

2009/10 Ski Brule Ski Patrol

The National Ski Patrol is a member driven association. Our members support and participate in the ski and outdoor recreation community by providing emergency care, rescue, and education services.

Policies and Benefits 2009/10 Season

<u>Patroller.....</u>	<u>2</u>
<u>Candidates – Transfers - Secondary Patroller.....</u>	<u>3</u>
<u>Crew Chief.....</u>	<u>3</u>
<u>Top of Hill Duty.....</u>	<u>4</u>
<u>Night Skiing.....</u>	<u>4</u>
<u>Guest Patroller.....</u>	<u>5</u>
<u>Radio.....</u>	<u>5</u>
<u>Important phone numbers.....</u>	<u>6</u>
<u>End of Day Closing.....</u>	<u>6</u>
<u>Lift Evacuation Procedures.....</u>	<u>7</u>
<u>Best Practices for members of the Ski Brule Ski Patrol.....</u>	<u>7</u>
<u>Discipline Guideline for change of patroller status.....</u>	<u>8</u>
<u>Leadership Team.....</u>	<u>9</u>
<u>Annual Refresher - Mike Krein.....</u>	<u>9</u>
<u>CPR/AED Certification – Jim Fournier.....</u>	<u>9</u>
<u>Senior Advisor - Jim Fournier / Ron Beauchamp.....</u>	<u>9</u>
<u>Ski Swap, Fundraising – Joe Matuszak.....</u>	<u>9</u>
<u>Awards – Shari Nothem.....</u>	<u>10</u>
<u>Assistant Patrol Rep - Pete Holdridge.....</u>	<u>10</u>
<u>Patrol Representative - Joe Matuszak.....</u>	<u>10</u>
<u>Leadership Team - Ron Beauchamp, Jerry Check, Mike Krein, Pete Holdridge, Shari Nothem, Bob Salonen, Dave Townsend.....</u>	<u>10</u>
<u>Membership / Recruitment - Jeff Hahn.....</u>	<u>10</u>
<u>Reimbursement for attending Training Clinics.....</u>	<u>10</u>
<u>Benefits of Membership for Patrollers in Good Standing*.....</u>	<u>11</u>

Mission Statement – Ski Brule

Produce an affordable family and children orientated destination snow sport environment which includes the friendliest, most outgoing atmosphere of any resort in the world, with the longest snow season in the region; the first to open and the last to close with the best possible snow conditions in this region at all times.

The mission to be accomplished through:

- § Outgoing, genuine, pleasant, happy staff members, willing to recognize problems as opportunities.
- § Exemplary children's programs
- § Affordable rates on all services
- § Management that assures product quality
- § State of the science snow grooming equipment
- § Never quit attitude towards the accomplishment of our mission.

Patroller

Sign the sign-in book *legibly*, and verify credentials of guest patrollers. Check with Crew Chief for any tasks needing attention, including retrieval of equipment from area hospital.

Be in uniform, outdoor ready and signed in BEFORE 8:45. Be the first to load the lifts. When hill opens for special events, patroller must be on mountain, in uniform, signed in, not later than 7:15 am.

Sign up for top of hill duty on weekends and holidays.

Observe slope and lift operations and if conditions require further mountain staff involvement, pass information to Crew Chief who will notify Mtn Manager.

The preferred uniform is the NSP red parka with white cross insignia and black pants. Patrollers may choose the rust and navy parka with navy pants or any combination thereof.

Patrollers are not allowed to cut a lift line unless responding to an accident. 1st on patroller may instruct fellow patrollers to "cut the line" if a faster response is needed.

Help maintain ribbon, bamboo and out of bounds ribbon markers.

Ski every run in morning and afternoon. Patrollers will encourage "fast" skiers to move off of Homestead and Maple Syrup. Visibility of the Ski Patrol is a great deterrent to uncontrolled skiing. Develop a rapport with the public, emphasizing safety and courtesy. Patrollers will project a positive image of themselves and the patrol. Patrollers will understand they are a primary customer contact and can directly and positively impact our guest's enjoyment. Patrollers are requested to frequent the green ski runs.

No giving of lessons while in uniform.
No skiing kids on tethers while in uniform.

In most cases, the first patroller upon the scene of an accident is the patroller in charge, unless patroller requests a fellow patroller to take scene command. This "first-on" patroller is responsible for care and record keeping as defined by the NSP training, and arrangements for the guest to leave the patrol room.

Complete accident reports carefully, and readably. Report will reflect observations, not assumptions, i.e., tenderness in wrist, deformity in tibia/fib area above the boot line. Patrollers will not take measurements; take photos, record settings, dimensions or other information irrelevant to the care of the guest.

Ask another patroller to review form for completeness, readability prior to approval by Crew Chief.

No information is to be provided to anyone, i.e., friend of injured guest, newspaper, etc., concerning any accidents or guests of Ski Brule.

Accident forms must contain responsible party/chaperone data and their signature for all injured guests under age 18.

Any accident involving mountain equipment (excluding Rental Equip) requires mountain staff at the scene.

