

## **B Shane Hayes**

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### **Career Summary:**

*Director Of Facility Operations with 20+ years of supervisory and management experience. 25+ years experience in public and facility maintenance and management. Extensive experience with all aspects of safety, facility operations, instruction/supervision and people management.*

### **Work Experience:**

#### **Royal Canadian Marine Search and Rescue, Dec 2022 to present**

**Coxswain Instructor, Sooke BC**

#### **Responsibilities:**

- Coxswain and life safety experts training on rigid hub inflatable Fast Rescue Craft handling technics
- Teaching crew leadership and operational management in high stress situations
- Teach and mentor in the operation of RADAR, electronic chart plotting and advanced navigational skills in extreme conditions
- Evaluation of skills demonstration to ensure safe, reliable mission oversight upon completion of training
- Vessel Simulator training and evaluation using simulation scenarios to coach navigational and leadership skills
- Impart safe and effective teaching, coaching and mentoring skills and techniques to colleagues in classroom, online classroom and on the water settings

#### **North Shore Winter Club, Oct 2018 to June 2021 and May 2022 to Oct 2023**

**Director of Facility Operations, North Vancouver BC**

#### **Overview:**

Oversee facility, building operations and team management in a private club setting. Facilities include, fire safety, ammonia plant, HVAC, boiler systems, electrical, multiple ice rinks, tennis courts, pools, F&B, grounds, fitness centre, multi function banquet spaces

#### **Highlights:**

- Oversaw installation of new high efficiency ammonia chiller system for ice rink operations
- Redefined safety standards and SOP/SWP's to ensure a safe and efficient environment for all staff and users
- Oversaw the auditing and successful completion of Ammonia Plant Risk Assessment status with Technical Safety British Columbia and WorkSafe BC
- Authored, implemented an ammonia plant maintenance manual and program set to the standards of Technical Safety British Columbia
- Implemented a Work Order/Preventative Maintenance program for maintenance efficiency, cost saving, minimized downtime and improved communication with facility and operations teams
- Major projects and improvements include, new installations of multiple HVAC systems, heating boiler systems, steam boiler system, pool heating and automated chemical monitoring systems, rink dehumidifier equipment
- Worked closely with district fire and safety representatives to rebuild a poorly maintained safety infrastructure to standards expected and exceeding those of a public facility

#### **Responsibilities:**

##### **Operational:**

- Design and implement policies and procedures for Operations Department
- Build, manage and maintain quality relationships with suppliers and contractors to ensure quality work and efficient pricing

- Ensure all legal requirements are consistently adhered to including, municipal and provincial codes, Worksafe BC, Vancouver Coastal Health, Technical Safety British Columbia
- Work with planners, consultants and architects on upgrades and remodeling of facility and equipment to meet member needs, standards and expectations
- Research new equipment, analyze cost benefit, drawbacks and potential revenue generation
- Coordination and management of equipment and building infrastructure repair and replacement requirements
- Identify areas no longer of value due to poor maintenance or lowered popularity and implement a reinvention of these spaces for more efficient or lucrative use
- Oversight of day to day operations of rink facilities both hands on and through team management

**Staffing:**

- Responsible for recruitment, compensation, direction and team building within Operations Department
- Continuously coaching, mentoring and evaluating skills and standards of the Operations team
- Establish and maintain lines of communication with entire team through regular one on one meetings, annual reviews and departmental meetings
- Encourage and enable personal growth, educational opportunities and focus on career goals with each member of the Operations team
- Ensure the provision of appropriate safety and emergency procedures training to meet a very high standard at all times
- Manage staffing schedules, requirements to continuously meet operational expectations

**Finance:**

- Work with GM and CFO on aspects of financial planning and performance within the Operations Department
- Help develop and maintain monthly, annual and capital project budgets
- Involvement in planning and oversight of long term financial goals, forecasts and business plans
- Approval of all engineering expenditures
- Manage and maintain physical inventory within budgetary boundaries

***Whistler Sport Legacies (Whistler Sliding Centre), Aug 2021 to May 2022***

***Chief Engineer, Whistler BC***

***Overview:***

Plant and facility operations management of the Whistler 2010 Olympic Sliding Center. The facility houses a 1500 meter sliding track, refrigerated with 150 000lbs of ammonia. Facility includes 100km's of ammonia piping, outbuildings and related building and safety infrastructure

***Responsibilities:***

- Manage the operation of all systems involved within the ammonia plant including maintenance, reporting, safety as well as equipment beyond the main plant and within the track system
- Oversight of operations team including, hiring, training, budgeting, people management and team building continuously working to ensure a strong team dynamic within the Plant Operations department
- Work closely with contractors and management to ensure safe, efficient and financially viable operations and maintenance
- Liaise with municipal, provincial and federal regulators to ensure all codes are followed and any changes to regulations are effectively introduced in a timely manner
- Team management and hands on day to day maintenance and operations of 7 buildings and outer structures within the complex including electrical, plumbing, life safety, HVAC
- Capital projects planning, budgeting and implementation
- Management of annual operations budget and adherence to the guidelines set out within
- Work closely with DDC controls contractors to establish improved safety and efficiencies of ammonia plant operations

