

Gas Dock and Pump Out

A holding tank pump out station and gas pump is located on the south side entrance to the harbour. In sailing season these are in operation seven days a week from 10am to 6pm. Please see the staff member in the Lower Lounge for assistance.

It is advised that you have a staff member perform pump out for you. Pump out charges are included with your membership. Payment for the gas dock is by credit card, Interac or chit.

Boats should not be berthed at the gas dock and pump out for periods longer than fifteen (15) minutes.

Water and Ice

City water (potable) and ice can also be found at the gas dock. The water is free. Please note there are two hoses, one for wash up and the other for drinking water.

Payment for ice can be made at the bar.

Waste Disposal and Environmental Policies

Waste disposal containers are located beside the gas pumps and pump out, around the harbour, clubhouse and marquee. Please respect the property and place all garbage in the garbage bins.

BYC introduced containers for recyclables in 2010. Boaters are encouraged to deposit their recyclable (blue box) waste in these containers, or take it home for disposal through the municipal recycling program.

Disposal of waste oil in plastic jugs, old paint cans and used batteries are the responsibility of the member. Please visit <http://app06.ottawa.ca/cgi-bin/search/recycle/q.pl?q=Motor+Oil&lang=en> for information on disposal locations.

Safety

At BYC, good practice is safe practice. With its history of volunteerism, the onus is on the member to observe safe practice in a variety of boating tasks and help others to learn boating best practice. First and foremost, attend a recognized boating safety course to get your Pleasure Craft Operators Card that you should carry at all times before you take your boat on the water. Contact Advantage Boating, www.advantageboating.com, for more information.

At BYC, most boats are secured to a stern buoy anchored by chain to a concrete sinker that requires additional lines and a crew of two to properly tie up and leave the mooring. It is not good practice to "walk" your boat in or out of the mooring holding on to the stanchions/rigging of neighbours: this can loosen them requiring considerable work to re-secure them after a season or two. Too much speed into or out of the mooring can damage yours and other boats; keep a low speed and be prepared to apply reverse to slow down further.

The posted harbour speed is three (3) knots, but you should always try not to leave a wake over a few centimeters. Members working on their boats can be tossed about by even a small wake so care is needed.

Cranes are provided for launching small boats (up 3000 pounds, north crane; 5000 pounds, south crane,) but this task should only be attempted by a member checked out on their usage or, as is the usual case, by club staff. Cranes are also used to mast or de-mast boats. A course is given for crane usage. We also have a 12, 000 pound crane operated by the BYC harbour staff for launching, haulout and masting.

The gas dock is marked with red and yellow paint. Avoid the yellow area near the harbour mouth at all times and limit your stay in the red zone to essential tasks such as pumping out or refuelling; never tie up and leave the boat unattended.

Every boat owner is responsible (and required by law) to carry essential safety gear, especially a throwing, flotation device secured to the stern for ready use. Check the Coast Guard detailed requirements for your size and type of boat in the *Safe Boating Guide*.

We are all in this together, so do not hesitate in asking others for advice or to help out to do the tasks outlined above. Should you witness what you consider to be unsafe behaviour by another member, feel free to report it at: manager@byc.ca or harbourmaster@byc.ca.

Another important safety note is the proximity of the harbour to rapids. BYC is located at the top of the Deschênes Rapids. These fast moving currents of water are often used by local white-water enthusiasts but can be a real hazard to sailors and other recreational boaters. Stay well upriver from the markers.

The safety committee of the BYC has produced a number of documents that outline the club's various safety policies available in the Members Area of the website at <http://www.byc.ca/index.php/members-a-membership/safety> :

- New Members Introduction to Safety
- BYC Launch Safety Checklist
- Stern Buoy Checklist
- De-Masting for Haul Out
- BYC Haul Out Safety Checklist
- BYC Crane Training, etc.

6. INFORMATION AND COMMUNICATIONS

This section describes the various communications channels in place at the club. Communications is a two-way process so if you don't have the information you need, please ask.