Tag all Rental Equipment including boots that belongs to an injured guest with the date of injury and guest's name. If guest is returning to skiing, arrange with Rental Dept for replacement. Equipment identification numbers must be also recorded on the Accident Report. Deposit equipment in designated area in patrol building. Ski Brule Rental Dept will pick up tagged equipment. All accident investigation is not a patrol responsibility.

The patrol aid room is restricted to patrollers and injured guests/family. Skis or snowboards are restricted to the rear of the patrol room please. The aid area is further restricted to patrollers assisting injured guests. No patrol guests or family members may travel through or be in the aid area but may be in the rear of the patrol room when accompanied by Ski Brule patrollers.

No eating in main area of patrol room. No pets in patrol room per Infection Control Procedures.

Keep patrol rooms clean.

No smoking is permitted in any building owned or managed by Ski Brule, or any area visible to guests of Ski Brule. No drinking of alcohol is permitted while on duty and/or in uniform. Following NPS Policy, members may not wear official uniform where alcohol beverages are served unless responding to an accident.

Patrollers understand and agree to take instruction and direction from Mountain Management.

Patrollers will annually refresh their on the hill skills with designated Hill Trainer.

Patroller will annually refresh their chair evacuation training.

Patrollers will be familiar with the Infection Control Policies, available in the Patrol Room.

Candidates – Transfers – Secondary Patroller

Candidates will follow the practices as listed under the section, Patroller.

Candidates are asked to help with mountain sweep at closing.

Candidate must successfully complete the NSP Outdoor Emergency Care course. Completing a NSP OEC Challenge in lieu of successfully completing an OEC class or participating in on-hill training will not meet Ski Brule's training requirement for membership in the Ski Brule Ski Patrol.

Candidates must accept the requirement to patrolling the minimum number of days, and annually refresh their OEC skills, CPR skills and on the hill skills to maintain good standing with Ski Brule and the Ski Patrol.

Candidates are not eligible for benefits and cannot accrue or receive additional benefits until completion of OEC class (auxiliary patroller status) and meet Good Standing requirements.

A transferring patroller will be refreshed for his or her on-hill skills prior to acquiring "patroller" status.

Patrollers who choose to register with the Ski Brule Ski Patrol as their secondary hill will pay the same dues as a Ski Brule patroller, less NSP national dues, and will refresh his or her on-hill skills prior to acquiring "patroller" status at Ski Brule.

Crew Chief

Crew Chief is responsible for being the lead patroller and primary contact with mountain management. Crew Chief will identify themselves to Mountain Manager at start of shift.

The Crew Chief will be noted on the roster and can delegate the responsibility to any other Ski Brule patroller. For the 2009-10 year, the first person listed on the calendar each day is the Crew Chief.

Crew Chief is responsible for credential verification of all guest patrollers.

Crew Chief will review every accident form for completeness, and indicate so with name printed at bottom of form prior to end of shift.

On the days with multiple patrollers available, the **Crew Chief will remain on radio channel 1** and in contact with mountain staff. Crew Chief will assign a 2nd patroller to also monitor channel 1, which usually is Top of Hill patroller. The Crew Chief (or designated Top of Hill Patroller) will dispatch patrollers as requested by mountain staff. He will instruct all patrollers to keep radio communication on channel 2.

On the days that have more patrollers than radios, the Crew Chief will ask that radios not travel in pairs, and that the radios be dispatched around the mountain.

The Crew Chief is responsible for checking equipment – completeness and location:

- AED is properly stationed in the main lodge, and that everyone on the shift has knowledge to access AED.
- Toboggans returned to station top of mountain and Terrain Park, with bags repacked and c-collars replenished.
- Retrieve any equipment from area hospital by asking a patroller early in the shift to retrieve equipment.
- Trauma Pack and oxygen at top of hill and patrol room
- Evacuation equipment, 2 set up in lower patrol room, 2 in top patrol shack.

Crew Chief will be the last patroller off the mountain at end of day sweep. Crew Chief is responsible for notifying groomer operators that the mountain has been swept, so that grooming may commence.

Top of Hill Duty

Top of Hill Duty is to be implemented on all weekend days and holidays.

This patrol duty is in 45 minute increments and is committed to, when signing in for the day.

Top of Hill patroller will monitor radio channel 1, and dispatch on channel 2.

You are the dispatch for patrollers and equipment as requested by patrollers at an accident. If you cannot quickly dispatch another available patroller, you will dispatch yourself to the accident and request another patroller take your top of hill position. Instruct your replacement to monitor channel 1

Top of Hill duty is also to minimize guests crossing in the unload area of the Big Bear lift. The preferred position to minimize congestion is between the NO CROSSING signs, OUTSIDE of the building! This patroller MUST be approachable and accessible by guests.

You are to assist guests who fall in the unload area, keeping the area clear and disperse any congregating groups. This is an excellent opportunity to interact with guests and promote patrol goodwill – smile, assist with exiting the lift, provide information, greet guests etc.

Top of Hill patrollers are to keep North Forty unload area clear of standing guests.

