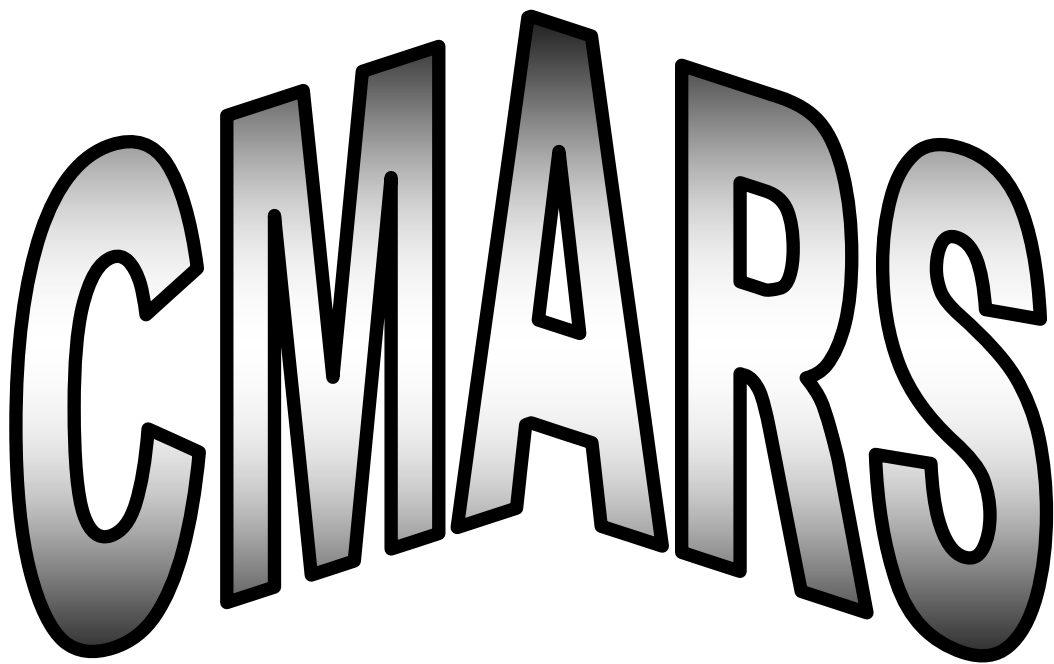


Crotched Mountain
Adaptive Ride & Ski



Volunteer Handbook
2007-2008

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INTRODUCTION

Welcome to the Crotched Mountain Adaptive Ride & Ski Program (CMARS). We are part of a supportive group of volunteers who share a common goal of teaching skiing and snowboarding to people with physical, cognitive and emotional challenges. This experience will enrich your lives as well as the lives of your students. They will gain a feeling of independence, freedom, self-reliance, self-esteem, joy, and supreme accomplishment; you will play an important role in this process.

This handbook will help you to:

1. Understand the policies and procedures necessary to make the program(s) run as safely, smoothly and consistently as possible.
2. Understand the organization and the relationship between you and the CM Snow Sports School staff, AbilityPLUS and CMARS.
3. Have a ready resource available.

MISSION STATEMENT

The mission of CMARS is to make skiing and riding available to anyone of any ability! We are committed to assisting our patrons in accessing the program that will help them meet their individual goals. We provide a range of support opportunities (please see our Student Rate Sheet for details). Lessons are taught by trained & qualified volunteer instructors.

CMARS is an Affiliate Member of AbilityPLUS; a chapter of Disabled Sports USA and a 501 (c)(3) non-profit organization that runs year round sports and recreation programs for people with disabilities and their families.

GENERAL INFORMATION

Program Office Location: the Crotched Mountain Adaptive Ride & Ski office is located on the lower level of the base lodge, on the right when you enter the Rentals Area.

Telephone Number: (603) 588- 3668 ext. 229

E-Mail Address: adaptive@crotchedmountain.com

Hours of Operation: 9:00 am - 5:00 pm

Lessons are from 10:00AM to 12:00Noon and 1:00PM to 3:00PM, unless the students make special arrangements. Instructors should report to the office at least $\frac{1}{2}$ hour before the start of a lesson to look over any files on their student, set up any equipment needed for the student and check out the snow conditions.

It is imperative that volunteer instructors are punctual. Your promptness is essential for the successful operation of the program. Although this is a "volunteer" job, our students expect the operation to be professional in every way.

Lost and Found: All articles left in the room are kept there for a few weeks and thereafter put into our clothing bins or turned over to the general lost and found.

