

ACCIDENT INVESTIGATIONS

SUBJECT: accident investigations (AI)

Trainer:

Time allotted: 15 min.

Topics to be addressed:

1. Purpose of AI- document and record an incident in a manner so as to preserve the facts for future use. A well-done AI might protect Cooper against liability arising from an incident.
2. Situations which call for an AI- a) any serious injury (**life or limb threatening**) b) injury involving a ski lift while riding, loading or unloading c) injury while pt. was in a ski school class d) slip or fall in any of our facilities or on our ramps e) collision with any man made object like a lift tower f) serious injury on race course g) collision with a snow cat, snowmo or any other vehicle h) injury involving the use of our rental equipment where skis didn't release or where guest attributes the fall or injury to the equipment.
3. Also if the guest makes any statement indicating that Cooper is at fault or where the pt. is an attorney and threatens litigation----we must do an AI.
4. If in doubt ask Lyn or Gerry whether AI is needed. Do not say "Accident investigation" or indicate anything that may be construed as accepting blame. Okay to refer to it as the "green pack". If you request it you will get the pack and a person trained to do an AI.
5. Very important to preserve scene, mark scene and ask any witnesses to stay available to give us statements. Okay to escort potential witnesses to a separate area where they can complete the forms in private. A good place to go is the upstairs children's room next to our locker area. Do not take them to FAR.
6. Contents of AI pack: Polaroid camera, digital camera, witness statements, measuring tape etc.

AED SCENARIO/DOUBLE RIG

Trainer:

Time allotted: 2 hours

Topics to be addressed:

1. The outline for this exercise is in PHQ file cabinet
2. Each trainee will rotate assignments as follows: first on scene and lead patroller, CPR givers, AED operator, assembly of double rig, patroller in horns running rig, care givers in double rig and tail ropers.
3. This exercise requires a victim and five patrollers. Experienced patrollers will be used in this exercise as a review for all patrollers. Each trainee will be given opportunity to perform each job function.
4. One patroller will be assigned as snowmo operator to bring gear back up to PHQ to facilitate multiple iterations of this exercise. Ideally each patroller will get to perform each duty once.
5. After each iteration patrollers will be critiqued and debriefed by Darryl and Gerry at PHQ before beginning next iteration.
6. This is a timed exercise. This exercise may require additional time so that each patroller can perform each duty according to performance standards. This exercise may take several days to complete based upon weather and patrol coverage constraints.
7. This exercise cannot be undertaken until after each trainee has received the prerequisite training of setting up and running a double rig.

AKJA RIG TRAINING

Trainer:

Time allotted: 1 hr.

Topics to be addressed:

1. Show where Akja rigs are located- at PHQ and Chicago Ridge
2. Features and advantages of using Akja--- lighter, more maneuverable and ability to lift rig loaded over obstacles
3. Demonstrate how to assemble – color coded horns- not interchangeable. Shorter horns in front- why so?
4. Demonstrate Akja hitch if towing
5. Demonstrate how to run it with another veteran patroller
6. Practice making hard traverses- sled is very flexible and can be heavily “torqued” across the fall line
7. Practical exercise- each trainee runs loaded rig, taking turns on front and rear. Let each trainee assemble the hitch for towing.
8. Discuss places where we’d use an Akja---Powder Keg and Corkscrew for example

AMBULANCE-EQUIPMENT EXCHANGE

SUBJECT: Ambulance equipment exchange

Trainer:

Time allotted: 10 min.

Topics to be addressed:

1. When ambulance arrives we must exchange some equipment with them if they are taking some of our equipment with the patient. These items are usually: backboard, C spine pack and sometimes a NRB mask.
2. Also we must get the regulator off the O2 tank if they are taking our tank rather than using their on board O2 supply. If possible get the O2 tank and regulator, but you must get the regulator.
3. Patrollers should be taught where the items are stored on the ambulance and inform the crew that you have exchanged equipment with them. They will assist you, but try to be unobtrusive if they are delivering care to the patient.
4. Put the empty O2 cylinder in the designated storage rack with tape on it marking it as empty.

AVALANCHE BEACONS/DRILL

Trainer:

Time Allotted: 1 hr.

Topics to be addressed:

1. Types of beacons- Tracker and Ortovox. Discuss features of each, limitations, differences, functioning and battery check
2. Show where stored in PHQ
3. Discuss how transceivers in general work in both the receive and transmit modes
4. Review avalanche basics: need slope angle, unstable snow pack and a trigger. Discuss effects of wind and changing temperatures on snow pack. Discuss types of snow pack-----faceted or temperature gradient sugar snow- unstable layer.
5. Avalanche terminology- crown, bed surface, cohesion, stuachwall, flanks, deposition zone, metamorphosis, hang fire, loose snow and slab avalanches etc.
6. Review avalanche rescue basics: safety zone, controlled entry/exit into zone, hasty team deployment, search for obvious clues and terrain “catchment” areas.
7. Principles of search:
 - a. rescuer safety/team approach- hang fire guards stationed to sides in safe areas to protect rescuers
 - b. all beacons on “receive”
 - c. keep skis on and ski slowly from side to side in a Z pattern across the slide path
 - d. look for clues- gloves, poles, skis
 - e. check witnesses- how many buried? where last seen?
 - f. if signal received- narrow to pinpoint search and mark spot. Call for shovel team and then resume search for other victims.
 - g. if person found make sure to turn his beacon off to facilitate search for others
 - h. as searcher gets closer to buried beacon – demonstrate slowing down, moving lower and executing pinpoint search from fade point to fade point
8. Practical exercise: timed beacon search for each trainee

AVALANCHE PROBE LINES

Trainer:

Time allotted: 30 min.

Topics to be addressed:

1. Hasty probe - hasty team probes based upon telltales, witness reports, likely catchment areas, beacon signals and/or avalanche dog signals. Speed is paramount.
2. Course probe:
 - a. team leader/pace setter
 - b. start at bottom- work uphill and stay even with pace setter
 - c. team members deploy at arm's length intervals with both arms extended
 - d. pace setter issues command to probe right, center and left- then all advance together with 18" stride
 - e. everyone except pace setter is silent until prober strikes solid object and announces "strike". He then marks spot with T stake and continues on as directed
 - f. shovel teams follow probe line and dig where strikes are marked
 - g. if found----immediate action is to clear airway and assess A,B,C.
 - h. medical teams are positioned above and deploy as required from a safe area
3. Fine probe:
 - a. used when chances of a live recovery are non-existent
 - b. same as course probe except the width between probers is elbow to elbow rather than arm's length
4. Practical exercise:

Patrollers will each take a probe, and will probe the avalanche deposition zone below PHQ. Additional patrollers will assist by setting up clues and being pace setter. Medical team and avalanche guards will also be posted or simulated based upon manpower available.

DISPATCH PROCEDURES

SUBJECT: Dispatch procedures

Trainer:

Time allotted: 30 min.

Topics to be addressed:

1. Review communications devices- bat phone, mtn. Radio, KMA 322 base station, red phone and KD4489.
2. Do not leave Dispatch unattended ever!
3. Review who is on each radio and how to contact each station. Need to relay between patrollers who are on KMA 322 and KD 4489.
4. KD 4489 not good in FAR. Patrollers in FAR should use KMA 322 base station in FAR to communicate with PHQ.
5. Family radio – Ch 9. Monitor and politely inform guests that Ch 9 is restricted to emergency use.
6. Dispatcher is in charge. Keep folks out of Dispatch especially if we're busy or close the door. Ask for help in Dispatch if things get really busy.
7. Dispatcher has last word. Say, "clear" when you're ready to accept communications from another user.
8. Make sure only one radio is on KD 4489 in Dispatch- otherwise loud offensive feedback
9. Dispatcher assigns work projects off the work list and assigns trails to be skied based upon covering all the trails on an alternating basis. Special emphasis on Terrain Park. Record patroller and time assigned on the Dispatch paperwork for accountability purposes.
10. Enforce the "bump through" system. Patrollers rotate through PHQ on an orderly basis. **Exceptions** are allowed with permission e.g. occasional extra run if family or friends are around.
11. Record all significant communications on daily log- examples of things to record are: reported accidents, reported guests needing a taxi, lift incidents or lift cold or lift down, arrival of patroller on scene, departure from scene, arrival at FAR, entering or leaving PDR, any personnel entering or leaving the area by way of NB gate or CB gate. Also document any request for ambulance, Flight for Life, notification to upper mgt. of any problem, opening and closing of lifts, last chair #, last chair up top time, severe weather notices, snow reports and missing persons. When in doubt document it on the log!!!!
12. See specific paperwork on Missing Persons
13. Discuss Lift Evac Plan location. Dispatcher is in charge until relieved by Gerry or Lyn as "Incident Leader"
14. No use of red phone unless emergency. Occasionally, upper mgt. may use the phone, but no one else.

DOUBLE RIG SET-UP

SUBJECT: Double rig set-up

Trainer:

Time Allotted: 30 min.

Topics to be addressed:

1. Double rig is assembled on scene on assumption that a regular toboggan is already on scene with first patroller
2. Assembly must be in exact order stated herein using a regular toboggan and CPR sled.
3. Assemble across the fall line using proper anchoring
4. Remove horns of CPR sled and discard them out of the way (behind a tree)
5. Drop the chain on the regular toboggan- this is critical!!!! (explain why)
6. Put the rigs side by side angling the bows tightly together. Use locking carabiner on CPR sled to attach bows of sleds tightly together through the handle ropes.
7. Raise the chain if not needed.
8. Take the tailropes out of both sleds and "criss-cross" them in what would look like a Z pattern. This leaves two tailropes out but crossed in a manner where tension applied will actually be pulling the tails of the sleds together. It is okay but not necessary to apply a second carabiner in the rear rope handles to keep the sleds together.
9. The patient goes in the regular toboggan not the CPR sled. The rescuers ride in CPR sled.
10. Speed is governed by the need to maintain momentum but still go slowly enough where the rescuers can deliver effective CPR.
11. Slowing down is effected by either dropping the chain or having the tailroper apply tension.
12. The entire process requires 5 patrollers: 1 running toboggan, 2 tailroper, 2 rescuers doing CPR/AED. In a pinch 1 tailroper with chain down will suffice as long as a carabiner is used in the rear to keep the rear of the sleds together.