Top of Hill duty is also to assist guests who have dropped equipment under a lift. Only a patroller or mountain staff will retrieve equipment under a lift.

Top of Hill duty is very important in the early hours of the day as that is the time guests that are unfamiliar with the resort will be arriving at top of the hill. Even with minimum staffing we need to be available and in particular Saturday / Sunday / Holidays. It's the goal to staff this post but times may need to be flexible and identify the most important times of the day depending on happenings at the resort, number of patrollers available, etc.

This is the best time to be hospitable and assist guests in familiarizing themselves with the resort. It is also the time when new skiers/riders use the chairlifts for the first time and the likelihood of unloading issues is highest.

Top of Hill duty is an outdoor position/task. This duty is not accomplished indoors; patroller is required to be on the snow, one on one with the guests.

Night Skiing

Night skiing coverage will be considered 'a shift' to meet the requirement for a patroller in good standing.

Patroller does not need to be on the mountain for night skiing 4:30 - 8:30. It's acceptable for patroller to spend some of the shift at dinner or Pioneer Lodge; however periodic presence on the mountain is necessary.

It is also necessary that the patroller advise night lift operators, rental personnel and main lodge personnel of their location during the night skiing shift. Be available via radio channel 1.

If the night ski patroller attends the Homestead BBQ dinner, please notify Bear's Den & Mtn Mgmt of your departure to / from Homestead/Main Lodge. In addition, notify the Homestead Manager of your arrival / departure and that you are the night patroller. Radio communication is difficult at Homestead during the BBQ and patrol calls will be made via the telephone.

Any Patroller who participates in night skiing shall be provided with a complimentary evening meal from Ski Brule Patrol menu, up to \$10 in value. This benefit is for up to 2 night (rostered) skiing patrollers.

Guest Patroller

Qualified Guest patrollers are always welcomed. Guest privileges are not automatic and it is requested Guest Patroller will contact the Patrol Rep 2 weeks in advance.

Guest patrollers will present to the Crew Chief their NSP card, OEC card and a current CPR card, which will be noted daily in the sign in book by the Crew Chief.

Guest patrollers will be on the hill by 8:45 am and are expected to help with sweep at closing. Guest patrollers who arrive after 9:00 am will be required to purchase their pass for the day, except if less than 4 patrollers available on weekends / holidays, and less than 2 patrollers available on midweek days.

Guest patrollers in uniform will be issued a guest ski pass for the day. No other benefits are available.

Guest patrollers are expected to assist at accidents when requested.

Guest patrollers will carry a radio, when requested by the Crew Chief.

Guest patrollers may sign on for a minimum of 3 consecutive midweek days (non holiday) and receive benefits as described below. Two week advance contact with Patrol Director is required, and is limited to 2 patrollers per day. Benefits include:

- A ski pass for each day patrolling for the patroller
- One complimentary ticket voucher for each day patrolled
- Overnight lodging
- Patrolling 3 consecutive days (including night skiing on Wednesday evening) and receiving 2 nights lodging.
- The lodging is limited to two patrollers & limited to time periods that there are not adequate Ski Brule patrollers previously signed up for coverage.
- These patrollers are required to lodge together and staying with our Ski Brule patrollers if we have a patroller(s) who is having lodging benefits at the same time. The benefit is NOT for patroller guests/family. Subject to availability, guests/family may be included for a discounted fee and the fee is subject to time period and property. Requests for guest/family lodging are to be made via email to sms@skibrule.com after requesting lodging reservations/ receiving confirmation of lodging through PD.
- If patrolling a Wednesday-Thursday, Wednesday night patrolling is required and will receive a complimentary evening meal from Ski Brule Patrol Menu, up to \$10 in value, for the patroller.

Radio

Patrollers will carry a radio at all times.

On holidays and weekends, the Crew Chief will be the primary communicator with mountain management.

Crew Chief will monitor channel 1 (464.525 pl 156.7) and use channel 2 (469.550 carrier squelch) to communicate with all patrollers.

Top of Hill patroller will monitor radio channel 1 (464.525 pl 156.7), and dispatch on channel 2 (469.550 carrier squelch).

On days with a Crew Chief, all patrollers will use channel 2 and will be dispatched by either the Crew Chief or Top of Hill patroller.

Radio chit-chat between patrollers is restricted to Channel 2 only.

Patrollers should assume the public monitors all radio communications and keep all radio communication to a minimum. No information of an injured guest may be discussed on Channel 1.

Guest patrollers will carry a radio when requested by the Crew Chief.

When an ambulance is needed, it is *preferred* patrollers radio to the patrol room on **channel 2** and ask another patroller to make the phone call, relaying the information needed to the ambulance service. Alternatively, patrollers can make the call upon arrival in the patrol room. In this way, patrollers are not announcing in the lodge (via channel 1) our injured guest's name, or the type and extent of injury. Obviously, patrollers cannot compromise the guest's immediate needs so the final decision as to the urgency of the call rests with patroller(s) on the scene. This practice protects the guest's confidentiality they deserve from the Ski Patrol.

