

TOLL-FREE INFOLINE Report, E-MAIL INQUIRIES & FACEBOOK INQUIRIES Report to the Annual General Meeting of the B.C. Square & Round Dance Federation, Penticton, August 5, 2016. By Brian Elmer, volunteer receptionist.

Background

The B.C. Square and Round Dance Federation's toll-free INFOLINE was established many years ago as an overall source of dance information via telephone for the dance community and the general public.

The number 1-800-335-9433 "forwards" to the home of volunteer receptionists. As of the Summer of 2015, those persons are Brian Elmer and his wife, Rosalyn Garnett, in West Kelowna. Contracted with Telus, charges incurred to the number are billed to the treasurer of the Federation. The number is only supposed to connect within B.C.

Inquiries also come via e-mail and those are documented below. Some of them are prompted by persons viewing the promotional "landing page" when they click on paid advertising or free publicity (such as on Twitter) done by SQUAREUPB.C.

Additional inquiries sometimes come to us through the B.C. Federation's Facebook page (<https://www.facebook.com/BCSquareAndRoundDanceFederation>) and those are documented below.

Note that the Canadian Square and Round Dance Society also maintains a toll-free information line which is 1-866-206-6696. The volunteers on the end of that line are B.C. Federation members Ron and Jan Mills of West Kelowna.

Note that, since this is an annual report to the AGM, the report presented at the April 2, 2016, B.O.D. meeting in Abbotsford is reproduced below after the most recent information.

INFOLINE Call-tracking – April 1, 2016 to July 1, 2016

As calls come in on the INFOLINE, an effort is made to document each, noting the nature of the inquiry, how the inquiry was satisfied and the name and contact information of the caller. For cost efficiency, most responses are sent by e-mail when queries cannot be answered immediately over the phone. The following list of calls received is chronological:

April 1 – 2016 – Inquiry from a female Surrey dancer to check on whether or not her Festival 2017 registration was received by mail. After confirming that she had sent it to the correct destination, she speculated that her registration had simply not yet been processed. She's anxious to help promote the 2017 Festival and is particularly looking for her promotional ribbons. On her behalf, the Festival registrar was e-mailed to convey the inquiry and asked to contact the woman.

April – 2016 – Another call received from a Surrey dancer who contacted us earlier. She found that her Festival registration cheque had not been cashed and asked to have it held until after she undergoes a medical procedure. Unfortunately, it was found that the cheque was cashed once the treasurer gathered enough to warrant a trip to the bank.

Spring – 2016 – Two calls received from the B.C. Federation’s President and Chairperson in followup to elements presented at the April B.O.D. meeting in Abbotsford.

Spring – 2016 – One call received from a lumber yard in Burns Lake, B.C., to inquire what type of flooring was used at the former outdoor B.C. Square Dance Jamboree in Penticton. The information was provided and the caller satisfied.

June 21 – 2016 – A call from the Chartwell Lynnwood Retirement Residence in Chilliwack to ask if local square dancers would come to display dance at the facility. The caller was appreciatively directed to the names and phone numbers of 2 couples representing the Chilliwack Rhythm Reelers square & round dance club.

E-mail inquiry tracking – April 2016 to July 20, 2016

May 20, 2016 – An inquiry came from a woman in Parksville who’s interested in finding local square dance lessons for her and her husband to join in September, 2016. She was given contact information for the clubs in Parksville and Nanaimo as well as round dance club information for the Saturday morning sessions at the Bradley Centre in Coombs. The reply was “cc’d” to the Parksville square and round dance clubs.

A follow-up e-mail was sent to her on June 21/16, asking if she had met with success in finding lesson information using the contacts furnished to her.

July 19, 2016 – Inquiry from a promotions volunteer for the Ripple Rockets square and round dance club in Campbell River. It asked for a critique on a poster that was designed. A constructive response was sent with attached graphics and photos resources and knowledge of how to access the Federation’s newest tri-fold promotional brochure and rack cards.

Facebook inquiry tracking – August 2015 to July 1 2016

May 23, 2016 – Posting to the Federation’s Facebook page inquiring if we can help locate copies of one of the B.C. square dance magazines containing a series of cartoons created by his father who lived on Vancouver Island. In response, it was speculated that the particular magazine was the Cross Trail News or, possibly, the Valley Circle. He was furnished with contact information to follow up.

May 25 – 2016 – A Facebook message came to the Federation from the Metis Jiggers Dance Troupe of Kamloops. They inquired where they could get some used square dance crinolines. They announced that they'd be competing in July, 2016, in a square dance-style jigging competition at Batoche, Saskatchewan. They were given a number of possibilities from buying new dance wear to new-to-you clothing such as that available from clubs presenting used clothing sales. An appreciative response was received.

Reproduction of report presented at the April 2, 2016, B.O.D. meeting in Abbotsford

INFOLINE Call-tracking – August 2015 to March 2016

As calls come in on the INFOLINE, an effort is made to document each, noting the nature of the inquiry, how the inquiry was satisfied and the name and contact information of the caller. For cost efficiency, most responses are sent by e-mail when queries cannot be answered immediately over the phone. The following list of calls received is chronological:

1. July 27 – 2015 - Inquiry from a woman in Kamloops about the location of square dance lessons. Responded with specific information about two clubs offering lessons.
2. Sept. 2 – 2015 - Inquiry from a man in the Vancouver area about the location of square dance lessons. Various options e-mailed in response.
3. Sept. 2 – 2015 – Male Kamloops caller passed along information about an Open House for newcomers to square dancing.
4. Sept. 2 – 2015 - Volunteer with Northern Twisters club in Prince George wanting to know if her club has access to the Federation's health brochure. Details & suggestions given.
5. Sept. 3 – 2015 – Second inquiry from the man who called the previous day about lessons in the Vancouver area. He hadn't realized that the information was waiting for him in his e-mail inbox.
6. Sept. 10 - 2015 – Call from Revitalization Committee Chairperson, Dennis Sutton in Victoria, to clarify the difficult situation with the switchover of the squaredance.bc.ca web domain to the new host: Aplonis in Portland, Oregon
7. Sept. 14 – 2015 – Inquiry by a man on Gabriola Island, across from Nanaimo. He left all his contact info. but no purpose for the call. His call was returned but he was not home so a phone message was left and an e-mail sent to the address that he provided. He made no further contact.
8. Sept. 30 – 2015 – Inquiry by a man who's the Recreation Manager at Regency Southwood Retirement Resort in Penticton. He was looking for male volunteers to come and dance

simple ballroom steps with some of his female residents. He was put in touch with the Penticton square and round dance clubs. *He found the B.C. Federation's INFOLINE still listed in one of the telephone books, possibly an INFOTEL book or an old Telus book. (That listing had supposedly been cancelled.)*

9. Oct. 13 – 2015 – Inquiry from a man in Chilliwack wondering how his small contra dance group can take out membership in the Canadian Square & Round Dance Society. He was informed that contra is a dance form that we in the B.C. Square & Round Dance Federation embrace and his group was welcomed to join. Contact information was provided for the Canadian Society and he was encouraged to consider memberships also in the Fraser Valley Square & Round Dance Association and the Society. Furthermore, questions were answered about being a non-profit and about using recorded music.
10. Nov. 4 -2015 – Inquiry from a Vancouver area man about donating dance wear that was once used by square dancing family members in Princeton as well as a record collection and turntable. After offering the dance wear to the square dance community, it was eventually donated to Value Village in Coquitlam. The records were accepted by a new caller.
11. Jan. 13 – 2016 – Inquiry from a woman in Langley who was looking for a caller to entertain and teach a few calls in the Langley area. She was given the names and contact information of the two callers for the Guys 'n Gals club in Aldergrove.
12. Jan. 20 – 2016 – Inquiry from a new female dancer in the Swinging Singles who wondered where she could buy new or “new-to-you” dance wear. She was furnished with several options and was satisfied with one of them -- clothing from a private seller who had advertised in the Valley Circle magazine. (The magazine is supplied to SQUAREUPB.C. and the INFOLINE on a complimentary basis.)
13. Feb. 16 – 2016 – Inquiry by a male worker from his paint supply shop in Nelson. He's a leader in a ballroom dance club in that city and wanted to explore what we in the square and round dance community do for liability insurance coverage. He was informed of the provincial and national structure in our activity and encouraged to investigate whether or not the Canadian Square & Round Dance Society would consider his group as members, thereby securing the insurance. He was given the Society's web address (www.squaredance.ca) and directed to the Society's President and Membership Chairman, Eric McCormack.
14. Mar. 22 – 2016 – Inquiry from a male dancer in the Surrey Square Wheelers wondering how he might acquire several “Four Score & More” badges for fellow club members. He was given contact information for suppliers of the badges--Sandy's Badges in Victoria.

1. July 27 – 2015 – Inquiry from a Kelowna area woman about the location of clog dance classes in the city. She was given contact information for the two clog dance clubs in the Central Okanagan.
2. July 28 – 2015 – Inquiry from a Kelowna area woman about attending new square dancer sessions in the city with her elderly dad (who loves to dance). She was informed of the one club in the Central Okanagan starting square dance lessons in September and offering a free class to try it out.
3. Aug. 9 – 2015 – Inquiry from a woman in the Central Okanagan wishing to sell dance wear and accessories since an illness prevents her Mom from dancing any longer. An e-mail response included “cc” addresses for many clubs and dance magazines in the province that could assist her in finding homes for the items.
4. Sept. 10 – 2015 – Inquiry from a woman in Langley as to where new square dancer sessions are available and what the situation is if you don’t have a partner. In the response, she was directed to explore the options offered by clubs in Aldergrove/Langley, White Rock, Maple Ridge and Abbotsford. Specific information was furnished for each club, including dates, times, locations and contacts.
5. Sept. 22 – 2015 – Inquiry from a fellow probably located in the Lower Mainland who wrote about new dancer lessons, “I may be interested.” He was e-mailed to ask in what city he was located and whether it was square dancing or round dancing that was of interest. No response came in return. That e-mail encouraged him to e-mail back or to call the toll-free INFOLINE to give more details.
6. Sept. 16 – 2015 – A woman in Courtenay wrote “please direct me to someone here.” The response told her of the new square dancer sessions sponsored by the Ocean Waves club in that city. The message was “cc’d” to a club representative who followed up.
7. Jan. 27 – 2016 – An inquiry from a man in Richmond who wrote: “have square danced many, many years ago. We are in our seventies and can cut a rug. Looking for a nice social group close to Richmond, South Vancouver, Langley, Delta, etc.” He was given information to contact the Swinging Singles (also welcomes couples) in Burnaby; the Century House Squares in New Westminster--dancing Mondays in the daytime; the White Rockers--dancing Sunday afternoons; the Surrey Square Wheelers (dancing in Langley) and the Guys 'n Gals that dance on Sunday afternoons in the O.A.P. Hall in Aldergrove.
8. Additional e-mail inquiries were probably received but not tracked.

- end -