FAR ORIENTATION

SUBJECT: FAR orientation

Trainer:

Time allotted: 20 min.

Topics to be addressed:

1. Toboggan ramp- unloading patients
2. Collapsible orange pram
3. Privacy bed with curtains
4. Trauma (awaiting ambulance) bed
5. O2 tanks—large ones and spare tanks (empty tanks)
6. C spine pack
7. Spare medical supplies- band-aids, cravats and tape
8. Spare backboard
9. Cardboard splints
10. Emesis basins and hot water bottles
11. Guest skis
12. Spare blankets
13. Blanket hanging hooks for drying
14. BP cuff, pulse oxygen device, stethoscope locations
15. Maps to St Vincent's
16. AMS hand out sheet for guests
17. Radio locations and charging procedure
18. Shovels and shoveling responsibilities after snowfall
19. Sheep pen gate- who opens and closes it
20. Trash truck- how to operate
21. Incident Forms- numbering sequence and where to place them when completed
22. Spare yellow shells for toboggans, extra ladder splints and quick splints
23. Suction device
24. Spare NRB and cannulas
25. Cleaning supplies, clean sheets, pillow cases and tools
26. BSI supplies- bags, disposal points, gloves and anti biotic soap
27. Key to employee locker room
28. Telephone- use of by guests
29. Procedure for BSI contaminated equipment and supplies e.g. blankets, uniforms etc. etc.
30. Spare batteries and film for cameras

HELICOPTER OPERATIONS

Trainer:

Time allotted: 15 min.

Topics to be addressed:

1. Parts of helicopter that are potential safety hazards----tail rotor and main rotor----can't see tail rotor when turning
2. How to approach a helicopter- eye contact with pilot, wait for permission to approach
3. Don't wear hats or anything that can blow away
4. Wear eye and hearing protection
5. How to select an LZ- no power lines, 100x100 ft. minimum, flat and solid underneath, low trees or no trees best
6. How to orient LZ in relation to wind direction
7. Designated landing zones
8. Communication with helicopter
9. Loading gurney into locking position in helicopter
10. Issues regarding combative patients
11. Hand signals used to communicate with pilot

INCIDENT REPORTS

SUBJECT: Incident reports/Practical exercise

Instructor:

Time Allotted: 2 hours

Topics to be addressed:

1. Legal issues pertaining to reports- confidentiality and accuracy
2. If you didn't write it down you didn't do it!
3. Use of abbreviations- see example on wall
4. Be objective not subjective
5. Never document anything that admits our fault or liability on part of SC
6. Items pertinent to a medical situation: LOC, AxO to PPTE, ABC, OPQRST and SAMPLE
7. Items pertinent to a trauma situation: LOC, AxO to PPTE, ABC, DCAPBTLS, SAMPLE, OPQRST
8. Documenting a refusal. Patient can accept transport on snowmo but refuse medical care. No sick or injured on snowmo. Example " I tweaked my knee but would like a ride down only". If you examine the pt. Or touch the pt. in any way then you must document a refusal.
9. Discuss implied consent- especially as it pertains to impaired adults and minors
10. In your comments you must discuss what you found, where you found it, chief complaint, what pt. said or reported, what your examination revealed, what interventions you invoked, the effect of your interventions, what you advised the pt. to do. Document the risks if the pt. chooses to ignore advice. Offer pt. options but do not diagnose. If our protocol is to call ambulance then you may advise pt. that you are doing what you are trained to do and that they can discuss the ambulance ride with the ambulance personnel upon arrival.
11. Remember to take set of base line vitals and communicate to PHQ and the ambulance crew. Learn how to give an accurate and complete pt. report to PHQ and/or the ambulance.
12. Practical exercise- trauma (role play exercise) and medical (role play exercise). Critique incident reports upon completion.
13. Bottom line-----be concise, be objective, be accurate and document everything!!!!!!

INITIAL MAP TRAINING

Length of session: 30 min.

Trainer:

Session Objectives: 1) Basic orientation of major locations on mountain
2) Discussion of map in Patrol Manual versus Trail Map
3) Preview of major map exercise and map test

Discussion Points:

1. FAR
2. Piney Ditch Road
3. Ski School
4. Rental shop
5. Ticket Office (Lost & Found)
6. Vehicle Maintenance
7. Locker Room
8. Cafeteria and bar
9. Double chair
10. PHQ and rope shed
11. Triple chair
12. Outer boundary trails- Last Chance, Trails End, Motherlode, Corkscrew and Powder Keg
13. Boundary Gates- Pedestrian Gate, North Basin, Central Basin, Bomb Cache
14. Interior closures- Black Powder (racing), T Bar (lift operating), Upper Molly/Triple line, Terrain Park, Rope Line, Printer Boy to Vehicle Maintenance

INTRODUCTION TO CHICAGO RIDGE

Trainer:

Time allotted: 30 min.

Topics to be addressed:

1. Map of Chicago Ridge in PHQ- point out Central Basin and North Basin gates
2. Describe a.m. and p.m. escort procedures and where to position snowmo in relation to the tour cat
3. Encourage trainees to help market Chicago Ridge to guests who inquire about it
4. No entry to terrain except through pedestrian gate at bottom Triple
5. Tour cat carries—driver plus two guides and up to 12 guests. Each guest has avy. Beacon.
6. Tours leave from lodge at about 9 a.m.- cat uses PDR and requires escort to Central Basin Gate first----if the backside is open to public!
7. Morning- they are visible from PHQ using the areas accessed from Buckeye Road or Snowcat Pass. Point these roads out.
8. After lunch the guests transition to the North Basin area and access Elk Meadow Road and Highway 1. The cat itself will require a down hill escort from Central Basin Gate to North Basin Gate- Always report to PHQ when cat enters or leaves the ski area boundary.
9. We are always on standby to assist with injured guests or guests needing assistance
10. At times bomb crews will go out to do avalanche control work as well as work on the roads. We always log explosives- where placed, size of charge and results on the patrol log. Show where bomb cache is located.
11. The guides are all ski patrollers, and they carry AKJA rig as well as full trauma pack and O2. Additionally AKJA rigs are positioned at Malfunction Junction area, Aussie's Knob and Elk Meadow (Horseshoe Bowl) areas.

**LIFT EVACUATION DRILL
(ALL PATROLLERS)**

Trainer: Cooper Mgmt

Time allotted: 2 hours

Topics to be addressed:

1. This **is not** the guest lowering drill that is performed during the pre-opening week
2. The purpose of this exercise is to test fully the Lift Evac Plan for a simulated evacuation on the Double Lift and the Triple Lift
3. During this exercise patrollers will actually ski the line, report loaded chairs in each span, be deployed into two man evac teams and do everything associated with a lift evacuation in accordance with the Lift Evac Plan except for actual lowering of guests
4. This exercise will be a full operational test of the Lift Evac Plan including all notifications to management etc.
5. Two iterations of this exercise will be run with patrollers rotating among duties. In first case Lyn will be Evac Leader, and Gerry will be for the second. In this manner the Lift Evac Plan will be tested for both major lifts using different personnel in different duties.
6. Reminder: make sure evac teams understand that different evac bags are used for high spans on the Triple

MAINTENANCE OF MAZE AREAS

SUBJECT: maintenance of maze areas/terminals

Trainer:

Time Allotted: 15 min.

Topics to be addressed:

1. Ski Patrol maintains ropes and flagging tape in maze areas and terminals
2. All lower ropes must be foot packed and kept out of snow. If snow too deep, we'll remove lower strand of rope.
3. In terminal areas we foot pack the area between the chairs so that lift operators can access guests who have trouble loading or ride the bull wheel at the top. We do not pack under the chairs-----want a soft landing.
4. Ropes must be tight and present a physical barrier to entry
5. Demonstrate proper procedure at Top Triple

MAINTENANCE OF POP FENCES, SIGNS, PADS, ROPES and OBJECTS

Trainer:

Time allotted: 15 min.

Topics to be addressed:

1. How to set up a sign where it doesn't sag
2. Maintenance of pop fences--- where are they and what to do when you go by one- purpose is to create a physical barrier
3. Tower pads- how to butterfly the straps, foot-packing around them, proper height above snow surface, matching colors of pads on signs by using pads that are similar in color
4. Ropes- proper height, proper tension, when to replace flags
5. Bamboo- how to insert bamboo in a closure, when to use bamboo in a closure
6. Using bamboo to mark obstacles etc.
7. Review types of pads---4x4, double tower, and triple tower
8. What is padded and what is not
9. Other trail maintenance tidbits from Lyn

MAP TEST

SUBJECT: Written map test

Trainer:

Time Allotted:

Topics to be addressed:

1. Each patroller will be given a blank map sheet with numbers only on the trails and lifts
2. On a separate sheet of paper they will identify each numbered item on the map sheet to include: PDR, Central Basin Gate, North Basin Gate, toboggan caches etc.
3. Each test will be graded---passing grade is **95%**

MARKING OF TRAILS/HAZARDS

SESSION: Marking of trails/hazards

Instructor:

Time allotted: 30 min.

