

Pam FitzGerald

Edmonton Zone / Mountain Division

In 2018 the Board of Directors approached Pam with a request to develop a committee to oversee all things financial at the national level. The committee was needed to provide a transparent and consistent review of financial matters at the national level. Pam took an active role in the development of the terms of reference for the committee. The Financial Oversight Committee terms of reference were written by Pam and approved by the board in October 2018. Pam has now accepted the role of chairperson of this committee. Since assuming this role Pam has developed a National policy and procedure for expense claims. In 2019, Pam performed an audit of the available Resort's Memorandum of Understanding (MOU's) so that the National organization could evaluate any financial risk. Pam FitzGerald has provided the National VP Operations portfolio with expert accounting services for over 10 years. Each year she completes the CSP CRA 3010 Report; this is a monumental task involving the consolidation of financial reports of all zones and divisions in the CSP. Over this period, she developed and implemented a national financial reporting system that has allowed a better understanding of the financial situation across the organization. She has been instrumental in the development of the national budget for several years as part of the CSP financial committee. The chart of accounts that was in use by the CSP several years ago was not user friendly and was difficult to translate into a more friendly format for the managers of the organization. Pam undertook the task of re-writing the chart of accounts so that reports can be more readily understood. She made herself available to instruct the employees at National Office in the new system. She was readily available to provide instruction and guidance to the Zone and Division Financial officers so that over a short period of time the system of financial reporting became consistent. This has meant that the entire organization receives information that is easily understood within the reports provided. Since putting the new chart of accounts into practice, Pam has instituted monthly financial reports to the board. These reports are accompanied by notes that explain the numbers (something that she developed) and something we did not have before. Division Presidents and Zone Presidents now receive a quarterly national financial report which is a first for the CSP. The changes Pam has developed and implemented within the financial program, have made a lasting impact on the CSP. She has applied her knowledge and expertise to help build a solid financial reporting system. This is a legacy that will last and makes her a builder of the organization. She makes herself available as a mentor to national officers and shares her knowledge easily with any who request her help. She is professional in her approach and treats everyone with respect and dignity.

Pam is the epitome of a CSP builder by always giving generously of her time and sharing her professional knowledge across all zones, Mtn Div and with the national level. Her expertise and the many hours she has spent working on and tuning the financial process and advising patrollers at all of these levels, make her a shining candidate for Life Membership. Pam has responded to requests for review of National proposals and plans (the latest being the

National Uniform proposals) with well thought out and researched responses, with suggestions for modifications to such plans, and above all ensuring the CSP operates within the charitable umbrella established by the CRA. This has meant many hours of work, above and beyond the exceptional level which she has already reached within Mountain division and Edmonton Zone. Pam is an outstanding financial resource and a friend to patrollers across the country. Pam liaises with zones directly across the country along with other Divisions and the National Office. It has taken a lot of her time, patience and goodwill, with DPs and ZPs, to get their financial houses in order. She volunteers many hours of her time to provide general accounting consultation to these zones and divisions, purely and generously beyond her local roles. This is all done by Pam, due to her love of the patrol and her desire to see that the zones, divisions and National, get aligned with CRA principles. This could of course, all be downloaded to a CA, at great cost to the individual zones, divisions and the National system. Besides fine tuning the national budgetary and financial reporting process, to produce better transparency and fiscal reality throughout the year, Pam continues as Edmonton Zone VP Finance and Mtn Div VP Finance and is the key to their healthy fiscal state. Pam has found many ways within her Zone and Div financial portfolios, to support Mtn Div and the National system, with cash infusions on many occasions. For Nat, this has meant a one-way cash flow, of well over \$100,000 during the last 10 years. Within her position as Mtn Div VP Finance, Pam has stepped up in her professional accountancy role, to oversee the financial reporting from all 11 zones within Mtn Div, to smooth out and guide their reporting for the Nat body, keeping statements in line with CRA charitable guidelines. She has helped zones across the country in a similar way. For example, Pam directly assisted Atlantic East Division with the accounting details for their zone amalgamation. She worked directly with the ZP's and provided professional support while striking a rare balance of supporting while allowing autonomy on zone financial matters. For all of her efforts, above and beyond her positional responsibilities, Pam was awarded Mtn Div's 'Most Valuable Patroller' Award in '08, a second DAA in '11, Edmonton Zone Life Member Award #2 in '13 and after receiving her 20 year pin in '14, her Mountain Division Life Member Award #18 (2014).