Whenever urgency is required at a scene, clearly state the word "NOW" in your communication. If an ambulance need is critical, clearly state "NOW". If management is urgently needed, clearly state the word "NOW" in your communication.

No medical condition may be discussed on Channel 1 unless requested by Mountain Management.

1st on patroller may request fellow patrollers to "cut the line" if a faster response is needed.

Ski Brule asks patrollers to make the EMS call from a telephone, relaying information as requested. Telephones are available:

- Main patrol room in rear and Homestead patrol room
- Homestead Lodge
- Rental Department, Pump House and Maintenance Shop
- Guest Services, Ski Wee, Lodging Office

Please do not clip microphones to the cords or antennas. Replacement of the microphone cord is \$31.00 and replacement of the antenna is \$14.00

Important phone numbers

Medical Waste pick up and Destruction	Star Industries, Marquette, Mi	800 800 3945
Toboggan parts and butt packs	Cascade Rescue Equipment Co	208 263 2484
Medical Supplies	EMP, Waukesha, Wi	800 558 6270
AED model 9200-2, electrodes #	I Survive Inc Port Washington NY	800 654 0482
Motorola Radio Repair	Baycom, Green Bay, Wi	800 726 5426
Nickel Metal Hydride Battery P110 HNN8148	4X Communications, Neenah	920 739 1267
Ski Patrol questions	National Ski Patrol, Co	303 988 1111

End of Day Closing

Closing will be coordinated by the Crew Chief who will assign patrollers to close runs and sweep them.

Closing will be 3:45 p.m. on Spillway/Homestead/Hot Cider/North Forty/Spillway/Double Doodle runs.

Sunrise, Snow Shoe and Big Bear lifts will close at 4:00.

The Crew Chief will remain at top of hill until all patrollers have noted the mountain is clear.

When less than 4 patrollers are available for end of day sweep, by 2:30 pm patrol will notify Mountain Management (Tate Polich, Jessica Polich) to request additional non-patrol staff assistance.

Concise radio communication can be done on channel 1. Accumulate all patrollers at back of hill and make a single radio call to minimize clutter on Channel 1. Extra conversations need to be moved to channel 2.

Look for a closing procedure addendum currently being developed!

Lift Evacuation Procedures

Upon determining that a lift cannot be restarted, the following will occur:

1. Mountain Management will make the determination that a lift evacuation will take place and will notify the Patrol.
2. If Mountain Management is concerned about a lift restart, the Mountain Manager will notify the Crew Chief who will immediately direct patrollers to ready themselves to expedite an evacuation if needed.
3. Mountain management will lock out the main power of the lift.
4. Mountain management will assign teams of 3 to certain towers.
5. Prior to evacuation, a ski patroller will ski the lift to inform guests of evacuation.
6. Mountain (non-patrol) staff will climb towers to position evacuation ropes over the cable.
7. The people taking part in the evacuation will be primarily Ski Patrol and will be assisted by trained mountain staff.
8. Evacuation equipment (rope and evacuation chair) are stored as follows:
 - 2 sets in lower patrol room
 - 2 sets in top shack patrol room
9. Mountain (non-patrol) staff will gather the Name/address of guests. Customer Service has the sole determination to any compensation to an evacuated guest. In the absence of available non-patrol staff, Ski Patrol will sign the Guest's pass and instruct the guest to stop in the Customer Service office.
10. Any lift can be evacuated in approx. 20 minutes with 3 teams.
11. Equipment at the conclusion will be returned to correct storage location.
12. Mountain Management will direct actions for evacuating an unconscious or guest with special needs.
13. Patroller will refresh their chair evacuation training annually.

Best Practices for members of the Ski Brule Ski Patrol

1. Our role as patrollers is to assist Ski Brule in providing safe and enjoyable experiences for all guests of Ski Brule. This involves helping injured guests, providing pleasant customer relations, and taking steps to minimize hazards.
2. Anyone put on a backboard with a head and/or spinal injury; will also have a C-Collar put on.
3. When the decision is made to backboard and c-collar an injured guest, EMS will be summoned immediately.
4. Guests will be released from the backboard only by EMS personnel
5. Oxygen will be requested and administered if there is ANY indication or thought of a need. Always better to have and not need than to need and not have!
6. EMS will be summoned for all guests displaying respiratory distress.
7. Patrollers will work as a team to remove ski boots where possible.
8. Pond outside the pump house is OFF LIMITS at ALL times. Management only will go inside the fence.
9. If assisting injured guest directly under a chair, it's reasonable to ask management to continue running the chairlift (running empty chairs) to vacate the chairs so guests do not remain in

nonmoving chairs. The goal is to provide safety at scene from any falling debris/equipment overhead.