Topics to be addressed:

1. Colorado Skier Safety Act addresses requirements of ski areas to mark degree of difficulty and post signage regarding hazards not visible from 100 ft.
2. Trail difficulty signs
3. Caution/ Slow/ Trails Merge signs
4. Use of pop fences- physical barrier
5. Use of temporary closures
6. Permanent closures- interior boundaries and terrain park
7. Use of bamboo- single boo and crossed boo. If making a cross try to have the two pieces cross approx 1 ft. from the top.
8. Construction of bamboo tripods
9. Use of bamboo in long closures or places of decreased visibility
10. Use of T stakes
11. Black trails require little or no marking
12. If conditions are not optimal- okay to put signs at bottom of lifts which state that hidden and unmarked obstacles are present.
13. Use judgment as to what requires marking and what marking/fence is required to do the job. Less is better- don't want the place to look like a used car lot. .
14. If you mark something then you have to maintain it—boo get knocked down!
15. At end of day make sure it's clear what markings are to be removed at night for grooming. Generally leave T stakes but move signs and bamboo to side of trail unless permanent.
16. Permanent bamboo are used to mark the old cut off pipes vicinity Lower Burnout
17. Flagging tape on guy lines

MEDICAL PROTOCOLS-BODY SUBSTANCE ISOLATION

SUBJECT: Medical Protocols/BSI

Instructor:

Time Allotted: 1 hour

Topics to be addressed:

1. Medical Protocols are simply the standard treatment methodology for certain situations. In some cases they are specific to SC. In all cases medical protocols are governed by Lake County EMS protocols (book on Gerry's desk)
2. Body substance isolation: EMS term for protecting yourself from exposure to pathogens. Good idea to get Hep B series of shots. Use gloves and masks/goggles. Dispose of body fluids in approved manner. Clean up with bleach and high-pressure water. If in doubt report it to Lyn/Gerry. Do not expose yourself or other employees. Always look for possible exposures i.e. blood on scene and inform your fellow patrollers to take BSI precautions. Dispose of contaminated things in a plastic bag and in the approved containers. Bag up exposed uniform articles for cleaning or replacement.
3. Assume that every patient has communicable diseases. Report any exposure immediately to management so that you can begin exposure treatment.
4. Common medical/trauma protocols:
 - a. AMS- do not put on O2 unless in respiratory distress. Use the AMS printed instructions in the cabinet.
 - b. Not feeling well (minors): we aren't a babysitting service. If it's ski school- then the instructor can stay with the child until parents arrive.
 - c. Not feeling well (adult): okay for them to rest in FAR and decide if they want treatment. Explain options, but again don't hang out for an extended period of time while they are considering things. No O2 just to make them feel better.
 - d. Can you check my vitals?----once you do this you are rendering care and must complete a full Incident Report. Better that they go see a doctor.
 - e. I need a band-aid--- no paperwork unless you are the one applying the band-aid.
 - f. Aspirin/other medical products--- we don't stock it. They can buy it in the retail store upstairs or go to a drug store
 - g. Trauma- LOC, Not AxO to PPTE at all times, Serious MOI (refer to OEC text), head/neck or back pain, loss of CMS in extremities. **If any one of the above criteria exist you must do all of** the following: (unless pt. is adult and competent to execute a refusal of care and elects to refuse care)
 - 1) Immediate C spine precautions
 - 2) C collar
 - 3) O2 high flow
 - 4) long spine board
 - 5) request ambulance. If they are not sure about taking the ambulance ride you can tell them that they won't be forced into the ambulance---they can refuse the ambulance after it arrives- not before. Once they accept our care we can't remove them from the board----it has to be the ambulance crew or the hospital. When they accept care----they get it all- no latitude here!
 - h. Refusal of care- carry the paperwork in your vest. Minors/incompetent/altered/unconscious adults do not have the right to refuse care. You have implied consent. However, if pt. is a competent, alert and oriented adult (18 or over) they can refuse care. You can advise, but you cannot force care upon them. In that case get a witness (another patroller) and document what you told the person. If in doubt ask for assistance from either Gerry, Lyn or Darryl. This is an area where we have large potential liability, so be extra careful here if you believe the pt. is really sick or injured!!!!!! If slightest doubt----check with someone else who knows. Note: we can always call medical direction from PHQ and get St. Vincent's on the line to assist us. If you examined the pt. at all or touched the pt. then best to get documented refusal.
 - i. Review procedure regarding minors and impaired guests
 - j. Review procedure for a proper patient report to the ambulance crew- short, to the point, facts, vitals, signs and symptoms, interventions, LOC etc. etc.
 - k. Review helmet removal protocol
 - l. Review hypothermia----signs, symptoms, treatment

PADS And SIGNS

Length of session: 30 min.

Trainer:

Session Objectives: 1) Types of pads and signs
2) How to install
3) Maintenance during season
4) Liability issues

1. Pad types- triple, double, 4x4
2. Where they are used
3. How to install- include instruction on height above snow surface (early season) and butterfly the straps
4. Foot packing/raising lowering pads
5. Using pads of similar coloring
6. Pad all manmade objects unless a building or the structure is blocked by a pop fence or other barrier e.g. the bleachers on Black Powder
7. We don't pad the poles on the Powerline.
8. We don't pad objects in "closed terrain"
9. Check pads on every trail opening
10. When raising or lowering pads—easier to use 2 people.
11. Place the pad where it protects a skier from the direction most likely to be skied. On T Bar this means turning the pads slightly toward SR of the run.
12. Sign types- tower signs (T14, T6, and T3 triple), temporary signs (slow, caution, and cats working) and permanent signs (closed) at PDR, bottom of Burnout, and Printer Boy.
13. How to install a sign where it doesn't sag or bow.

PATROL AWARENESS EXERCISE

SUBJECT: Patrol awareness exercise

Instructor:

Time allotted: 1 hr.

Topics to be addressed: (Note: this exercise must be conducted on closed trails or at another time when guests are not on the particular trails being used for the exercise)

1. This will be designed as a practical exercise where the instructors will select two trails- one backside and one front side and have each new patroller conduct an “ opening” of that trail. The patrollers will list on paper each deficiency noted on that trail that requires correction prior to allowing guests on the trail. They will do this individually and not be allowed to converse with one another until the exercise is completed. Upon conclusion the instructors will critique and review each deficiency with the individual patrollers. The goal is for each patroller to find each deficiency and understand whether the deficiency is something that would prevent opening to the public or simply something that could be corrected at a later time.
2. Examples of deficiencies that the instructors will create are as follows: tower pad missing or too high, 4x4 pad missing or turned around, rope closure down, sign facing wrong direction or not in place, toboggans missing from their caches or with straps crossed, unmarked obstacles not visible from 100 ft. etc. etc.
3. The deficiencies will be such that they can all only be located if the patroller skis the trail slowly from side to side in a very observant fashion.
4. Suggested trails for this exercise are Black Powder and Triple Line

ALL EXERCISE DEFICIENCIES MUST BE CORRECTED PRIOR TO OPENING TRAILS TO GUESTS

PATROL VEST CONTENTS

SUBJECT- Patrol vest contents

Instructor:

Time allotted:

Topics to be addressed:

1. Mandatory items- CPR pocket mask, rubber gloves- - 2 pr., one locking carabiner, flagging tape, trail maps, Incident Form (for refusals), notebook and pen/pencil, radio (secured tightly), low intensity flashlight for checking pupils, orange bag for disposal of BSI contaminated material, 1 or 2 inch medical tape, tongue depressor (good splint), gauze or Kling, 4x4 pads 3 or more, trauma dressing pads 1-2, trauma scissors, Leatherman or Gerber multi-tool, band-aids, cravats- 2.
2. Optional items but good to have on hand----twisty ties, small flashlight for illumination, SAM splint, oral airways, antibiotic cream, signal whistle, aspirin, safety pins, 10-15 ft. length of 1 inch webbing, extra locking carabiner.

PATROLLER ETHICS

SUBJECT: Patroller Ethics- Do's and Don'ts

Trainer:

Time allotted- 20 min.

Topics to be addressed:

1. Patrol ethics- treat each other with respect at all times but especially in front of guests, other employees and fellow patrollers. If you can't resolve dispute then take it to Gerry or Lyn privately. We have to get along!
2. Work as a team- if you see someone doing something alone **then get up and offer to help**. Don't wait to be told.
3. Defer to the first patroller on scene---he/she is lead person unless something obviously is going wrong and jeopardizes patient care. Let that patroller manage his/her scene and direct the efforts of others. Do not walk on the lead patroller in front of any guests or the patient. Discuss things that could have been done better at a later time and in a constructive fashion.
4. Don't wait for someone to tell you to fix something. Just do it, but don't hesitate to ask for help or advice.
5. Don't hang around PHQ unless you're eating lunch or doing something that needs doing. Come in and first ask Dispatcher if he/she wants to be bumped out. When one comes in- one goes out with Dispatcher permission. SKI PATROL means being out and visible helping guests regardless of the weather and regardless of the snow conditions. Ask Dispatcher if anything needs to be done and wait to be assigned a trail.
6. Once assigned a trail, ski the trail as an "opening", looking side to side for anything that needs marking or fixing. It isn't a free run----it's a work run. Have fun, but don't miss anything on your trail assigned. Keep your head on a swivel!
7. A good patroller is an "aware" patroller----constantly looking for things that need any attention. Don't go by a piece of trash. It's part of your job to pick up and clean up.
8. Keep FAR and PHQ clean. It's our home. Clean up after yourself.
9. If you're not sure----take the initiative but ask questions. Senior patrollers are there to help you- not make you look dumb!
10. Always volunteer if someone asks for help. You are new, so you need to be the "eager beaver". You take what comes up----it may involve something you want to do or it may not. Do it anyway----cheerfully. It all evens out if we share the load, help each other and try to do more than our fair share. That includes helping other departments. Never say----"it's not our job"
11. If you are sitting on your tail in PHQ doing nothing-----then you've obviously missed something!
12. We're a small patrol----we have to set a good example for other employees and volunteer patrollers.
13. Refer back to #1 and #2 above. If you do those two things then you're off to a good start.
14. Be cheerful and have fun. We are a little family, and we work together as a team. If you can't play on a small team then find another job! If you need help---ask.
15. Be a professional at all times----set an example for others to follow. Be proud of the fact that you are a pro SKI PATROLLER. We pride ourselves on being the best and most professional department at Ski Cooper.
16. Be on time. Call ahead if you aren't going to be at work. Keep your uniform clean and your personal hygiene up to standard. If you need time off for whatever reason request it long in advance so that we can maintain coverage. If you're really sick with something that might be contagious then don't come to work and share your illness with the rest of us.

NEW PATROLLER ORIENTATION

SUBJECT: New patroller orientation

Trainer:

Time allotted- 20 min.