Absences/Cancellations:

If you are unable to work on your scheduled day, you must contact the office at least 24 hours in advance. In the case of a sudden illness or emergency, a call just before is acceptable. Voice Mail can be accessed 24 hours a day. Please leave a message when calling, speak clearly, and leave your telephone number. With unexplained absences, you cannot expect to have lessons assigned to you. We assign lessons to only those we know we can count on.

If your student cancels or does not show up for a lesson, you will be assigned to another lesson. If no lesson is available, you will receive credit. We make every effort to be fair. If you have a problem with assignments please tell us first.

VOLUNTEER PARTICIPATION

Opportunities & Job Descriptions:

Instructor: (Alpine & Snowboard)

- Provides instruction and/or assistance for all students who have physical, developmental, sensory, or emotional disabilities. This involves providing a safe, fun and positive learning environment for the duration of the lesson.

Office assistant:

- Assists with a variety of office related tasks, including but not limited to answering the phone, working at the reception desk, copying, filing and data entry.

Equipment Manager:

- Assists with the preparation of equipment for the day, moves the equipment for the student, maintains the equipment at the top quality standards.

On-snow Allies:

- Provides support for a patron who experiences a disability which prevents them from skiing/riding independently. Allies may assist with any/all of the following: loading onto/unloading from the chairlift, getting up after a fall, tethering stand-up skier/rider, blind guiding, and trail safety.

Junior Volunteers (ages 10-14):

- Assist Lead Instructors during all aspects of lesson.

Qualifications:

Volunteers must:

- Ski or Ride at an intermediate or above ability level. (Instructors only)
- Have their own equipment with bindings that have had a binding check from the retail or rental shop.
- Attend a CMARS Orientation
- Complete 6 days of pre-season training in the first 2 seasons and 4 days each year thereafter. (Instructors only)

- Choose a commitment level that you can reasonably fulfill. (A commitment sheet will be provided by the Director)
- Have a positive, friendly attitude.
- Enjoy working with people.
- Adhere to all CMARS policies.
- Be physically able to handle the work assigned.

Training Clinics:

We expect all volunteers to participate in ongoing professional development in the field of adaptive snow sports teaching, skiing and riding. As a benefit, we will make a broad program of training available to you.

We provide training during the season; volunteer clinics are open to adaptive volunteer instructors and they are encouraged to attend as many training sessions as possible. There are special clinics for those planning to go for PSIA certification.

General Appearance:

All staff and volunteers must wear appropriate clothing while working with CMARS. We expect volunteers to be neat, clean and well-groomed. Please dress appropriately for the weather of the day. While not mandatory, we feel that helmets set a good example and we encourage them.

Please wear a nametag on your jacket at all times. If you do not have a nametag, please see the Director and you will get one as soon as possible.

All volunteers should have a folder in which to keep all printed materials received during the course of the season training sessions, a training record, a teaching record with student's names and addresses, your copy of this handbook, CMARS Policies, or any other relevant material.

If you have an equipment problem and need a rental, please see the Program Director for a voucher for the rental shop.

Volunteer Privileges: Volunteers will earn passes according to policy. (See commitment sheet) Please inform the Director if you are giving passes to Director or Office Assistant will NOT give your earned passes out unless we have your permission. Under NO circumstances are your earned passes to be sold.

Insurance(s):

Volunteer instructors are not covered under any Workers Compensation policy while teaching, assisting a lesson, coaching, coming to a lesson assignment, in a training clinic or while performing other specifically assigned CMARS, Snow Sports School or Ski Areas tasks.

Volunteer instructors are not covered while free skiing or boarding, participating in "fun" program ski-a-longs, performing individual practice or teaching exercises or skiing skills, running gates for individual practice, or racing in any "fun" races.

If you receive an injury while at CMARS, please be prepared to present your own insurance card. AbilityPLUS will recover secondary medical costs through its liability insurance. You

should fill out the forms completely as soon as possible. The Director or Assistant will provide these forms for you.

PSIA/AASI:

The professional Ski Instructors of America (PSIA) is the system of teaching used throughout the United States at most snow sports schools. All adaptive techniques are based on this system of teaching. PSIA holds workshop clinics, specialty clinics and certification exams during the winter in alpine, adaptive, nordic and snowboard disciplines.

All volunteer instructors are encouraged to attend any PSIA/AASI workshops or certification exams to increase their level of knowledge and qualifications. Applications and schedule of events are available at the office. If you have any questions about the process or your qualifications, please see the Program Director.

Please be sure that the office knows your status within PSIA/AASI and if you intend to further your level of certification. There should be a photocopy of your current year's membership card kept on file in the Adaptive program office for verification.