10. Anyone found without a daily lift ticket will be brought, with the patroller carrying his or her equipment (and placing it behind the counter), to Management at Customer Service.
11. The skiing standard for "patroller" on-hill status at Ski Brule will be to annually exhibit the ability to go onto the most difficult run such as the bumps on Otter Slide, with and without a toboggan, and get out safely with a guest in the toboggan even though these skills were refreshed previously. The requirement will not require "beauty" but will require safe actions in and out of the run.
12. Auxiliary patrollers will move loaded toboggans only on foot unless in a supervised training event.
13. Patrollers will move loaded toboggans in only the safest manner possible and will always include the assistance of another patroller if possible.
14. Patrollers will not operate a snowmobile on hill except on direction from Management.
15. When a rostered patroller is aware they cannot make their patrolling commitment, patroller will contact the Crew Chief for the day, but if unable to, then notify Ski Brule Customer Service. Patroller is 100% responsible to find a replacement, and notify every one of same.
16. The Patrol jacket and NSP cross insignia will only be displayed in the bar area when on official business. No uniformed patroller may lounge in the bar area.
17. The Patrol Director, Crew Chief and/or Hill Management will be notified immediately for all opportunities to better manage and minimize risks in interest of safety of our members and guests of Ski Brule.

Discipline Guideline for change of patroller status

Standards of Conduct reasonably expected of NSP members

- Members will display a positive attitude, good judgment, respect, diplomacy, honesty, integrity, and courtesy when dealing with the public, fellow members, candidates and ski area employees.
- Members will maintain a neat, professional appearance during NSP activities.

Examples of violations may include:

- Conduct unbecoming a member that tends to bring NSP into discredit
- Willful submission of false or misleading information in connection with any aspect of NSP
- Interfering with area management
- Theft or destruction of property or misappropriation or misuse of any money or property of NSP or area management
- Unprovoked attack or altercation of any kind
- Unsubstantiated criticism of NSP, area management
- Failure to maintain NSP membership requirements
- Willful, reckless or repeated violation of NSP rules, policies or procedures
- Willful, reckless or repeated violation of Ski Brule safety rules, policies or procedures
- Insubordination, failure to carry out authorized, reasonable directive
- Refusing or inability to improve performance to meet reasonable demands of NSP membership status
- Unauthorized release of confidential information or records
- Sexual harassment, explicitly or implicitly
- Substance abuse while acting on behalf of NSP or wearing a NSP uniform

WARNING (discipline to be written or verbal)

- Failure to respond to direction of Crew Chief which may include not responding to an accident
- Not providing for scene safety
- Any action that may put another patroller or guest of Ski Brule at risk of injury
- Violation of policies of Ski Brule
- Miss more than 1 rostered shift, without approval, or without arranging for a substitute for the shift
- Any loud, abusive behavior/words in front of, or to a guest of Ski Brule or Ski Brule staff
- Lack of respect to any member of Ski Brule Ski Patrol which may include inappropriate sexual

innuendos, language or harassment

- Fail to meet standard for "Patroller in Good Standing" as defined in schedule of benefits for membership
- Any other action as deemed unacceptable by Management of Ski Brule, Patrol Director or the Ski Patrol Leadership team

SUSPENSION OF MEMBERSHIP (discipline – suspension of benefits, duration to be determined by the Leadership team)

- Any reckless action that causes injury to another patroller or guest of Ski Brule
- Fail to meet more than 2 rostered shifts without approval, or without arranging for a substitute of those commitments
- Fail to refresh on hill skills, or CPR/AED skills annually
- Any action as deemed unacceptable by Management of Ski Brule, Patrol Director or the Ski Patrol Leadership team

TERMINATION OF MEMBERSHIP (immediate termination of all benefits at Ski Brule)

- Abandon care of a guest
- Fail to accept direction of Management of Ski Brule
- Fail to meet more than 5 rostered shifts without approval, or without arranging for a substitute of those commitments
- Any action as deemed unacceptable by Management of Ski Brule, Patrol Director or the Ski Patrol Leadership team

Leadership Team

Annual Refresher - Mike Krein

- Schedule Refresher stations with qualified instructors
- Organize day of activities following the NSP Refresher outline
- Day of, register participants, complete documentation and submit
- Collect dues
- Set up, make available any equipment needed and return at end of day

CPR/AED Certification – Jim Fournier

- Maintain American Heart Instructor Status
- Assist members in understanding Brule and NSP requirement to annually refresh this skill
- Organize training or refreshing activity as needed within patrol including procuring manikins, and other training aids
- Contact local hospital for AED training device

Senior Advisor - Jim Fournier

- Solicit members to enroll in the Senior program.
- Advise senior candidates of elective requirements
- Advise Senior candidates of the available clinic date and locations
- Assist in matching a mentor with the candidate for the OEC and ski/toboggan Senior training components
- Follow up with existing Senior patrollers to maintain current credentials.