Pam is always to be found at Edmonton Zone exec mtgs, Mtn Div exec and Mtn Div Board mtgs and sharing her considerable expertise. She also volunteers her time for fundraising in the Zone at bingos and casinos and at the division level at the casino and the 2-day, First Aid and On-Snow Training Seminar, (FAST). As previously mentioned, Pam was the patrol leader at Snow Valley Snow Resort, within Edmonton city, until 3 years ago. For many of her years in Edmonton Zone, up to the present, she took on more duties; as an Assistant F Aid Instructor, then becoming an AFA Instructor and finally an AFA IT, fulfilling those roles for her Zone, both within the city and at outlying areas. She has helped-out in neighboring zones, certifying Instructors, returnees and rookies, always a role model for the CSP. At Snow Valley Resort, rookie patrollers were lucky if they were on Pam's shift. She provided a perfect environment for the development of skills and confidence. Under her mentorship she would allow rookies to take the lead on certain accidents, guiding them as necessary through the process. Confident, skilled patrollers grew from rookies to experienced patrollers, with loyalty and fondness for Pam, identifying her as the major positive influence in their patrol experience. Pam has continued to operate in that role, with the calm professionalism that she

demonstrates while instructing or patrolling. It is rare to find someone who strikes such a balance between supporting while allowing autonomy. Pam does an admirable job of walking this line, whether on the hill, or working with financial groups across the country, at all levels of the system, providing the security of a highly skilled and reliable person to back you up.

Pam sees her fellow patrollers as family. When spouses of her fellow executive members have been hospitalized, Pam has welcomed the other spouse into her home, not over the weekend or for a few days, but for prolonged periods of time. Pam always attends Zone exec mtgs, Mtn Div exec and Mtn Div Board mtgs and is always available to share her expertise. She also volunteers her time for fundraising in the Zone at bingos and casinos and at the Mtn Division level, at the casino and the 2-day First Aid and On-Snow Training Seminar. On an annual basis, Pam compiles a report and statement (Three inches thick!), for the Alberta Gaming and Liquor Control Board, on behalf of Mtn Div. There are few people within the system who have been able to reach across the system to the betterment of individual zones, divisions and the National Office, to the extent she has. We all applaud her hard work and her dedication to the Canadian Ski Patrol.

1) Received the NAA '99. Mtn Div Appreciation Award in '98 and again in '11. CSP in '04. Mtn Div Patroller Award in '02. Mtn Div Most Valuable Patroller in '08. Edm Zone Life Member #2 in '13. Mtn Div Life Member #18 in '14. 25 years' service in '19. Provides a great leadership model to fellow patrollers and recruits! 2) Zone VP Finance, reorganizing their financial model. 3) Mtn Div VP Finance, restructuring Mtn Div's financial model. 4) Assist Inst, then F Aid Inst and AFA IT for Edmonton Zone. Passing her skills on to recruits and returnees. 5) Assistance to all (10) other zones within Mtn Div on financial reporting and in financial statements. Amalgamating area patrol, year-end statements, into a common zone statement for several zones and then aligning zone year-end statements with the National model. 6) Continued in her role as PL Snow Valley, Edm Zone until 2 yrs ago. 7) Provides Edmonton Zone exec with detailed financial statements and helps plan and produces budgets on an annual basis, as well as completing a similar process with Mtn Div. 8) Key to the healthy fiscal state of Edmonton Zone, Mountain Division and the National Office. 9) Along similar lines, Pam has over the last three years, been giving financial advice to the whole system, the National Office, Nat Management Committee and Board and providing guidance, under CRA guidelines for the future direction of the CSP. Her current position at the National level of the CSP is 'Chairperson - Financial Oversight Committee'. 10) Pam has fine-tuned the national budgetary and financial reporting process, to produce better transparency and fiscal reality throughout the year. 11) Pam has found many ways within her Zone and Division finance portfolios, to support the National system, with cash infusions on many occasions. Over the last 10 or so years, amounting to well over \$100,000. 12) Pam is an outstanding financial resource and a friend to patrollers across the country. Pam has always liaised with other zones, in and outside Mtn Div, with other Divisions and the National Office, to clean up their books and align them with proper accounting practices. It has taken a lot of her time, patience and goodwill, with DP and ZPs, to get their financial houses in order. 13) Pam is the epitome of a CSP builder by always giving generously of her time and sharing her professional knowledge with her zone,

with Mtn Div and with the National level. Her expertise and the many hours she has spent tuning the financial process and advising patrollers at all of these levels, make her a shining candidate for Life Membership. 14) Pam dresses for her part (CA), at all the meetings she attends, setting an 'haute couture' standard and example for her fellow patrollers to follow. In this pursuit, Pam is still waiting for success!!