



## **Policies and Procedures**

**Sandia Peak & Ski Santa Fe  
2011/2012 Season**

Welcome to the Adaptive Ski Program's 2011/2012 Season. We deeply appreciate the time and emotional commitment you are making to our disabled community. We will make every effort to assure that your involvement is rewarding as well as fun.

Our program has a proud heritage of providing enjoyment and life skills to those with special needs, and we trust you will carry on that tradition with enthusiasm and professionalism.

This manual will provide you with guidelines for the coming season. Please contact Katya Franzgen, the ASP Executive Director, or Brett Maul, the ASP program Director, with any suggestions or concerns. Enjoy the experience.

## **SECTION 1: GENERAL ASP POLICIES**

It is the policy of the Adaptive Ski Program (ASP) to recruit, train, and retain outstanding volunteers and staff members who have the qualifications for successful performance on the job.

The Adaptive Ski Program's ability to provide continuing leadership, technical competence, and service in its field depends on its members. The purpose of this handbook is to establish a work environment that will ensure optimal participant contributions and commensurate rewards for effective service.

**ASP Uniform.** All volunteers are expected to act in a professional and ethical manner while on official duty. Ski attire should reflect professionalism. The ASP issues uniform jackets/vests and name badges. Both are to be worn during lessons. This jacket/vest clearly identifies you as a member of our instructional team while alerting others that safety around and near your student is essential. Volunteers may only wear their uniform jacket/vest during training activities or while teaching. Please do not wear your uniform vest/jacket while free skiing at Ski Santa Fe or Sandia Peak. You may wear your jacket/vest at other ski areas where the program does not take place. This policy matches the same one followed by the ski instructors and ski schools at most major ski areas.

A jacket/vest will be issued to you at no cost during the second week of training if you do not already have one. The ASP asks volunteers to sign an agreement that they will return the jacket at the end their volunteer commitment. Additionally, the ASP requests that volunteers assume responsibility for the replacement cost of a jacket if they destroy or loose the one that has been issued to them.

**Smoking/Alcohol/Drug Use.** Use of alcohol, or illegal drugs, or being under the influence of alcohol or illegal drugs, during ski area operations, is not permitted. Smoking while working or performing duties for ASP in the presence of program participants is not permitted. If smoking is necessary, volunteers are allowed to take reasonable breaks.

## **SECTION 2: VOLUNTEER POLICIES**

Volunteers will be considered volunteer staff members of the ASP and are subject to the policies and procedures as outlined in this handbook. A candidate for volunteering will complete an application and attend required training and dry-land clinics. After review of your clinic performance, it will be determined if you are ready for one-on-one teaching, co teaching or shadowing. Volunteers will be used in the capacity that best matches their abilities.

Not all volunteers will be used each season. Please note that participating in a previous season and/or the submission of an application does not guarantee that you will be invited to volunteer with the Adaptive Ski Program for the upcoming season. Many factors including availability, teaching and skiing/riding skills, and feedback from other volunteers and students will be evaluated each season to determine volunteer eligibility and acceptance.

## **Volunteer Qualifications**

1. No age restriction is applied to non-teaching volunteers. Those under the age of 18 must have a parental/guardian consent form on file and be accepted into our junior instructor program. There are a limited number of openings for junior instructors.
2. Teaching volunteers must be at least 18 years old, possess intermediate to advanced skiing skills and the physical ability to accommodate student needs.
3. Teaching volunteers need to commit 8 to 10 days from January – March, (typically Tuesday, Thursday, Saturday or Sunday at Ski Santa Fe, and Friday, Saturday or Sunday for Sanida Peak), depending on program need and individual schedules. Training sessions are included in this time frame and are MANDATORY FOR ALL.
1. While we understand that emergencies occur and that some absences are unavoidable, we ask that volunteers commit for all six of their teaching days. Additionally we ask that if a volunteer must be absent for any lesson, that they make a good faith effort to find a replacement for themselves. The Program Director must approve all replacements.
5. If your student is going to absent, please make sure that they communicate that directly to the Program Director. If your student is absent you are still expected to be on the mountain to teach as a substitute if necessary.
6. Volunteers are encouraged to participate in one of the many ASP fund raising endeavors. Fund raising efforts account for more than half of the ASP operating budget.