PROGRAMS/OPPORTUNITIES

Program Operations:

All lessons are on an "advance-reservation" basis in order to ensure appropriate snow conditions and open trail(s); qualified instructors and appropriate adaptive equipment are available. We try to accommodate walk-in students if possible.

The cost of the program is on a separate rate sheet, which is on the office bulletin board. If you know of people who are interested in the program, the Director will provide a rate sheet for you.

Students must provide their own transportation, lunch and off-hill supervision when necessary.

The On-Snow Allies Program is available for skiers/riders who (due to the nature of their disability) require assistance during free skiing. Support may include: loading or unloading the chairlift, getting up from a fall or safe decision making on the hill. See rate sheet for specifics on this program.

SAFETY FIRST

Safety is the number one concern for CMARS. Even though there is extensive training of volunteer instructors and evaluation of students, accidents do occur.

Each volunteer must act responsibly for his/her safety and that of fellow instructors, Crotched Mountain guests and our students. All accidents, injuries or damage to equipment or materials must be reported to the Program Director as soon as possible. Each volunteer must follow the safety regulations, rules and policies at all times.

Your judgment will affect a student's safety. Please ski only within your student's ability. Be alert to continually changing weather, visibility and surface conditions. Be prepared to stop at all times and most importantly, use good judgment and common sense.

Know the Skier's Responsibility Code:

1. Always stay in control and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you might obstruct a trail or are not visible to other skiers.
4. Whenever starting downhill or merging on to a trail, look uphill and yield to others.
5. Always use devices to prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

This is a partial list. Be safely conscious.

KNOW THE CODE!

Please pass on the safety message at all times to your students. Volunteer instructors are role models and should exhibit safe skiing habits.

- Always stop at the side of a trail
- Always stop where you are visible to skiers approaching
- Always leave the lift unload area quickly
- Never stop under a chairlift

Please be careful where you take your students. Make sure the trail is appropriate for their ability. If you are passing most skiers on the trail, you are probably skiing too fast. Observe all the posted signs and "slow" zones and slow down, no matter what your ability level.

POLICIES

Credit Tickets:

All volunteers receive one (1) ticket credit for each full day of work or teaching. This applies to the following activities.

- Instruction
- Assisting in lessons
- Office work
- Equipment maintenance
- Off-site events
- Fundraising

These tickets are for you to use or to give to family or friends. You may NOT sell them. Any violation will be cause for dismissal.

You may redeem these credit tickets by coming to the Office, signing the Volunteer Sign-In Sheet with your name and checking the column that says "Credit Ticket Given".

To ensure that a ticket is waiting for you, your family or friends when you arrive please call or email the office ahead of time.

You must use your tickets during the season in which you earn them.

We keep a running total of all tickets earned and used in the office. If you have any questions, please contact the CMARS Office at any time.

Helmet Policy:

All participants with traumatic brain injury, spinal cord injury or a shunt are **strongly** encouraged to wear a helmet while participating in the CMARS program. We feel that it is the only safe way to ski, but respect the student's desire to make the final decision. You can help set a good example by wearing a helmet while skiing/riding.

Free Skiing/Riding Policy:

You may ski/ride here on a non-scheduled day with your earned tickets if you desire. Please stop by the office when you arrive to let us know that you are here. If an emergency short-staff situation occurs we may ask you to teach, but we will make every effort to solve the situation without this option.

"Put it in writing" Policy:

During the course of the day, a lot of information passes through the CMARS Office. If you need to communicate an important piece of information please do it verbally and in writing.

Items that must be in writing are:

1. Work schedule changes
2. Changes in PSIA certification
3. Requests for PSIA cards to be signed
4. Requests for letters of recommendation

Confidentiality:

You should keep discussions about private business matters involving CMARS to yourself. Please do not discuss any student information, incidents or program related problems in any location near the skiing public.

Please refer any requests for information about incidents occurring at Crotched Mountain to the Program Director, as well as CMARS related concerns.

General Conduct:

All volunteer instructors must adhere to all conduct policies of the Crotched Mountain Ski & Ride Area.

You are a role model for our guests. Your behavior has a great impact on the way in which our guests ski & ride. You must adhere stringently to the Responsibility Code and to all posted signs. Please see the Crotched Mountain Conduct sheet for more information on standards for all mountain personnel.