Topics to be addressed:

1. Patrol ethics- treat each other with respect at all times but especially in front of guests, other employees and fellow patrollers. If you can't resolve dispute then take it to Gerry or Lyn privately. We have to get along!
2. Work as a team- if you see someone doing something alone **then get up and offer to help**. Don't wait to be told.
3. Defer to the first patroller on scene---he/she is lead person unless something obviously is going wrong and jeopardizes patient care. Let that patroller manage his/her scene and direct the efforts of others. Do not walk on the lead patroller in front of any guests or the patient. Discuss things that could have been done better at a later time and in a constructive fashion.
4. Don't wait for someone to tell you to fix something. Just do it, but don't hesitate to ask for help or advice.
5. Don't hang around PHQ unless you're eating lunch or doing something that needs doing. Come in and first ask Dispatcher if he/she wants to be bumped out. When one comes in- one goes out with Dispatcher permission. SKI PATROL means being out and visible helping guests regardless of the weather and regardless of the snow conditions. Ask Dispatcher if anything needs to be done and wait to be assigned a trail.
6. Once assigned a trail, ski the trail as an "opening", looking side to side for anything that needs marking or fixing. It isn't a free run----it's a work run. Have fun, but don't miss anything on your trail assigned. Keep your head on a swivel!
7. A good patroller is an "aware" patroller----constantly looking for things that need any attention. Don't go by a piece of trash. It's part of your job to pick up and clean up.
8. Keep FAR and PHQ clean. It's our home. Clean up after yourself.
9. If you're not sure----take the initiative but ask questions. Senior patrollers are there to help you- not make you look dumb!
10. Always volunteer if someone asks for help. You are new, so you need to be the "eager beaver". You take what comes up----it may involve something you want to do or it may not. Do it anyway----cheerfully. It all evens out if we share the load, help each other and try to do more than our fair share. That includes helping other departments. Never say----"it's not our job"
11. If you are sitting on your tail in PHQ doing nothing-----then you've obviously missed something!
12. We're a small patrol----we have to set a good example for other employees and volunteer patrollers.
13. Refer back to #1 and #2 above. If you do those two things then you're off to a good start.
14. Be cheerful and have fun. We are a little family, and we work together as a team. If you can't play on a small team then find another job! If you need help---ask.
15. Be a professional at all times----set an example for others to follow. Be proud of the fact that you are a pro SKI PATROLLER. We pride ourselves on being the best and most professional department at Ski Cooper.
16. Be on time. Call ahead if you aren't going to be at work. Keep your uniform clean and your personal hygiene up to standard. If you need time off for whatever reason request it long in advance so that we can maintain coverage. If you're really sick with something that might be contagious then don't come to work and share your illness with the rest of us.

PHQ ORIENTATION

SUBJECT: PHQ Orientation

Instructor:

Time Allotted: 15 min.

Topics to be addressed: (Note: there is a separate session on Dispatch Procedures- this covers only where things are located----not how to dispatch)

1. Location of lift evac. plans, OEC manual, toboggan packing photo album etc.
2. Orientation on bat phone, mountain radio (including who is on each radio), base station (KMA 322, ski school, race crew, search and rescue, and St. Vincent's hospital ER)
3. Red telephone- pre programmed numbers
4. Fire extinguishers
5. Medical supply cabinet
6. Trauma and C spine packs
7. AI pack a/k/a safety pack or green pack
8. Hasty deployment pack
9. Shovels and shoveling responsibilities
10. Lucky Launchers
11. Spare parts, flagging tape and tools
12. Avy beacons
13. Trash bags, soap etc.
14. Tomato stakes
15. Pro patrol locker
16. Outer shed- ropes, signs, bamboo and pop fencing
17. Heater controls
18. Snow blower, brooms etc.
19. AED location
20. KED device, traction splint and vacuum splint
21. PHQ key location outside
22. snow mo parking place
23. ski rack
24. thermometer location outside
25. lift evac. equipment storage- point out that different bags for high spans on triple
26. spare towing hitch
27. AKJA towing hitch
28. Skier tow rope
29. Rescue toboggan hitch and rescue (folding) toboggan

PINEY DITCH ROAD PROCEDURES AND ISSUES

Trainer:

Time allotted: 30 min.

Topics to be addressed:

1. Show patrollers where PDR starts and ends. Point out the steep hill below FAR that requires some speed
2. Procedure for towing a loaded toboggan out PDR with a patroller on tail rope
3. **Required to inform PHQ when entering and clear of PDR.** Avoids collisions with other users
4. Lots of sharp curves- watch for people heading to Vance's cabin
5. Important to control speed – PDR has rollers that can launch snowmo in vicinity of bottom Triple Lift
6. Important to stay out of Piney Ditch itself- normally some bamboo marks the edge, but slow speed is best
7. Any guest injured on the back side goes out PDR unless they are very close to top of trail where it's easier to pull the loaded sled back over to the front side

**RELATION WITH OTHER DEPARTMENTS
(PATROL ETHICS AND RESPONSIBILITIES)**

Trainer:

Time allotted: 15 min.

Topics to be addressed:

1. setting a positive example in terms of professionalism and work ethic
2. spirit of assisting any department cheerfully and without having to be asked
3. every job is our job when necessary
4. help other employees in any way we can- examples are: helping ski school with kids on lifts, shoveling in front of ticket office, picking up trash (except where Harry's employees dump it on our heads), taking rental equipment back to the shop, helping maintain lift mazes and assisting guests in loading or unloading lifts etc.
5. Bottom line-----we are the most professional, most helpful and best department at Ski Cooper. Look sharp- keep self and uniform clean and looking like a pro at all times

RELUCTANT SKIER EQUIPMENT

Trainer:

Time allotted: 30 min.

Topics to be addressed:

1. Demonstrate contents RSE evac bag including TRIVAC (diaper) and ascending device
2. Position snowmo as anchor
3. Physically assemble the gear and lower a guest or patroller.
4. Let each patroller rotate through the various duties associated with lowering a guest who either cannot or will not be lowered on a T seat.
5. This exercise can be done either before lifts are open or after lifts are closed for the day.
6. Important to review lockout/tag out procedures

RENTAL EQUIPMENT PROCEDURES

SUBJECT: Rental equip. procedures

Trainer:

Time allotted: 10 min.

Topics to be addressed:

1. Location of rack for guest skis
2. Rental procedure sign in FAR
3. Obtain yellow copy from guest if available
4. Note on the skis or snowboard our incident # and nature of injury. Use tape and write on the tape
5. Note on our incident form the rental number from the yellow copy of the rental agreement
6. Take boots, poles and skis back to Rental Shop – give to Bob or Manager on duty and inform them that the equipment was involved in an injury situation.
7. Pay particular attention if injury is a leg or knee and guest states that ski (s) did not release or in any case where guest states that injury was the result of faulty rental equipment. In that case an AI is called for.

ROPE LINE PROCEDURES- A.M. & P.M.

Trainer:

Time allotted: 15 min.

Topics to be addressed: **A.M. OPENING**

1. Point out each gate on the trail map.
2. Explain that Eagle and Motherlode gates are already open in the a.m.
3. Two patrollers are assigned to do rope line in a.m. **AFTER THE TRIPLE IS READY TO OPEN TO PUBLIC.**
4. Patrollers leapfrog each other beginning with the Triple Line Gate- one removes Bamboo and throws it toward the spool while the other unhooks the gate. Do not spool up this gate- leave it!
5. In succession the patrollers unhook and spool up/roll up each gate starting with the Burnout Gate, then Green Door, Slot, Nightmare, Easy Way Down and Kamikazee.
6. If the gate is long enough that it has bamboo supporting it in the center then the first patroller arriving at the gate throws the bamboo toward the spool and uphill of it so that the second patroller can retrieve the bamboo, store it next to the spool and then wind up the gate. The first patroller, after throwing the bamboo, immediately proceeds to unhook the gate on the downhill end.
7. After the Kami gate is opened, the patroller spooling up the gate cuts back across and opens Nightmare, while the other patroller can either open Kami or Powderkeg. Best way is to sight down Kami and actually ski Powderkeg to ensure that the boundary rope is up and looking good.

P.M. CLOSING

1. Same two Rope Line patrollers who did opening in a.m. do Rope Line in P.M.
2. These patrollers leave PHQ promptly at 3:25 p.m. each day before the other sweepers go out at 3:30 p.m.
3. They start at Triple Line gate: first patroller pulls gate across and both hooks and tightens the gate by sliding the wood block. The second patroller grabs the bamboo at the spool and just sticks it in the snow about half way across. Do not take time to insert the bamboo!
4. Then beginning with Burnout gate the process is repeated of leapfrogging each other – first one pulls the gate across, hooks it and tightens it. Second patroller grabs boo and inserts it----some gates are so short they don't need boo.
5. Once the Kami gate is up and the boo is in—the patroller who inserted the boo has **to move uphill** and cross over to Easy Way Down wave off. This spot is on SR on Nightmare. That patroller sweeps Nightmare after he waves off with Triple Line sweeper at EWD.
6. The patroller on Kami begins his sweep after he hears the patroller on Nightmare shout “Closing “. The patroller on Nightmare must make sure that the patroller on Kami knows when to start. Okay to use radio if you aren't close enough to be heard for sure.
7. The patroller on Kami---sights down initially and will sight up from the bottom but does not ski Kami below the entrance to Powderkeg. He actually skis Powderkeg and can cut back over to Kami for sightings up and down, but primary emphasis is skiing in the trees of Powderkeg.
8. Upon arrival up top after sweeps the first patrollers getting off the Triple will open both the Mother Lode and Eagle gates. This is done because the public cannot access these trails (without hiking uphill !) until the Triple is open the next morning. Explain that it is a fine to get off the lift and forget to open these gates!

If time permits the trainer will physically ski the group of trainees from Motherlode gate to the bottom and point out each gate and spool.