Contacts

You may reach the General Manager or make reservations by calling the club at 613-828-5167. The fax number is 613-828-5168. The club e-mail address is info@byc.ca.

Other people who can help you get the information you need are listed in this table.

2019/20 BRITANNIA YACHT CLUB BOARD OF DIRECTORS

POSITION	INCUMBENT	EMAIL	TELEPHONE
Commodore	Lisa Shishis	lisaanneshishis@gmail.com commodore@byc.ca	C: 613-793-6872
Vice Commodore (Harbour Master)	Al Malo	al.malo@hotmail.ca harbourmaster@byc.ca	C: 613-302-0943
Rear Commodore (Projects)	Guy Grimard	guy.grimard@yahoo.ca projects@byc.ca	C: 613-619-4051
Fleet Captain	Aaron Middleton	aaronmiddleton@rogers.com fleet@byc.ca	C: 613-882-5079
Honorary Secretary	Sue Levesque	suelevesque@sympatico.ca hon.secretary@byc.ca	C: 613 808-2586
Honorary Treasurer	Randy Tivy	rtivy@collinsbarrow.com hon.treasurer@byc.ca	C: 613-768-7549
Director (House and Grounds)	Alan Galley	aggalley@gmail.com houseandgrounds@byc.ca	C: 613-327-2324
Director (IT)	Randy Irwin	randy_irwin@diamind.com it@byc.ca	C: 613-277-4711
Director (Marketing and Public Relations)	Trevor Clark	trevor@clarkbastedo.com marketingandpr@byc.ca	C: 613-889-0449
Director (Membership)	Pamela Best	twerp_999@yahoo.ca membership@byc.ca	C: 613-301-8112
Director (Social)	Sam Fuller	sam@fuller.ca social@byc.ca	C: 613-552-3418
Director (Courts)	David Hayes	david.hayes11@sympatico.ca courts@byc.ca	H: 613-447-1177
Director (Youth)	Imbaw Storer	lingbawan@gmail.com youth@byc.ca	H: 343-883-1974
Past Commodore	Rob Braden	resolvedbydesign@sympatico.ca pastcommodore@byc.ca	C: 613-859-4454
EX OFFICIO			
General Manager	Paul Moore	manager@byc.ca	W: 613-828-5167 C: 613-769-5338

Forms

A Service Request Form and a Customer Service Feedback Form may be found in the Appendix. These may be completed and dropped off at the office. Alternatively, send emails describing the nature of the requests or incident directly to the General Manager, at manager@byc.ca.

Sailing related forms are located near the west entrance to the club underneath the race results boards and on the website <http://www.byc.ca/index.php/sailing/racing/notices-and-forms>

Telephones and Internet Access

House phones are available in the main lobby and the boardroom. No long distance calling is permitted. A separate phone line is installed in the Junior Clubhouse.

Free Wi-Fi is available in both the BYC Clubhouse and harbour. Please speak with the office regarding getting the password to connect.

Internal Club Communications

Full & By Newsletter

The club newsletter is called the *Full & By* and includes “Between the Sheets,” a newsletter of particular interest to sailors. Members can chose to receive the *Full & By* by regular mail; otherwise members can access it online on the BYC website homepage at <http://www.byc.ca/>, our weekly e-blast or pick up an extra copy from the bar or Boardroom.

The *Full & By* is published six times per year:

- #1 Jan-Mar
- #2 Apr-May
- #3 June-July
- #4 Aug-Sept
- #5 Oct.
- #6 Nov

If people want to submit articles or ads they should send articles in unformatted electronic form in Microsoft Word to the editor, Joan Yuile, at joannbob@rogers.com. Typed or handwritten articles should be submitted to the office. All articles must be received by the deadline. The deadline is the 18th of the month preceding publication date, e.g., for #2, the deadline would be Mar. 18; for #3, May 18, etc. The odd one is #1 where the deadline would be Feb.18. As for ads, there is a member charge for ads for anything other than the sale of boating or tennis equipment.

Email Blasts and Bulletin Boards

Announcements of events are posted on the bulletin board near the bar in the Lower Lounge. Members are reminded that the bulletin board is restricted to club business only. Event information can also be found on the digital display by the Dragon Bar.