**Liability Coverage.** All volunteers, while attending or participating in any ASP activities, are covered by liability insurance. This insurance is for liability only and does not provide medical coverage or other expenses. You are responsible for personal injuries sustained while skiing, teaching, or performing other duties for ASP. You may NOT collect Workers' Compensation or Disability Insurance if injured while performing volunteer services.

**Service Acceptance and Service Termination.** Volunteers provide a valuable service and are not easy to recruit or replace. The Adaptive Ski Program's acceptance of the volunteer contract form is subject to the review of your written responses, the responses of the references you have provided and the selective review of other information available to the public. The ASP reserves the right to deny participation for any volunteer who does not meet the criteria outlined by its Board of Directors. If during the course of service, a volunteer chooses to terminate his/her involvement with the ASP, as much advance notice as possible should be given. At the discretion of the Program Director, Executive Director or the Board, a volunteer may be released as a result of policy violations, inability to teach effectively or to work with staff and other volunteers.

**Incentive Program.** Because of the support provided by the ski areas, the ASP will provide each instructor, on the day of service, an all day lift ticket. In addition, to compensate a volunteer for their time, another all day lift voucher, courtesy of the ski area, will be made available at the end of each teaching day. This voucher is redeemable only for

volunteer use and only for use within the season in which it is issued. It is non-transferable and not for resale. To redeem a voucher, a current, valid instructor I.D. card MUST be presented to Skier Services to receive a free ticket. If this card is lost, the Program Director should be alerted. Without your instructor I.D. card, Skier Services personnel will be unable to issue you a ticket, despite your protest or inability to reach the Program Director by phone. Returning volunteers receive an I.D. validation sticker each year at orientation. Please remember that these tickets are a courtesy of the ski area and not an entitlement to ASP volunteers. **ABUSE OF VOUCHERS JEAPORDIZES THE PROGRAM AND CAN LEAD TO A VOLUNTEER'S SUSPENSION AND/OR TERMINATION.**

#### EARNING VOUCHERS

- Volunteers earn one voucher for each full day of teaching (AM lesson & PM lesson).
- If a volunteer is only able to teach for 1/2 a day, then they must teach for 2 days to earn a voucher.
- Volunteers teaching private lessons earn a voucher for each day they teach a private, which is 3-4 hours.
- If your student is a "no show", and you are not needed in another lesson, you will NOT be penalized and will still earn your voucher.
- If you are called by the Program Director to be an emergency substitute for an AM or PM lesson you will earn a voucher even if you only teach for half a day.

**Other Instructor Benefits.** Benefits offered by generous supporters within the community change from year to year. Participating vendors and their policies are discussed at Volunteer Orientation. In the fall volunteers are invited to a volunteer inspiration party in Albuquerque or in Santa Fe. On the last day of lessons, instructors and their students are treated to lunch on the mountain.

### SECTION 3: OPERATING POLICIES

**Safety and Emergencies.** All volunteers are expected to perform duties with the highest regard for the health and safety of themselves, fellow volunteers, program participants, other skiing guests, and area personnel. In the event of an emergency or accident, proper action should be taken immediately to reduce the severity of the incident. The ASP Incident Report form must be prepared immediately following an accident or injury and before the volunteer leaves the mountain.

1. Unsafe practices or equipment should be reported to the Mountain Coordinator.
1. Volunteers will receive training regarding the safe and effective lift evacuation of students and equipment.
1. The Skier Responsibility Code should be incorporated into each lesson and clearly communicated to your students. This will be issued at training.
1. If you encounter an unsafe situation on the mountain, do not try to intercede on your own. Immediately contact Ski Patrol or the Program Coordinator. AT NO TIME are our volunteers to take matters into their own hands.