Ski Swap, Fundraising – Joe Matuszak

- Organize event, place and participating vendors
- Publicize
- Process expenses
- Solicit help as needed in advance, and for the day of fundraising activities
- Identify and act upon other fundraising events/activities as may be appropriate
- Solicit donations/grants for Ski Patrol

On-Hill Training and Refreshing - Peter Holdridge

- Attend regional or divisional ski and toboggan handling clinic
- Schedule on-hill clinics for entire patrol prior to Christmas
- Schedule clinics following existing Skiing Enhancement and/or Toboggan Enhancement Seminar for additional course
- Instruct candidate(s) to aid area, practices and supply management
- Instruct candidates(s) to toboggan handling techniques following NSP

- completion credentials
- Follow up with existing trainers to maintain current credentials.
- Organize systematic instruction modules for on-hill training auxiliary patrollers
- Primary mentoring responsibility to members during 1st year of membership at Ski Brule
- Involve other trainers as needed and has sole responsibility for all on-hill training
- Introduce candidate(s) to policies and premises of Ski Brule
- Instruct candidate(s) to proper radio protocols and EMS activities
- guidelines
- Instruct candidate(s) to equipment bag repackaging, replenishing O2, AED placement
- Instruct candidate(s) to proper Ski Brule Accident Form completion
- Instruction to be sensitive to risk management and supervising training activities
- Instruction to include Introduction to Patrolling course

Awards – Shari Nothem

- Identify members eligible for awards or certificates
- Complete paperwork and submit per guidelines
- Present awards at Refresher
- Maintain records for each member

Assistant Patrol Rep - Pete Holdridge

- Provide leadership in absence patrol rep and assist when requested
- Aid committee leaders when requested
- Set up season social/appreciation events

Patrol Representative - Joe Matuszak

- Attend regional meetings
- Provide leadership to patrol and interface between Ski Brule and members
- Provide frequent communication to membership of patrol issues
- Promote and monitor risk management to patrol members
- Encourage members to advance their education within NSP
- Encourage members to volunteer for local and/or regional Instructor and training positions
- Delegate the following
 - Manage patrol funds and disbursements
 - Manage membership status and dues remittances
 - Manage electronic calendar, balance needs of Ski Brule with available resources
 - Publish and distribute Policies and Mailing lists to all members
 - Manage aid supplies, O2, and Hazardous material disposition
 - Maintain radios owned by Ski Patrol

Leadership Team – Ron Beauchamp, Jerry Check, Mike Krein, Pete Holdridge, Shari Nothem, Bob Salonen, Dave Townsend.

- As a team, strive to build great customer service relationships to guests of Ski Brule
- Encourage a pleasant and cooperative spirit among membership
- Support On-Hill trainers who have primary responsibility for 1st year members' training and introduction to Ski Brule.
- Provide overall leadership to membership and compliance with policies
- Provide insight to Patrol Director as requested
- Assist with disciplinary actions

Membership & Recruitment –Jeff Hahn

- Actively recruit people to become members of the Ski Brule Ski Patrol.
- Adopt, implement and modify policies as needed for success of membership
- Identify members for positions on the leadership team and promote their advancement and groom our successors to the Leadership Team.

Reimbursement for attending Training Clinics

Alpine patrollers who travel to a Regional Training Clinic, reimbursement will be as follows:

- \$.10 per mile each way, as measured from a state map, or Map Quest.
- \$30 for 1 night of lodging if traveling more than 60 miles from home and staying at a hotel/motel
- 100% any clinic enrollment fee

Alpine patrollers members who travel to a Division Training Clinic, reimbursement will be as follows:

- \$.10 per mile, each way, as measured from a state map, or Map Quest
- \$50 for 1 night of lodging, if traveling more than 60 miles from home and staying in a hotel/motel
- 100% any clinic enrollment fee

The budget is \$750 for this 2009/10 season. No commitment is made beyond this season. Contact Joe Matuzak and request approval, knowing the mileage, etc. Everyone who submits their request before Thanksgiving should assume they would be eligible for reimbursement. Requests can be made after and will be honored, assuming funds are available.

Priorities for reimbursement, requests submitted by Thanksgiving will be honored first but if requests exceed available dollars, the priority will be as follows:

1. Members acquiring or renewing status for Instructor Trainer qualification
2. Members acquiring or renewing status for Trainer qualification
3. Members who are attending clinics to maintain Senior Status
4. Members who are attending clinics to acquire Senior Status
5. Members enrolled in any other approved clinics

These clinics are approved:

OEC Instructor Trainer (IT)	OEC Instructor	Toboggan Enhancement Seminar
Alpine Toboggan Instructor	Alpine Toboggan Instructor	Ski Trainers Workshop
Trainer (IT)	Instructor Development Instructor	
Instructor Development Instructor	Instructor Development	Other clinics a patroller attends to
Trainer (IT)		acquire electives for Senior /
		Certified Patroller Status