Current event information is also communicated in the Weekly Email Blasts from the BYC Office, as well as on our website, Facebook and Twitter pages.

Please ensure your contact information is accurate and up-to-date so you can be kept informed on important club announcements.

Feedback and Suggestions – [Comment@byc.ca](mailto:comment@byc.ca)

We want to receive your feedback and will welcome your help in making things better for all members. Please send comments and suggestions to comment@byc.ca. A designated member on the Membership, Marketing and Communications Committee is responsible for logging the comment and directing the comment to the appropriate club officer or director for action.

Please do not use comment@byc.ca for urgent or safety related requests—contact the office.

Also for your use, a Customer Service Feedback Form is included in the Appendix. Return completed forms to the General Manager.

BYC Photo Archives

The club has a rich history and past and present members have left a rich legacy through their photos. In 2009 the Breakfast Club provided the funds to digitize the original collection of 35 mm slides. Since then BYC has been collecting photos from members to complete the collection as well as to maintain it going forward.

Photos can be sent to the BYC office to be added to the archives.

Members are requested to select photos that may be of historical interest for online submission. High-resolution digital images jpeg images are desirable. Provide some information about each image: the event, the people, the location, the date (year and season) and who is providing the photo.

The current custodian of the Photo Archives is Jane Agnew. Members can contact her via email (photoarchives@byc.ca) or phone (613-828-9294) regarding providing photos for the archives.

BYC Website—WWW.BYC.CA

The BYC website has lots of valuable information for members at www.byc.ca. Be sure to watch the Club's calendar of events. If you have comments or suggestions or want to post an event or article, please contact the BYC Office.

Members Only Area

Register for the member's only area on the website. Members who have registered and created user IDs and passwords can access the members-only section. This includes a member directory so you can look up the contact information of other members. Contact Kimberley in the office if you have any issues with registering or logging into the member's area.

Discussion Forum

You can also access a discussion group through the website or by going directly to <http://groups.yahoo.com/group/BYC-Ottawa/>. This Group is for the use of members in good standing for the exchange of opinions and ideas, club news and articles of general interest.

Affiliations and Reciprocal Agreements

Britannia Yacht Club has reciprocal arrangements with local and distant yacht clubs. This means that members bearing appropriate identification can take advantage of certain privileges at other affiliated clubs as laid out in the agreements. The reciprocal arrangements are available for members on the website at <http://www.byc.ca/index.php/about-byc/reciprocal-privileges> for more information contact the Honorary Secretary who maintains the reciprocals.

Boats and Equipment for Sale

Members are invited to list their boats and equipment in the binder kept in the Lower Lounge. Want ads can also be submitted for publication in the *Full & By* and on the website. Contact the *Full & By* Editor to place an ad. Contact the BYC Office to get a for-sale or wanted ad posted on the web site.

New Member's Guide

The Membership, Marketing and Communications Committee updates this guide annually. Please direct feedback to the Membership and Marketing Director or to comment@byc.ca.

APPENDIX: FORMS

BYC SERVICE REQUEST FORM

Date _____ Phone Number _____

Member Name _____ Member Number _____

Date Work Required By _____

Area of Service Requested _____

Description:

For Office Use Only

Requires Board of Directors Approval: YES NO

Copy to Director (name): _____

Date: _____

Service Request Given to: _____

Date: _____

Date Action Taken: _____

If No Action Taken, Reason Why: _____

Date Contacted Member if No Action Was Taken: _____

BYC CUSTOMER SERVICE FEEDBACK

Date/Time: _____ Service Provider: _____

Please rate the level of service today:

Excellent Good Fair Poor

Today I was greeted Very Warmly Warmly

Neutral

Not Warmly I was not greeted

The service provider demonstrated skill and knowledge in serving me

Yes No Comment _____

What did you enjoy most about your experience? _____

What did you enjoy the least? _____

What would you like to see different on your next visit? _____

Please supply your contact information for follow-up _____