SKI TEST

Trainers: Gerry/Lyn/Aaron/Dennis

Time allotted: 1 hour

Topics to be addressed:

1. The purpose of this test will be to evaluate each patroller's ability to ski (or snow board in the case of volunteer patrollers). Each patroller is hired conditionally based upon his or her ability to demonstrate the requisite level of skiing ability. Any patroller who does not pass this test will either be afforded an opportunity for **minor** additional training and a second test or will be dismissed without prejudice at Gerry's option.
2. Each trainer will use the ski test check sheets that are used by NSP during NSP Basic, Senior and Certified tests.
3. In essence, we are looking for **rock solid, confident, aggressive skiers who can comfortably and easily ski all terrain at Ski Cooper**. The successful candidate will project an image of stability, grace, carving (versus skidding) ability. Turns will be carved and flowing from edge to edge. Each turn will be finished with minimal upper body motion. At all times the candidate should be positioned squarely to the fall line and demonstrating graceful angulation with parallel carved skiing technique. The candidate should demonstrate solid edge control and proper weighting of the skis. Hand position should be relaxed, low and forward with minimal up and down movement of the ski poles. Speed control is paramount in varying terrain, and the candidate should be able to confidently ski any line on any trail without hesitation. In summary, if anyone was to view this patroller skiing from a lift---- the viewer would feel that this patroller is an **"expert skier"**.
4. Phase 1 of the test will be to demonstrate some basic skiing skills that are needed to patrol effectively at Ski Cooper. In each case one of the trainers will demonstrate proper technique so that each candidate will know what is expected of them. Time permitting, the candidates will be allowed time to warm up and practice each of these moves before evaluation.
 - a. stationary kick turn- both sides
 - b. herringbone uphill climb of 50 ft.
 - c. high speed hockey stop
 - d. side slip down fall line at slow speed
 - e. side slip moving to SR of trail
 - f. side slip moving to SL of trail
 - g. wedge straight down fall line- slow speed on steep terrain
 - h. wedge moving from side to side- slow speed on steep terrain
5. Phase 2 of the test will consist of the following on groomed steep terrain (Nightmare):
 - a. short radius turns
 - b. medium radius turns
 - c. long radius turns

In this phase one trainer will demonstrate and then each trainer will position themselves along the trail where they can view each candidate sequentially. Emphasis here is on carved, edged turns (no skidding at end of the turn). Each turn should be linked and easily flowing. Emphasis on speed control where candidate does not gain or lose speed as the pitch of the run varies. Whatever speed the candidate selects at the outset should be the same speed he/she finishes.

6. Phase 3 of the test will consist of the following on moguled steep terrain (Burnout Face and/or Kami):
 - a. short radius turns (fall line)
 - b. medium radius turns
 - c. long radius turns

Same as #5 above in terms of demonstration. Emphasis here is on speed control and maintenance of solid body and hand position with carved flowing turns. Speed control is also important. No hesitation at the point where the pitch or terrain aspect changes. Moguls should not throw the candidate into the back seat. Hands should be forward, quiet, low and square to the fall line. Another key indicator of solid mogul skiing is the ability of the candidate to keep the skis in contact with the snow through their entire length for the entire test without allowing the skis to be "bucked" or "kicked" off the snow----usually resulting in a loss of control or rhythm.

SNOWMOBILE OPERATIONS

SUBJECT: Snowmobile operations

Instructor:

Time allotted: 1.5 hours

Topics to be addressed:

1. Generally everything that is in the Patrol Manual regarding snowmo ops. should be covered. Following that, instructor will demonstrate the following: checking snowmo before operating, parking snowmo, towing skiers, towing toboggan, towing a loaded toboggan and patroller up/down PDR, towing AKJA rig, recommended driving routes on front and back side.
2. Escorting snow cats
3. Required snowmo equipment -----flag, tail light, brake light, head lights,
4. Report any snowmo deficiency as it is observed. NOT LEGAL TO OPERATE----do not operate!
5. Never operate snowmo on "black runs"--- exceptions are Nightmare if groomed and Motherlode if escorting snow cat. Never ever on Kami, Powder Keg, Corkscrew, Burnout (Piney) face, Slot, Green Door. Best to avoid Treasure Trove and Peek a Boo. If you are not comfortable in a situation let someone else like Aaron drive it!
6. Emphasize feathering brakes and engaging clutch while going down hill.
7. Instructor will then allow each patroller an opportunity to demonstrate driving skill. Must be signed off by Aaron, Gerry or Lyn before allowed to operate.
8. Stay on groomed surface !!!!!- deep powder is to be avoided.
9. Emphasis on standing up to get better visibility and slowing down when cresting hills or pitches.
10. Emphasis on watching ski racks and flag when going under ropes
11. Emphasis on operations when you have a guest as passenger. Adult on rear. Small child in front of you. No injured or sick guests on snowmo ever!
12. Emphasis on load limits-----1 passenger OR 1 toboggan. Okay to tow two toboggans only if they are unpacked e.g. the CPR sled.

SNOW STAKE/WEATHER PROCEDURES

SUBJECT: Snow stake/weather procedures

Instructor:

Time allotted: 15 min.

Topics to be addressed:

1. Snow report is due to Ticket Office NLT 11 a.m.
2. It is the responsibility of the patroller assigned as "snowmobile" patroller each day to ensure that the report is in on time. He/she doesn't have to perform the duty physically but must ensure that it is done and reported on time.
3. If not expected to snow then okay to check stake early on and give the report early; however, if snowing or expected to snow, then wait as close to 11 a.m. as possible to get max. snow accumulation
4. Describe location of snow stake corral as SR on Homestake approx. $\frac{3}{4}$ way down trail and through the rope gate. Take all the patrollers to the location in a group.
5. Show them the upper pop fence that denies access to the corral. It must be checked daily. There should be a "closed" sign above the pop fence alerting skiers to veer away.
6. All ropes protecting the enclosure must be up and out of the snow.
7. Show 24-hour snow stake. It must be cleaned off after taking the 24-hour reading. Round up when reading and get level with actual snow surface to get accurate reading.
8. Show the accumulated snowfall stake. It is never cleaned off.
9. BOTH readings are taken each day and reported---emphasize cleaning off 24-hour stake after reading it.
10. Show patrollers egress route back to Black Powder-----be careful if racing in progress when ducking rope!

SKIER RESPONSIBILITY CODE AND COLORADO SKIER SAFETY ACT

SUBJECT: SRC and CSSA

Trainer:

Time Allotted: 15 min.

Topics to be addressed:

1. SRC- purpose is to educate skiers. Basic points are: stay in control and within your ability level, yield when entering a trail to the uphill skier and look before entering the trail, person who is down hill has right of way at all times, if stopping on the trail move to the sides of the trail and in a position where visible from above, never stop below a pitch or crest where you can't be seen from above. Be courteous to others!
2. Colorado Skier Safety Act- basic provisions provide penalties for the following: You must know how to use lifts before boarding, no littering in ski area, no unsafe acts while riding a lift, no attempt to board a closed lift, no skiing on "closed" terrain - \$300 fine, stay clear of grooming cats, vehicles, towers and signs, use of retention device or brakes, duty to avoid other skiers when entering trail or approaching from behind (Uphill), no skiing while impaired from alcohol or drugs, if involved in a collision must remain on scene and exchange information with other parties involved.
3. The CSSA also covers responsibilities of the ski area regarding signs, boundaries etc.
4. Senate Bill 80- posted at bottom of lifts basically says that ski area is not responsible for injuries that result from inherent risks of skiing-----like falls, hitting rocks or trees etc. etc.

TRACTION SPLINT, VACUUM SPLINT and KED REVIEW

SUBJECT: traction splint, vacuum splint and KED review

Trainer:

Time Allotted: 40 min.

Topics to be addressed:

1. Location of these devices
2. Uses for each device e.g. traction splint for mid shaft femur only
3. Set up of each device
4. Protocols for each device e.g. once traction is applied it is not released
5. Checking each device for serviceability
6. Practical exercise using each device with emphasis on the traction splint

TERRAIN PARK ISSUES

Trainer:

Time allotted: 15 min.

Topics to be addressed:

1. Liability associated with Freestyle Terrain
2. Requires a restricted entrance where users must view the signage
3. Each feature requires a "Popsicle" sign stating degree of difficulty
4. Patrol should make several passes per day through the Park inspecting jumps and ramps for obvious defects and to ensure that all ropes are up and signage is in place
5. Any serious (pt. goes out in ambulance) injury in the Terrain Park requires an AI- must gather witnesses, mark the launch point, landing point and point where pt. came to rest. The feature must be closed until after the AI is complete.
6. Patrollers on duty are not authorized to hit the features! Ski around the individual features.
7. Be observant

TOBOGGAN PACKING

SUBJECT: Toboggan Packing / Procedure

Instructor:

Time Allotted: 25 min.

Topics to be addressed:

1. where toboggans are stored
2. checking toboggans on openings- free of ice, no crossed straps, in correct place
3. toboggans at FAR at end of day- leave in FAR overnight, let wet blankets dry
4. packing a toboggan: use the photo book at PHQ to demonstrate correct order as follows
 - a. yellow plastic tarp in bottom first
 - b. backboard- inside the yellow cover not underneath!
 - c. blanket 1- accordion fold
 - d. blanket 2- accordion fold
 - e. quick splint- closed with ladder splint inside
5. fold the ends of the yellow cover inside and then overlap – no exposed blanket material
6. flip the entire pack over so that the seams are underneath- this prevents snow from entering at the open seam
7. the straps must be then pulled tight but not knotted. The straps are simply tucked in neatly so as not to flap around, but no knots!
8. If a toboggan is missing something or out of service, then the straps must be crossed in an X pattern with a piece of tape applied noting what is wrong with it. **STRAPS CROSSED MEANS DO NOT USE IT: STRAPS NOT CROSSED MEANS THAT THE RIG IS FULLY SERVICEABLE WITH EVERYTHING GOOD TO GO!**

TOBOGGAN TRAINING AND TESTING

Trainer:

Time allotted: 12 hours

Topics to be addressed:

1. Training/testing philosophy: Patroller safety is priority # 1. After that comes patient safety and finally, patient comfort. We will train and test based upon the premise that we train for and prepare for the worst conditions that we may have to encounter at Ski Cooper---in terms of terrain, snow conditions, weather, resources available and other intangibles. If we train and test under the worst possible conditions then we are assured of success under better conditions.
2. Types of toboggans- Cascade, Cascade (CPR), AKJA and backcountry rescue toboggan
3. Components of toboggans- shell, bow guards, skegs, handles (horns), cross bar, horn locks, tow handles, tail rope, chain, patient straps, chain bungee, patient cover (yellow shell) and tow holes in handles.
4. How to tow a toboggan- location of and operation of tow hitches- Cascade and AKJA
5. Toboggan basics---how to stow, how to inspect and where they are located. What to look for when checking toboggans. Notify PHQ if a toboggan cache is empty i.e. top of Double or Printer Boy.
6. Which toboggan to use in which circumstances e.g. AKJA for Corkscrew
7. Route selection considerations: patroller safety, patient safety, patient comfort, skier traffic, ease of ingress/egress, minimize traverses, final destination, snow conditions (groomed versus untracked), steady/consistent pitch, need for assistance to cross flat terrain, avoids trail intersections etc. Generally----run on the sides of trails and avoid skier/vehicle traffic. Choose wider, less steep, groomed terrain wherever and whenever possible. Plan ahead--if you are going to need assistance request it early and explain where you will need it.
8. Running unloaded:
 - a. unloaded-unlocked
 - b. safe controlled speed----get there safely!
 - c. think about your approach ahead of time
 - d. keep your head on a swivel looking for the accident scene- guest reports can be inaccurate-if accident is reported to be in the trees then really slow down to ensure that you do not miss the scene-consider using another patroller to “bird dog” for you and guide you in to the scene
 - e. clear the route ahead and above before starting out- give guests a wide berth!
 - f. if going through traffic, politely and calmly advise guests that you are approaching with a sled---no loud yelling or blowing whistles!--- it’s your responsibility to avoid guests—so slow down!
 - g. either use a wedge (snowplow), sideslip, or make tight short radius S shaped turns. DO NOT make long radius or C shaped turns---this can cause sled to jack knife or swing around.
 - h. emergency recovery maneuvers---speed up and go straight fall line. If this fails then “ wheelbarrow” into a smooth controlled stop. demonstrate these maneuvers.
 - i. demonstration: body position, edging, hand position, wedge, sideslip (fall line, left and right), chain position (effect if handles are unlocked and chain deployed), how to drop chain, traverses (twist maneuver), transitions, power stops, falling leaf (also “happy feet” and scissors), edge angle drills, and static direction changes (stepping wedge, kick turn and 180 hop turn). **Emphasize that kick turn is the preferred method of static direction change.**
 - j. approach to accident scene: never from directly above, make verbal contact with pt. (get consent, introduce self and verify A, B, C and LOC). If steep terrain and you need to anchor the sled to load the patient – go ahead and drop chain now and anchor sled **in fall line** using unlocked horns in snow. Raise the horn locks immediately after you have inserted the horns into the snow-this prevents covering up the locks when loading the patient. If flat terrain and no anchoring needed----you can proceed directly below pt. across

- fall line.
 - k. key criteria: operator must safely and efficiently control toboggan to accident scene---the chain is always deployed during the approach if the terrain is steep and you intend to anchor the sled
9. Anchoring toboggan, loading patient and preparation for running loaded (**low angle terrain- no risk of toboggan sliding downhill prior to departure from scene**). low angle terrain at Ski Cooper is generally any Green or Blue Trail as well as flat sections of Black Trails. **If in doubt, refer to #10 below!**
- l. platform: not always needed, depends on snow conditions and pitch of terrain.
 - m. anchoring sled: not always needed. may just “scuff” a flat spot and only use toboggan horns embedded in snow to anchor the sled- remember to check that horn locks are up at this time, and you should already have dropped the chain on your approach if you feel that an anchor is needed. Remember the chain must be deployed as a part of any anchoring operation---once the patient is loaded and the patroller is stable in the fall line then the chain can be raised if it’s not needed for running the loaded sled.
 - n. bring toboggan across fall line and directly below patient. Patient injury dictates how far the sled can be positioned away from patient
 - o. place unlocked toboggan horns firmly in the snow as a hasty anchor with horn locks up.
 - p. stay below the toboggan with skis on and hands in contact with sled at all times until you are certain that the sled will not move during loading
 - q. remove uphill ski first and either emplace it as a safety anchor or leave it below the sled
 - r. remove downhill ski and either emplace as a safety anchor or leave it below the sled
 - s. load patient, load patient’s ski equipment on uninjured side with sharp points away from head and finally secure all straps. Usually and assuming you have a choice in the positioning---load patient to the rear of the sled. This keeps weight off the chain—you can pressure the chain adequately using your weight and strength without needing the patient’s weight.
 - t. put on your skis- **downhill ski always first**, then uphill ski while keeping contact with sled at all times. best way is to put your skis on below the sled so that you are in position if loaded sled shifts.
 - u. once you have your skis on and are in a good position below the sled, then remove the unlocked horns from the snow. **lock the horns** then, while maintaining contact with the sled at all times, you can move up and into the horns. With extremely low angle terrain it is permissible to lock the horns before loading the patient if there is a good reason to do so; however, **the preferred method is to leave the unlocked horns in the snow with the horn locks up for as long as possible—simply because the embedded horns provide a hasty anchor.**
 - v. make a final check---patient secure, all equipment secure, chain where you want it (up or down), horns locked, clear traffic from above and below, final route selection. tell the patient what is happening----sound confident and professional
 - w. sideslip backwards into the fall line and start out slowly until you have a feel for the sled’s performance under the conditions you are experiencing. better to have chain down and bring it up if not needed than to start out too fast and wish the chain was down. remember your patient is injured and probably scared, so be aware and stay in control
 - x. make sure you’ve tended to any scene marking and scene clean up requirements before leaving the scene
10. Anchoring toboggan, loading patient and preparation for running loaded (**high angle terrain and/or icy conditions where there is a perceived risk that sled may slide downhill of its own accord**). **Note: if in doubt at all then follow these procedures rather than #9 above. This method also assumes that you are on your own with no other assistance available.** Generally, high angle terrain is any Black Trail except for the flat sections of each, such as those found on Burnout, Motherlode, Triple Line, Powerline and Nightmare. Kami, Powderkeg, Corkscrew, Slot and Green Door have uneven terrain throughout and are never groomed, so treat these as high angle trails at all times.

- y. platform: demonstrate use of ski boots or a ski to create a stable platform. does not always have to be a full sculptured platform. do as much or as little as you need to create a nice flat spot for the sled. The chain should have been dropped on the approach if you felt that you were going to anchor the sled---demonstrate how to use a mogul as a bumper against which the nose of the sled can be stabilized.
- z. anchoring sled: bring toboggan below patient while you stay below the sled at all times and in contact with it. embed unlocked horns in snow but remember to raise the horn locks. remove your uphill ski and place it in snow in the uphill corner of the rectangle created by the uphill horn and the cross bar. Ptex base is uphill ---enables you to get ski in deeper without binding interfering. point out that emplacing the anchors in the toboggan's tow handles is acceptable per NSP but is not used at Ski Cooper because 1) ski edges fray the tow ropes 2) hard to find the loop in deep snow 3) wider skis may not fit the loops. remove downhill ski and emplace below sled approx. 2-3 ft. from the rear of the sled. (this method assures both lateral and directional stability while loading patient). Obviously, if another patroller or guests are available to help then use them to maintain position of the sled for you.
 - aa. check sled stability by pushing on it vigorously in an attempt to dislodge it. if stable then you may walk up, treat and load patient. load patient's equipment on uninjured side and sharp ends away from head. (note: you should not use patient's skis as anchors. patient skis may be damaged as anchors, and you still have to get them in the sled at some point—use your own skis!)
 - bb. get into a solid position below the sled where you can stop it if it starts to slide when the anchors are removed (point out that tail rope can be used to tie sled to a tree if close by). maintain contact with sled at all times and in full position to dig in hard to prevent sled from moving. remove the anchor ski in the horns/cross bar rectangle first. place on your downhill leg. remove the anchor ski that you positioned approx. 2 ft. in from the rear of the sled and place on uphill leg. remove horns from the snow and lock. **Note: this is the point of maximum risk-----all anchors are removed and you aren't in the horns.**
 - cc. if the sled is stable then, while maintaining full contact with the sled, you apply three way pressure as follows: push uphill (prevents sled from washing out downhill), push down on the bow and chain and finally pull the horns toward you as you smoothly move into them. these motions have the effect of pulling you into the horns while the sled is being positioned at a approx. 45 degree angle to the fall line. **Note: this is not running the toboggan outside the horns. you are not running the sled yet. You are positioning the sled prior to running.** Once you are in the horns you can release uphill pressure on the sled and smoothly complete the positioning in the fall line. At this point there is no risk of the sled washing out. make a final check: horns locked, chain up or down (best to start out down until you see how the sled behaves), patient secure, equipment secure, route clear above and below of skier traffic, final route selection, need for assistance from snowmo? etc.
 - dd. inform the patient about what is happening—be confident and professional
 - ee. make sure you've tended to any scene marking or scene clean-up requirements

11. Running a loaded toboggan:

- ff. route selection: minimize traverses, run in best snow available, run in the direct fall line, seek constant even pitched terrain, generally sides of trails are preferred over center unless snow conditions warrant running in center, factor in final destination, route avoids skier traffic and trail intersections, patient comfort is a consideration, but safety is first consideration
- gg. speed: exact rate of speed is secondary to safety and patient comfort unless patient comfort has to be sacrificed due to life threatening emergency. consistency of speed is desirable. avoid stop/start. pressuring of edges and/or chain in a smooth manner ensures consistency of speed over variable terrain and moguls
- hh. speed control: slower better than faster usually. primary method of speed control is your ski edges. more edge angle in either a sideslip or wedge slows the sled. secondary method of speed control is use of the chain brake--- more pressure on the chain slows the sled. good

chain work involves feathering the horns to vary pressure on chain as terrain dictates---in moguls, important to relax pressure as sled rides up and over crests and then immediately reapply pressure to get the unweighted chain back into the snow as the sled picks up speed as it passes over the crest----dynamic weighting and unweighting of the chain assures consistency of speed. If necessary, a tail roper can provide additional braking for heavy loads and steep terrain e.g. double rig or extremely heavy patient coupled with steep terrain

- ii. demonstration: wedge, sideslip, transitions, static direction changes (stepping wedge turn, kick turn or 180 degree hop turn-preferred method at Ski Cooper is kick turn), power stop, twist technique for traversing, sideslip traverse to left and right, falling leaf (happy feet or scissors methods) for dumping snow, tail roping loaded sled on egress from PDR.
- jj. emphasize the fact that speed control is different depending on whether horns are locked or not and whether chain is up or down. demonstration--- show how lifting horns if locked will increase edge angle and slow sled whereas lifting unlocked horns does virtually nothing. If chain is up, pressing down horns will not slow the sled at all---whereas if chain is down the correct move is to press horns down to weight the chain and slow the sled. patroller must be aware of the configuration of the sled at all times!