Benefits of Membership for Patrollers in Good Standing*

Patroller (Rostered less than 10 shifts)	\$.50 cent small soda, coffee, hot chocolate, cider \$1.00 tap beer 25% discount for evening meal at Ski Brule when not patrolling
Patroller (*good standing) (Rostered 10 shifts or more)	Season pass for yourself (Adult value \$401) As above, plus guest/spouse guest pass privilege on his/her patroller pass. Choice of: pass for each child under age 18 (Family Value \$895) or one additional guest pass privilege on his/her patroller pass. 15% discount in the Bear's Den** Coupon book – free & discounted items (pick up with season pass)
Patroller – Rostering 10 <u>weekday</u> shifts or more	Equipment and apparel at cost in Bear's Den for Patroller and immediate family only **
Patroller – Rostering 20 <u>weekday</u> shifts or more	Entitled the patroller to a 2 nd guest pass privileges on his/her patroller pass.
Patroller – Rostering 20 shifts or more	Coupon book for additional discounts and free items at Ski Brule
Patroller – 30 shifts or more	Equipment and apparel at cost in Bear's Den for Patroller and immediate family only **

Guest Passes: The Patroller season pass will indicate how many additional guest passes a patroller is entitled to based on that patroller's commitment. The Patroller (him/herself) will go to Guest Services (Bear's Den when Guest Service is not open) to pick up their guest daily passes with their guests, during sign in (by 8:45). If not patrolling, the patroller has the option of going to Guest Service to pick up their guest daily passes with their guests by 8:45 or after 10:30. For night ski guest pass tickets, patroller with their guests are to pick up their tickets after 4:30 from the Bear's Den. The patroller will show the Guest Service/Bear's Den staff

his/her season ticket for guest ticket privilege information. Guest tickets will be issued to the patroller only. If the patroller qualifies for additional guest pass benefits after the start of the season, the Patrol Director will advise Ski Brule and a new pass will be created & exchanged with the old season pass. It's best to arrive at Guest Service early in the morning on weekends/ holidays as not to disrupt taking care of paying guests.

Guest Pass Exception: Guest Passes may only be exchanged for daily tickets with patroller present except in the following situation. Patroller has organized a group trip to Ski Brule (youth group, school group, church group, philanthropic group) and has prearranged it with Ski Brule's group coordinator. This is the only situation/exception that a patroller may 'use' other patroller's guest pass benefits (without the patroller being present). The patroller must arrive at Ski Brule with 'borrowed' guest passes, the 'borrowed' passes are not to be 'left' at Ski Brule for pick up. The patroller group coordinator must receive benefits directly through Ski Brule's group coordinator.

EXCEPTION CLAUSE - second line from the end means that the organizing patroller may borrow a patroller's season pass to receive said guest passes for a philanthropic group?

Patrol Director Second guest pass
Coupon book for additional discounts and free items at Ski Brule
Equipment and apparel at cost in Bear's Den, for PD and immediate family only

Recruitment Incentive: An additional guest pass benefit will be added to the to the recruiter pass, in the year following subject to the recruit's successful completion and joining of the Ski Brule patrol for the ensuing season as well as the recruiting patroller rejoining for the ensuing season and the recruiting patroller fulfilling all patrol responsibilities.

Additional Food Discounts: This season we will continue with Ski Brule Friends & Neighbors Club. It's easy to sign up guests of Ski Brule .. simply have them complete the questionnaire & turn in at Guest Service, Rental, Lodging or Bear's Den or give them a referral card to take to Guest Service, Rental, Lodging or Bear's Den with your name as the 'referred by' person...and you will earn Ski Brule Staff Dollars! These dollars can be used throughout the resort on food, beverage, retail, rental, tickets ..basically anywhere! All it takes is a little bit of time and conversation with our guests. If you earned resort dollars (issued every two weeks), you can pick them up at Guest Service. Over \$13,000 in resort dollars were issued in 2008/09 to Ski Brule staff/patrol! Enrollment forms & referral cards are available at Guest Service.

**** Bear's Den discounted purchases must be made through Jessica Polich or her departmental supervisor.**

Candidates cannot accrue or receive additional benefits until completion of OEC class and meet Good Standing requirements.

*Good Standing includes:

- Maintaining current NSP credentials, which includes annually refreshing OEC and on-the-hill skills
- CPR and AED professional card refreshed annually and written documentation of same provided to Ski Brule prior to receiving season/family passes
- Submitting patrol "roster" schedule and financial commitments on time

Patrollers can earn additional "shift" credits and accumulate added benefits

- Each night patrolled will count as a full shift. For example patrolling Wednesday, Wednesday night, and Thursday will count for 3 shift credits
- Earn an additional 1 day for each NSP course taken, including refreshing of advanced courses (provide written notice to Patrol Rep. upon completion for credit to be applied)
- Earn an additional ½ day credit for each OEC class instructed

- Earn additional credits for being the instructor of record at an event, or for being a section or region officer, refresher instructor, and for training for Senior & Certified.

Patrollers will receive a Coupon book for additional discounts and free items at Ski Brule:

- Rostering for 20 or more shifts – coupon book as noted above.
- Sponsor a new candidate into a Ski Brule OEC class – Recruitment Incentive noted above.
- Being a lead instructor at the annual refresher or instructing new candidates in OEC class – coupon book

If a patroller does not make their last season's commitment by the end of the season, the commitment will need to be made up before benefits for this season will be provided.