**Volunteer Training.** Volunteers are required to attend orientation and training clinics.

1. At volunteer orientation, prior to the start of the season, instructors are provided an overview of disabilities and adaptive methods, as well as a clarification of policies and procedures. Since there are many available reference materials, it may be wise to create your own ASP file at home. All of the ASP reference materials can be found on the ASP website.
2. Training clinics are scheduled prior to the season. New volunteers receive four days of training, returning volunteers receive one to two. These clinics include; skiing analysis and evaluation, functional ski movements and "how to teach" methods, application to adaptive techniques, disability information (i.e., medication, physical/mental attributes, equipment), ergonomics, lift evacuation and safety issues. Each clinic leader has received training and most have certification from the national organization, Professional Ski Instructors of America (PSIA). You are encouraged to provide feedback regarding the quality of this training.
3. Although not required, volunteers are also encouraged to seek knowledge, information, and certification beyond the ASP. PSIA is a good source for ordering education materials and training manuals. They can be found on the Internet at [www.psia-rm.org](http://www.psia-rm.org). As your ski and teaching skills develop, you may want to consider enrolling as a PSIA member and attending PSIA clinics and teacher preparatory classes, or consider seeking PSIA certification. Certification upkeep and membership renewals shall be considered the responsibility of each instructor. Limited scholarship funding for volunteers is available.

#### **SECTION 4: OPERATING PROCEDURES**

1. The ASP requires that all students wear a helmet during their lessons. For students who have difficulty with wearing a helmet we will loan them one to practice with prior to the start of the six-week session. Helmets and chairlift harnesses can be loaned to any ASP participant. As advocates of safe skiing, the ASP strongly encourages helmet use by volunteers. If this request is refused, the ASP retains the right to withhold services. If any students have experienced a seizure within the past 12 months, they will be required to wear a harness (for securing to the chairlift). Again, if they refuse to wear a harness, the ASP retains the right to withhold services. Proper fitting of harnesses and helmets will be covered during instructor training.
2. A weight limit of 190 pounds will be enforced for ALL sit down skiers at Ski Santa Fe. A weight limit of 140 pounds will be enforced for ALL sit down skiers at Sandia Peak

**Equipment Practices.** The ASP adaptive equipment is stored in the shed owned by the ASP. All non-adaptive rental equipment is returned to the ski area rental shop at the end of each lesson. Volunteers and students are welcome to store their soft gear (no skis please) in our building during the day. The Day Coordinator will lock the buildings shortly after the last lesson (approximately 3:30 PM). If your gear has not been claimed, it will be locked inside until the following week. The ASP will not assume any responsibility for the safety of items stored within its facility.

**Lift Line.** Supervisors, instructors and disabled skiers will use the ski patrol/ski school access during lessons ONLY if it is necessary for the student. Instructors not involved in a lesson will use regular lines including during all training sessions.

**Lift Procedures.** The lift operators, trained by the ski area, are responsible for the safe operation of the lift. Ultimately their judgment will determine the actions of ASP participants. Conflicts with mountain personnel, should they arise, should be reported to the Program Director. Direct confrontation must be avoided.

### **Loading Lift Procedures**

1. When possible, leave an empty chair before and after an ASP sit ski load.
2. Unless specifically asked by an instructor for assistance, the lift operator has been instructed to not touch the chair of a loading sit down ski. This has a potential of interrupting the rhythm and count of the loading instructors. Pulling the chair can create an un-level surface, which is essential for a successful load. ASP instructors will be trained to perform loads without lift operator assistance.
3. The lift operator should be positioned to stop the chair in the event of a mis-load. Problems caused by a stop are less significant than those occurring from a mis-load.
4. Lift operators should always make a call up to the top to alert the operator that a sit down skier is on board. This is not a request for a SLOW, only a means to warn staff to be aware. The lift operator should come out of the hut and make eye contact with the approaching sit down skier and his/her instructors.

### **Unloading Lift Procedures**

1. Prepare student for unloading and have them assist when necessary. Assume unloading will proceed at FULL SPEED. A SLOW SPEED may at times be required for safety reasons. Always verbalize your intentions while using the proper hand signals. The SLOW SPEED hand signal is one arm raised, moving up and down. A STOP hand signal is made by drawing a hand across the throat.
2. If fallen skiers in the path of an offloading sit ski and cannot be cleared in time, the lift operator must STOP the lift. The sit skier and his instructors may find it difficult to maneuver around the clutter. The off load area must be kept clear. We too must follow suit and after a fall, vacate the area quickly without anxiety or alarm to our students.

### **Student Assignments**

Your first choice for teaching day will be honored if possible. Your method of skiing (three-track, bi-ski, stand up ski, blind, etc.) will also be honored depending on our student demographics. As student applications are received, we will determine in what areas we need instructors for the year. Your skiing method and/or teaching preference may need to be altered to accommodate our students' needs. While we encourage you to develop your skills to the maximum in your assigned field, we also encourage instructors to cross-train to become familiar with other types of adaptive teaching techniques. The ASP does not promise that students will be paired with the same volunteer from season to season.