12. Principles of tail roping. Tail roper(s) mandatory for double rigs and transiting PDR with loaded sled. otherwise at patroller discretion----generally not needed at Ski Cooper- consumes an extra patroller and every patroller should be able to run solo on our most difficult terrain for the entire length of the trail.
 - kk. patroller in horns: sideslip or wedge--- usually wedge works well if there is a tail roper. must communicate effectively with tail roper by announcing any transitions beforehand and communicating intentions e.g. “fall line”, “traversing left or right”, “more braking”, “less braking”, “need a whip to build speed”, “stopping” etc. etc.
 - ll. patroller on tail rope: must clear the route from above, below and to the sides. must announce when ready or if not ready. must be dynamic on the rope---never wrap rope around body parts. best to hold it at a knot about half way with remainder coiled. can put the rope in a belay position around hips or upper thigh if necessary. usually helps to be facing same direction as patroller in horns but do not transition at same time. watch the rope on the ground---keep coiling or playing it out as needed but keep off the snow---easy to ski over it and get tripped up. be dynamic on the rope not static.
 - mm. demonstration: braking, body position, rope position, proper position for traverses left and right, whipping the sled to increase speed.

13. Toboggan Testing: the toboggan test will be a four-part examination. Part 1 is an unloaded exercise where each candidate will run an unloaded toboggan from PHQ to the Nightmare Gate. A snowmobile will tow the sled and all candidates back to PHQ upon conclusion-this is essentially a warm-up. Part 2 is a loaded tail roping exercise where each candidate will run in both the horns and on the tail rope on an alternating basis starting at the top of Upper Burnout (concrete ramp) and finishing at the bottom Triple. Part 3 is a loaded exercise, non-tail roped, from top of Upper Nightmare to the bottom Triple **using low angle terrain techniques (see #9 above)** - each candidate runs solo- top to bottom. Part 4 is a loaded exercise, non- tail roped, from top of Kami to the bottom Triple-each candidate runs solo-**using high angle terrain techniques (see #10 above)** - top to bottom.

(Note: Part 3 and Part 4 are not tail-roped. assumption is that the toboggan trainers are confident that candidate can run solo---otherwise, they shouldn't be cleared for testing. however: during training the toboggan trainers may permit tail-ropers with slack ropes for safety purposes until trainer is comfortable with candidate's ability to run solo.)

Part 1: Each candidate will be evaluated from PHQ to Nightmare Gate running unloaded- they will be allowed to view a demonstration from examiners and will be told what examiners are looking for in terms of: wedge, sideslip, parallel turns, power stop, wheelbarrow (recovery technique) and static direction change (kick turn).

Evaluation criteria are 1) route selection 2) operates at a steady, efficient, safe, controlled speed 3) performs smooth parallel turns (no jackknifing or tail swinging) 4) stable, quiet body position in fall line 5) smooth transitions, sideslips, wedge and traverses 6) minimal slipping or bouncing of sled 7) emergency stop- smooth- if asked to do so 8) static direction change- kick turn-stable 9) simulate loss of control and wheelbarrow to a controlled stop.

Critical criteria : does operator safely and efficiently control toboggan to accident site?

Part 2: Each candidate will be evaluated from top Burnout (concrete ramp) to bottom Triple on an alternating basis-candidates will change positions every 100 yds. or so from tail roper to person in horns. Alternating frequently gives opportunity to evaluate each candidate on the steeper sections of Piney (Burnout) Face. Examiners will state that they are evaluating the following: communication, coordination, changing positions safely, clearing the route above and below, route selection, whip to increase speed, hard traverse to right and left of trail, emergency power stop, transitions from right to left, sideslip and snowplow (wedge).

Evaluation criteria are: 1) route selection 2) operation at a steady, safe and controlled speed 3) effective communication 4) smooth sideslips in fall line and to both left and right of center 5) smooth transitions by both persons 6) effective whip to increase speed 7) twist technique in traverses 8) effective positioning of tail roper during hard traverses 9) effective braking in steep terrain 10) smooth power stop 11) smooth static direction changes by both persons if asked to demonstrate i.e. kick turn 12) effective body position of tail roper--- smooth and dynamic on the rope itself 13) well coordinated exchange of positions between the candidates when changing positions

Part 3: Each candidate will be evaluated from Upper Nightmare to bottom Triple. The run will be solo-non tail roped and loaded sled. Evaluation will begin at the time the candidate views the accident scene from above. For this part a **flat section** of Upper Nightmare will be selected as the as the accident scene so that candidates will employ **low angle terrain techniques (see #9 above)**. Examiners will state that they are evaluating the following: approach to scene, stability of the sled, positioning of the sled relative to route selected, maintenance of contact with sled when necessary, proper procedure for removing/applying skis, positioning sled for running, route selection, speed control, consistency of speed, power stop, static direction change-kick turn (if requested), sideslip, snowplow, transitions, communication with patient and traverses (uses twist technique)

Evaluation criteria are: 1) initial approach 2) communication with pt. 3) stability of sled prior to loading 4) procedure for removal/applying of skis 5) positioning toboggan for running 6) route selection 7) speed control 8) speed consistency 9) appropriate safe speed selected 10) balanced stable positioning 11) power stop 12) static direction change (kick turn) 13) controlled descent 14) controlled direction 15) sideslip in fall line and to left/right of center 16) snowplow (wedge) 17) smooth transitions 18) smooth traverses- no slippage

Critical criteria: is toboggan run smooth, controlled, efficient and safe?

Part 4: Each candidate will be evaluated from top of Kami to bottom Triple. The run will be solo-non tail roped and loaded sled. This part is the most difficult and comes last as a measure of a candidate's physical stamina. Evaluation will begin at the time the candidate views the accident scene from above. For this part the accident scene will be on the crest of a mogul (approx. opposite from the Powderkeg sign on skier's left). Candidates will employ **high angle terrain techniques (see # 10 above)**.

Examiners will state that they are evaluating the following: approach to scene, initial anchoring in the fall line, stability of the sled, positioning of the sled relative to route selected, positioning of the candidate relative to the sled, creation of a full platform, maintenance of contact with sled when necessary, proper procedure for removing/applying skis, emplacement of anchors, stability of sled after anchoring, removal of anchors after loading pt., positioning sled for running, route selection, speed control, consistency of speed, power stop, static direction change (if requested), sideslip,

snowplow, transitions, communication with patient and traverses (uses twist technique)

Evaluation criteria are: 1) initial approach 2) communication with pt 3) initial anchoring stability in fall line 4) platform building 5) positioning sled in the platform 6) emplacement of anchors 7) stability of sled prior to loading 8) procedure for removal/applying of skis 9) positioning toboggan for running 10) route selection 11) speed control 12) speed consistency 13) appropriate safe speed selected 14) balanced stable positioning 15) power stop 16) static direction change (kick turn) 17) controls descent 18) controls direction 19) sideslip in fall line and to left/right of center 20) snowplow (wedge) 21) smooth transitions 22) smooth traverses- no slippage

Critical criteria: is toboggan run smooth, controlled, efficient and safe?

TRAIL OPENINGS- FRONT SIDE

Subject: Trail Openings- Front Side

Instructor:

Time Allotted: 30 min.

Topics to be addressed:

1. General things to look for on any opening. Every run you take is an “opening”---looking for things not just free skiing. Think of an “opening” from a legal liability and guest safety perspective---any hazard or condition that is **NOT** an inherent risk of skiing must either be removed, marked, padded or protected from entrance by a skier.
2. Manmade objects- legal issues
3. Hazards- visible from 100 ft.- (do not discuss ways of marking of hazards- this is separate class)
4. Hazards not visible from 100 ft.
5. Specific issues pertaining to lift lines
6. Specific issues pertaining to Race Course
7. Objects not marked- Power line poles
8. Specific issues for each front side trail
 - a. Trails End/Printer Boy- boundary ropes, pop fence at top Printer Boy, Closed sign and ropes leading to maint. shop
 - b. HomeStake- closure rope with Race Course (Black Powder), weather stake closure, caution sign, foot pack pop fence at top of Printer Boy if needed
 - c. Black Powder- closure rope both sides, gates on SL and SR, signage at gates, signage at bottom, bleachers, closure/pop fence at T20 start.
 - d. Pando- closure rope to Race Course
 - e. Sitzmark- Signage at T6 and SLOW at tree island
 - f. Molly Mayfield- check pop fence at Upper Nightmare (concrete ramp), foot pack and clean off ramp to prevent guests from jumping it
 - g. Terrain Park- signage and rope closures, degree of difficulty popsicle signs
 - h. 10th Mountain
 - i. Vendome Burn
 - j. Slades-
 - k. Powerline- pad conduit pipe not poles, flag the guy line wires
 - l. T Bar- closures/signage if lift running, pads oriented towards skier traffic, rope closures at bottom SL and SR (open for grooming cat)
 - m. Last Chance
9. Particular emphasis on following:
 - a. signage—out, visible, not sagging, not frozen in
 - b. manmade objects- padded or roped off (use pop fence if necessary)
 - c. boundary ropes- tight, proper height, flagging okay, proper height
 - d. padding- intact, not frozen in, proper height, straps butterflyed
 - e. pop fences- intact, not frozen in, not ragged looking or sagging
 - f. gates—are open ones supposed to be open and closed ones supposed to be closed?, are the rope gates coiled neatly on the uphill side of the gate?
 - g. Bamboo- marks obstacles or supports long strands of rope, is it visible, is it broken or shabby?
 - h. T stakes- mark small obstacles or hazards, these are disposable and can be run over by the cats
 - i. toboggans- are they all there? crossed straps? If yes, then why and can you fix the problem? Free of snow and ice on the skegs? Straps properly stowed?
 - j. trash---if you see it----pick it up!
 - k. rock picking- rocks visible either remove them or mark with t stake or boo
 - l. picnic tables---clean off the snow

BOTTOM LINE_ - be observant, fix the problem or report it to be fixed later. If necessary----close the trail until the problem is fixed!

TRAIL OPENINGS-BACK SIDE

Subject: Trail openings

Instructor:

Time Allotted: 30 min.