Patrollers please note – it is a Ski Brule requirement to be rostered and on the hill as a patroller a minimum of 10 patrol shifts per season to meet the eligibility requirement for a family season pass / guest pass & patroller pass. Earning additional shift credits by instructing does not eliminate this “on-hill” requirement.

Ski Brule also asks patrollers to clearly understand Ski Brule's support of Ski Patrol in enhancing our guest's experiences at Ski Brule. Ski Brule is very willing to close departments, or to close lifts, and make staff available to support patrollers when patrollers ask for assistance. The first request should be to Tate Polich, and then Jessica Polich. This request could be for non-patrol assistance at an accident, assistance in transporting a guest to the patrol room, end of day closing, or for any assistance where assistance cannot be provided by an available patrol staff. If patrollers know mid day, that help for example, is needed at end of day, don't wait until end of day to ask for help. Ask hours in advance, so mountain staff can easily assist as requested.

In Ski Brule's effort to assure full time patrolling through our Ski Brule Ski Patrol staff during the 2009/10 snow season, Ski Brule will award *additional* benefits and incentives to our patrollers who are willing to roster themselves and patrol above the minimum requirements:

These include for patrolling mid week:

1. FREE 1 day ski ticket voucher for each midweek day patrolled valid anytime during current season. Patroller may extend comp tickets into the following season within the following conditions: The extension will be conditional on the patroller rejoining the patrol and attending the refresher for the ensuing season and implemented by the patroller meeting with the appointed Ski Brule staff member for the purpose of turning in old and obtaining new comp tickets. It will also be limited to not more than 5 such tickets and conditional upon the patroller signing up for at least two days prior to December 24. The newly issued complimentary tickets will expire December 24. Effective for the 09/10 season, i.e. at 2010 refresher we will reissue complimentary ticket vouchers.
2. If committing to 20 midweek days, a patroller's season pass will be modified to allow for an additional guest ticket privilege.
3. Free Lodging: Non-holiday, midweek (Sun-Thurs) lodging in units managed by Brule Valley Management.
 - This benefit is designed to provide patrolling Monday-Friday & (including Wednesday night skiing. Patrollers who patrol for 2 consecutive midweek days or patrol on Sun & Monday, will receive free lodging, subject to (a) below.
 - If patrolling Wednesday, and Thursday, patroller must patrol wed night
 - Free lodging has a minimum weekday value of \$90
4. Lodging Midweek & Weekend November and April
 - Patrollers who patrol any consecutive days during November (excluding Nov 27-29) or any consecutive days during April will receive this benefit, subject to (a) below.
5. A Patroller who patrols for a minimum of 10 night skiing evenings shall receive a certificate good for weekend lodging for 2010/11 (subsequent) season, Subject to (a).
6. Any Patroller who patrols for night skiing shall be provided with a complimentary evening meal up to \$10 for himself/herself from Ski Brule Patrol Menu, Subject to (a)
7. Ten or more midweek days (not shifts) will receive hard goods at cost in the Bear's Den.

(a) These Sunday-Monday and/or midweek benefits are offered to a registered member of the Ski Brule patrol who commits to midweek shifts, and is rostered on the calendar. The patroller who is requesting midweek lodging must be rostered for 2 consecutive days and request a room a minimum 2 weeks in advance through the Patrol Director, subject to availability. This benefit is available for up to 2 rostered patrollers. Ski Brule asks patrollers to understand that occasionally rooms may not be available due to prior reservations. **ALL lodging benefits are to the patroller, not family & guests. Subject to availability, guests & family may be included in lodging arrangements for a substantially discounted fee. Fee is subject to time period & lodging property. The request for guest/ family lodging arrangements must be made at the time of requesting overnight lodging Stephen Shepich via email ONLY (sms@skibrule.com) and subject to confirmation from Ski Brule based on availability, property & other patrollers requesting overnight lodging. The request for guest/family lodging is to be made AFTER the request for lodging is made through the PD. Do not contact Stephen Shepich for lodging if you have not requested overnight lodging through the PD.**

Patrollers that roster for 20 or more days will receive a coupon booklet good towards discounts and free items at Ski Brule.

Advanced lift ticket sales

1. Ski Patrol can earn \$1 for each Advanced Lift Ticket sold when patroller can staff the entire day event such as ski swaps, sport shop ski sales, mall promotions, ski clubs, school events.
2. In addition to the \$1 per ticket sold, Ski Brule will pay \$50 per day, such as promotional events, ski sales in area sports shops, ski swaps, etc. This will not be paid if patroller is unable to be available the entire day of the event.
3. Ski Brule believes the incentive earned should be split between Ski Brule Patrol and individuals and are reviewing how to accomplish this within existing volunteer guidelines.

Brochure Distribution

1. Ski Patrol can become part of the in-house distribution network within the geographic area in which they live. Routine monitoring of distribution locations (at least every other week), careful record keeping and furnishing records to Jessica Polich is required. This will be individually negotiated between patroller and Ski Brule.

Group Sales

1. Ski Brule offers the Ski Patrol / Individual a 5% of gross of group trips booked via Ski Patrol member. Groups booked will continue to receive standard discounts.