Please do not make this promise to your student. We encourage that students and volunteers “mix it up” from season to season to maximize benefit to each of them.

The Day Coordinator will have the file box containing a file on each student, including his/her application and information about disabilities. This information is confidential and you should always return these files immediately to the box. If you are the lead instructor, you should call your student or his/her parents directly to introduce yourself before lessons begin and to clarify information on the application if necessary. (When lessons are assigned more than one instructor, only the “lead instructor” should call.)

### **Rental and Adaptive Equipment**

1. The first day of lessons will require patience and skill since you will be setting your student up with appropriate equipment for the season. If your student uses standard equipment, you will escort him/her through the rental line process, along with others renting equipment (sorry, no line cutting privileges here). A form for each student with his/her name and address filled out will be found in the student’s file. Complete the form with help from the student’s application and parent/guardian and have the parent/guardian sign where indicated, front and back. At the top of the form, write in bold letters: ADAPTIVE SKI PROGRAM and next to it the day of the week (THURSDAY, FRIDAY, SATURDAY or SUNDAY) and the time slot your student has been assigned (AM or PM). When you return your student’s equipment, be sure to return the rental form as well.
2. Subsequent lesson days: the rental shop will pre-set your student’s equipment according to the original form, so you do not have to fill out the form again nor wait in line. Skis will be leaning against the counter at the far end of the rental shop, each stuffed with the student’s form. Locate your student’s skis by looking at the names on each form. Check the din settings of the skis against what is written on the reverse side of the form. If they match, indicate your acceptance with your initials where indicated.

The ski area will charge the ASP for each pre-set, so please have your student notify the Mountain Coordinator as far in advance as possible if you know your student will not be present on a given day. The Rental Shop is a highly charged area as everyone is anxious to hit the slopes, so please be the voice of reason and calm as you work with them. They are providing us with a tremendous service that we could not operate without. If there are unreasonable issues, please refer them to the Program Coordinator.

During the 2007/2008 season, Santa Fe Ski Basin invested in new Burton Snow Board rentals. The Program is liable for any Snow Board that is not returned to the Rental Shop. Due to the high rate of theft last year, snowboard instructors are required to return equipment with their students at the end of the lesson unless they (student or parent) have provided a credit card to the Rental Shop as a deposit.

3. Adaptive equipment is housed in our building. Please respect the order of things and return each piece to its original position. Be sure to note the number of the equipment and settings on the student’s progress report, so you can retrieve it for the next lesson. If any piece of equipment is damaged or broken, please advise the Day Coordinator

immediately and place a red tag on it for repair. If you are using a bi-ski, mono-ski or slider please sweep off the snow prior to returning the equipment to its original position.

## Communications

Close communications among volunteers, the Day Coordinators and the Program Director are vital to serving and satisfying our students. If you must be away for a lesson, please give us as much notice as possible and make an earnest effort to find a replacement. Unless the road to the ski area is closed, we are expected to be there to teach. Call the state road conditions hotline at: 1-800-432-4269 if in doubt. Unfortunately, the arrangement we have with the ski area does not permit us to make up lessons in the event of inclement weather, so please be aware of this policy if a student asks. If you know that your student will be missing a lesson, please come prepared to fill in on another lesson during this time slot.

## Important Documentation

1. Progress Report forms will be located in each student's file. At the end of each lesson, summarize your lesson and note the approach for the next lesson.
2. Incident Report forms are located in the student files box. They must be filled out and turned in to the Day Coordinator for any accident requiring a ski patrolman. In the event of such an accident, protect your student but do not attempt to move him/her, call for ski patrol and let them administer the necessary aid. Stay with the student in the Patrol Room until the parent or guardian arrives. If you have any doubt about whether to submit a form, please do so to document an incident. Please complete the incident report form prior to leaving the mountain.
3. Year-End Evaluation forms will be provided on the last day of lessons. This form will allow you to convey your personal feelings and experiences of the season. It is an effective tool in which future changes in leadership, procedure and policy can be made.

## Contact information

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Student and volunteer enrollment forms, a current season schedule and other useful information can be obtained on our web site [www.adaptiveski.org](http://www.adaptiveski.org)