POCEDURES

Daily Procedure for Volunteer Instructors:

All volunteer instructors are required to be at the mountain $\frac{1}{2}$ hour before the start of a lesson. Upon arriving:

1. Sign in on the "Volunteer Sign-in Sheet".
2. Check the board for your daily assignment. The first volunteer's name after the student is the primary instructor. The other team members are assistants, blockers or lifters.
3. Before the student arrives, please read the student's chart and set up any adaptive equipment for the lesson. If rentals are needed and you know the sizes please go to the rental shop to get the equipment.
4. If this is a student's first lesson, please ask the Director for any information about the student. Be sure a "Student Evaluation Sheet" is ready to be filled out and the probable equipment is available.
5. At the end of the lesson the instructor or assistant will return the equipment to its home, noting any loose or missing pieces, nuts or bolts or parts in need of repair. All accessories; i.e., tether lines, padding and wedges, must be returned to their home and stationary outriggers taken off and put into the bi-ski seat before putting away.
6. The primary instructor is responsible for filling out the lesson evaluation sheet with the trails skied, the number of runs, skiing skills taught and suggestions for the next instructor.
7. If you have time, please take a run to check trail conditions. However, you should plan accordingly so that students do not have to wait.

Accident Procedure:

Accidents do happen. Volunteer instructors should be well aware of proper procedure for the following:

Accident involving probable injury to a student:

- Make sure the injured person is in no imminent danger.
- Protect the injured person from skier traffic by crossing his/her or your skies uphill about 25-30 feet above the location of the downed skier. If necessary, position yourself to help direct other traffic around the skier.
- Do **not** remove any of the injured person's equipment.
- Do **not** attempt to administer first aid unless the injury involved is life-threatening. Use only those first aid measures for which you have been formally trained.
- Quickly ascertain the nature of the injury. Let the injured party know that help is coming and that he/she should remain still. Cover the skier with a parka if appropriate. Talking will help calm the injured skier.
- Notify the Ski Patrol of the location and general type of injury. Your first choice would be to "flag down" a mountain employee to get the message to the base of a lift. Second option would be to send two passing customers with the message.
- Give the messenger a specific message. "There is an accident at the bottom of the bottom of the Lower Meteor. The skier has an injured knee." Make sure they ski slowly and safely to carry the message. Do not mention a torn ligament or broken leg or any other diagnosis; just call it an injury to a particular part of the body.

- Wait at the scene until the Ski Patrol arrives. Try to find witnesses among the bystanders. Get the complete names and addresses of all of them. When the patrol arrives on the scene, tell them what you know about the circumstances.
- While at the scene, and afterward, please be aware of the comments you make to the injured skier. Show concern and compassion but make no admissions of guilt or fault on behalf of yourself, others or Crotched Mountain. This is not a way to shrink responsibility or be in any way dishonest. Crotched Mountain administration will take appropriate action based on the Ski Patrol's complete accident investigation.
- Notify the Program Director and fill out an incident form as soon as possible. Please use the following key principals when you write your report.
 1. Be complete. Include facts that could be important in a court of law, such as: "student mentioned early in the lesson that he/she had been experiencing chronic knee pain since early season".
 2. Be specific. For instance, describe the location of the accident as "at the junction of Galaxy and Meteor" instead of just "Galaxy".

Our procedures are established to discover and preserve the facts about the incident. We are looking for the truth about the event. Do not lie about any aspect of the event. However, anything said or written down could be examined in a court of law and construed in the most negative fashion possible. Do not make judgment calls in your statement. State only the facts, do not offer opinions.

- If you decide that you need to rewrite a report to add or change facts, do not destroy the ORIGINAL REPORT (or any other original document or information about the accident). Write "VOID" across the original and clip it to your amended report when you submit it.
- Call Patrol Headquarters as soon as possible to see if they need additional information for their records
- At the scene, make no admissions of guilt or negligence. Do NOT discuss the incident with anyone other than as required for incident investigation, including other staff members. A particular problem in this regard tends to come up when a group of instructors are socializing.
- Only the Director should give out information to anyone asking for information about any person injured at the area.
- Two particular accident situations require special care by the instructor:
 1. Any incident involving company personnel or property, i.e. the collision between a student and an instructor or lift attendant, or a collision with a lift tower of snowmaking apparatus. Please strongly encourage the student involved to get checked out at First Aid. If the student refuses treatment, take time on the spot to get the student's full name and address and record the exact time, date and location in your notebook or Employee Witness Form.
 2. Any collision between students and the skiing public, i.e. "hit and run" collision in which the perpetrating skier skies away without stopping. Get the best description you can

to Ski Patrol as soon as they arrive. Collect names and addresses of witnesses if you can. If the perpetrating skier stops, tactfully obtain their name and address verified by ID. If the skier refuses to give this information, try to convince them to remain until Ski Patrol arrives to take over. Do not provoke any type of physical confrontation under any circumstances.