**Hollyburn Country Club, Sept 2008 to Sept 2018**

**Engineering Manager**, West Vancouver, BC

**Overview:**

Oversight of facility and building operations in a private club setting. Facilities include: ammonia plant, tennis courts (Clay, Grass and Hardcourt), multiple ice surfaces, squash, badminton, multi-use fitness centre's, 25m pool/dive tank, leisure pool/water park, hot pools, steam rooms, saunas, F&B, grounds, HVAC, electrical, boiler systems, life safety

**Highlights:**

- Played key role in planning and implementation of major building upgrades and renovations including, major ammonia plant upgrade, 1.6 Million dollar arena upgrade and facility renovation, air supported structure replacement and renovation, numerous major infrastructure upgrades
- Spearhead preventative maintenance and work order systems.
- Negotiate new preventative maintenance contracts for all major building systems
- Implementation of energy efficiency programs including outside auditing programs, lighting upgrades, variable frequency drives, replacement of inefficient boiler systems
- Restructure/implementation of Direct Digital Controls in all major building operations
- Consistently met all departmental fiscal responsibilities including, capital planning/ expenditures, annual operating and staffing budgets
- Continued adherence to Technical Safety British Columbia risk assessment regulations and numerous successful government audits of the program over a year period

**Operational:**

- Design and implement policies, standards and expectations for Engineering Department
- Establish and maintain SWP/SOP's, life safety and operations protocols and procedures
- Build and maintain lasting relationships with contractors and suppliers
- Work with designers, consultants, architects and government officials on building upgrades, renovations and additions
- Improve and ensure continued efficiency through implementation of preventative maintenance programs
- Ensure all legal requirements are consistently adhered to including, municipal, provincial, Worksafe BC, Vancouver Coastal Health, Technical Safety BC
- Research new equipment opportunities and analyze cost benefits and expected ROI's
- Oversee all life safety training, operations, code changes and standards

**Staffing:**

- Recruitment, compensation, management and team building within the engineering department
- Establish and maintain lines of communication with team including regular one on one meetings, annual reviews and departmental meetings
- Encourage and maintain team growth, educational opportunities and assist with career direction and development
- Ensure appropriate training in safety and emergency procedures is provided and maintained
- Manage and approve staffing schedules, requirements, labour costs and expectations

**Finance:**

- Assist with oversight of departmental financial planning and performance
- Maintain and adhere to annual and capital budgets of several million dollars.
- Planning and oversight involvement of long term financial goals, business plans
- Approval of all engineering expenditures
- Audit and approval of engineering payroll

**Canucks Sports and Entertainment (GM Place/Rogers Arena), Feb 1998 to Feb 2008**

**Building Operator/Conversion Crew Supervisor**, Vancouver, BC

**Responsibilities:**

- Hands on maintenance, repair and operation of all building equipment including, HVAC, pumps, compressors, lighting, water, heating, ammonia plant
- Operation of all computerized environmental equipment, HVAC, DDC operations and life safety systems

- Operation of chiller/cooling plant, computerized lighting systems, steam fed heating and hot water systems
- Meticulous ice building and maintenance for National Hockey League, and numerous world class ice events
- Addressing safety and maintenance concerns including troubleshooting and maintenance of all concourse F&B facilities and 200+ suites and restaurants
- Adhere to all safety regulations and codes as set out by municipal and provincial governments
  - Safety and efficiency of conversions staff in relation to building changeover tasks on a daily basis
  - Oversight of staff on implementation of building layouts, plans and changes for high level concerts and world class events as required
  - Maintenance of building equipment, signage, and conversion related equipment such as seating, furnishings, mechanical equipment, lifts and more

### **Education:**

#### **Safer Oceans Systems**

Small Vessel Operators Permit SVOP - Transport Canada Certified, March 2024

#### **Canadian Red Cross First Responder** Sept 2023

Comprehensive First Aid skills for professional first responders including patient assessment models, CPR, Hemorrhage control, and care of acute and chronic conditions

#### **Professional Mountain Bike Instructors Association**

Level 1 Mountain Bike Instructor certification, Aug 2023

#### **Jameson Water**

Small Water Systems Operator (EOCP certified) Oct 2020

#### **Justice Institute Of British Columbia**

Incident Command System Level 100, Aug 2020

#### **BASF Respirator Fit Test Administrator** Jan, 2020

#### **Canadian Power and Sailing Squadron** 2017

Radio Operators Certification-Marine

#### **Health Emergency Management BC**, April 2018

Emergency Psychological First Aid

#### **UBC Sauder School Of Business**

**Executive General Management**, Sept 2013 - Aug 2015

Leading High Performance Teams, Fundamental Accounting, Employment and Human Rights Law, Project Management, Management Communication, Energetic Leadership

#### **RFABC** 2009/2010

Pool Operators certificate 1 and 2

#### **British Columbia Institute Of Technology**, Vancouver, BC

Marine Emergency Duties A1, Nov 2008

Hydrographic and Oceanographic Surveying, Dec 2006

4th Class Power Engineer, Vancouver, BC, Dec 2004 - BCSA Reg. 86912

#### **TFM Consulting**, Vancouver, BC, Sept 2004

5th Class Power Engineer (Refrigeration Endorsement) - BCSA Reg. 86912

#### **Work Safe BC**, Vancouver, BC, 1998-2017

Equipment Lockout, WHMIS, Fall Protection, Propane Safety, SCBA certified

#### **Additional Information:**

PADI Open Water Scuba Instructor, IANTD mixed gas diver, Oxygen First Aid

Administrator, mountain biker, golfer, musician, Coxswain and Training Officer Royal

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