Topics to be addressed:

1. General procedures regarding back side openings- padding, signage etc.
2. Triple lift- specific procedures
3. Specific issues for each back side trail:
 - a. Ensure that rope line closures are opened when triple is ready to open to public
 - b. Rope line: opens gates below triple line gate and skis Nightmare and either Powder Keg or Kamikazee
 - c. Nightmare: open gate and put out Trails Merge sign at T3, put out Slow signs at T1 if you get there first, make sure North Basin gate is closed
 - d. Kamikazee: put out Slow signs at T1 if you get there first
 - e. Powder Keg: check boundary rope SL and CLOSED sign on PDR, put out SLOW signs at T1 if you get there first
 - f. Burnout: put out CAUTION sign at lower Burnout pitch
 - g. Triple Line: usually done as a combined opening with Burnout, check padding and foot pack as needed around towers (request help if all towers need packing), put out Caution sign at lower Burnout pitch if not already out
 - h. Ambush/Getaway: open the Ambush gate, ski Treasure Trove, ski Getaway but sight up and down Ambush, check all 4x4 pads and check the permanent CAUTION sign at junction of Drifter and Burnout
 - i. Eagle-check all 4x4 pads, raise or lower as necessary
 - j. Tenderfoot- same as Eagle
 - k. Alley/Eagle Meadow/Timberbash- same as Eagle
 - l. Mothelode/Corkscrew- check boundary ropes SR, check Central Basin gate- Closed, make sure Bomb Cache gate is closed

TRAIL OPENINGS/SWEEP TEST

Trainer:

Time allotted: 1 hour

Topics to be addressed:

1. This exercise will be a practical exercise where each rookie patroller will be paired with one of the above noted Trainers. Each patroller will be required to verbalize to a Trainer the actual tasks/ observations/wave offs that are associated with a particular trail opening or sweep.
2. As an example---patroller #1 will be asked to verbalize the proper opening of a front side trail like Molly Mayfield---patroller should state everything on Molly that should be checked or done to properly open the trail. For instance, check 4x4 pads on signs, check pop fence at top of Nightmare concrete ramp, check the Terrain Park ropes and signage, and put out the Slow sign near the bottom. If time permits, the Trainer and the patroller will physically perform the opening, but verbalization of each item is acceptable.
3. After confirming the rookie patroller's knowledge of trail openings, the Trainer will ask the rookie to verbalize a complicated back side trail sweep and, if possible, allow the rookie to perform the actual sweep demonstrating where each wave off is etc. For instance, rookie patroller will be asked to verbalize and then perform the "ALLEY,EAGLE MEADOW, TIMBERBASH" sweep. Patroller will demonstrate where the sweep starts, wave offs, route to take, things to look for etc. etc.
4. Each Trainer may ask each rookie to verbalize as many sweeps as is necessary for the Trainer to determine that the rookie knows each sweep.
5. Ideally, each rookie will verbalize two trail openings and two complicated sweeps. However, the Trainer can require more if it is not clear that the rookie knows each opening and sweep. Particular emphasis will be placed on openings and sweeps that are somewhat complex, rather than simple and straight forward. Simple trail openings and sweeps are to be avoided in this exercise. We're looking to test their knowledge of the more complicated ones that involve multiple things to check or signs to be placed.
6. Suggested test routes for openings are: Molly Mayfield, Nightmare, Triple Line/Burnout, and Black Powder.
7. Suggested test routes for sweeps are: Trail's End/Printer Boy, Molly Mayfield, T Bar, Triple Line, Nightmare (Rope line), Alley- Eagle Meadow- Timber Bash, and Corkscrew.

TRAIL SWEEPS- PRACTICAL EXERCISE

SUBJECT: P/E trail sweeps

Trainer: Lyn (additional veteran patrollers are needed as evaluators and to assist Lyn)

Time Allotted:

Topics to be addressed:

1. This session will be designed as a practical exercise where the Trainer will demonstrate the proper method of sweeping a trail. Then each patroller will be observed as he/she sweeps a different trail.
2. The “test” trail (Black Powder) will have several deficiencies (like very low boundary ropes or large unmarked obstacles) on both sides of the trail that require the patroller to be observant. The patroller will be expected to note the deficiencies and have them placed on the morning work list.
3. A veteran patroller will locate in the woods off to one side of the trail and will simulate needing help. He will only respond to the sweeping patroller if the sweeper properly yells “closing” and goes from side to side, pausing to listen for injured guests in the trees.
4. Each patroller will be evaluated upon conclusion of the exercise

TRAIL SWEEPS

SUBJECT: Trail Sweeps- Procedures

Instructor:

Time allotted: 30 min.

Topics to be addressed:

1. General objective of sweeping a trail i.e. not a race from wave off to wave off. The idea is to look and listen for any guests on the trail who may need help.
2. General principles of sweeps
 - a. Patrollers wait for each other at any point where a person can enter a trail behind a sweeper
 - b. Make lazy, deliberate, wide radius GS turns from SL to SR covering the entire width of the trail and paying particular attention toward the trees. Shout “closing” and then listen for a response
 - c. Stay parallel with other patrollers by listening to their shouts----arrive at wave offs at approx. same time
 - d. Never go below a wave off point without clearing with adjacent patroller. When you see each other and it’s okay to move on you can wave your poles in the air or shout “ clear”. The object is to communicate with one another before proceeding. Don’t want a guest slipping behind a sweeper---- then have to start the sweeps all over! The idea is not to race from one wave off point to another- take time to observe and listen!---some wave offs are mandatory- others are simply courtesy wave offs. Know the difference—never blow through a mandatory wave off!
 - e. If you’re going to be delayed for some reason just announce that you are delayed for whatever reason over the radio.
 - f. If you see slower guests crossing from your trail to another then advise the patroller sweeping that trail e.g. “ Homestake sweeper be advised that 4 guests have cut over from Trail End to Homestake near the big dead tree”. That alerts the patroller to look for guests crossing trails during sweeps
 - g. All sweepers start together. Generally, the snowmo patroller is in charge of lining up the sweepers.
 - h. It’s generally a good idea to use the snowmo as a point of reference in terms of staying aligned.
 - i. When all sweepers are down the snowmo patroller calls up to PHQ that sweeps are complete
 - j. Consider a “sweep” as a trail “opening” in the sense that you are looking for any problems on the trail. Any items that cannot be fixed immediately (do not delay sweeps to do trail maintenance!) are called up to PHQ to be put on the work list for the following morning.
 - k. Never go below guests on your trail. You must stay behind/above them. You are the last person down!
 - l. If guests are struggling you should suggest a taxi ride down; however, they must be allowed to continue on their own if they so choose. Be patient, give them some room and advise PHQ that you are delayed. Let the guests know that at any time they can request a taxi through you.
 - m. Remove all signage and bamboo on the trail for grooming unless you’re told that trail is not to be groomed for sure
 - n. Open/close gates as required for next day’s operation and to facilitate grooming.

DEALING WITH GUEST SITUATIONS

SUBJECT: Dealing with guest situations

Trainer:

Time Allotted: 30 min.

Topics to be addressed:

1. Be helpful, friendly and patient. Courtesy is the rule!
2. Think of a guest situation as an opportunity- not a bother!
3. If they ask a? and you don't know then tell them you'll get them the right answer. Say, "I don't know for sure but I'll find out for you!"
4. If a complaint- listen to guest first- show concern and offer to assist----if you need help from mgt. then ask for it.
5. Do your best to resolve the issue on your own—or at least resolve it at lowest level possible.
6. Never infer or admit Cooper is at fault or blame it on Cooper.
7. Try to see it from guest's point of view.
8. Do not interrupt--- listen first to what they have to say.
9. Never argue- if guest is being rude, offensive, loud or profane----try to calm them down politely. Get the guest away from other guests.
10. If you cannot get guest to adopt a reasonable polite tone—then immediately back off and get Lyn or Gerry involved. If guest is really belligerent then best to request more patrollers for your own safety--- say "Code 4- no toboggan". You'll get lots of patrollers on scene quickly.
11. You do not have to tolerate rude, offensive or profane behavior. Get help.
12. If guest threatens or acts aggressively in a physical manner then back off. You can defend yourself- but best to just back away until help arrives. You want witnesses! Do not put yourself at risk. Don't break up fights----just try to keep uninvolved guests safe.
13. Always try to educate before you undertake enforcement actions. If education is not an option then request help from higher. You can't pull a pass anyway--- need management. Use the SRC or CSSA as a means to educate. If attitude is good then you're home free.
14. Some folks are chronic complainers. Never happy--- just listen and refer to senior management. You can't make these people happy, so don't take it personally.
15. Inform supervisor of a serious complaint immediately. If it needs fixing --- get it done or get help.
16. Special situations are: impaired guest, stolen equipment and collisions. Treat these as exceptions.
17. Do not engage in high-speed chases. Ask to see their pass or ticket first. If they bolt simply follow at a safe distance and request help from PHQ.
18. A useful technique in terms of calming a guest is to threaten to call Lake County Sheriff's Office to deal with situation. That usually does the trick without having to make the actual call.
19. BE PROFESSIONAL AT ALL TIMES EVEN IF THE GUEST IS NOT!

Role-playing exercise: alcohol impaired / belligerent guest. Have another patroller role-play. First handle it the wrong way and then demonstrate the right way.

KNOTS, ROPES AND GATES

Length of Session: 45 min.

Trainer:

Session Objectives: 1) Basic orientation on ropes
2) Knot selection
3) Knot tying
4) Gates

1. Rope handling
2. Rope maintenance/ taping ends
3. Tying boundary ropes to trees
4. Use of various knots: square, trucker's hitch, bowline, figure 8 on a bight, clove hitch, two half hitches, water knot
5. How to tie each knot
6. Practical exercise requiring each candidate to demonstrate each knot
7. Flagging tape procedures (6 ft. or two arm's length between flags) and height of each rope above snow surface
8. How to coil a rope
9. Making a gate (store coiled rope at upper end of gate)
10. Using bamboo to support ropes- how to insert the bamboo and height of the bamboo
11. Making a bamboo tripod

Lift Evacuation

Length of session-2 hours

Trainer-

- Session Objectives:
- 1) Demonstration of evac. equipment
 - 2) Duties of team members
 - 3) Sequence of events by patrollers
 - 4) Duties of management
 - 5) Lowering operation
 - 6) Paperwork required
 - 7) Stowage of evac gear

1. Team member duties and how assigned. Team Leader (guest communicator), Belay Person and, if available, person who completes paperwork on each guest and assists in lowering operations
2. Patroller skiing the line--- informs guests and counts tower spans where there are loaded guests e.g. T10-T11- 2 loaded chairs. Not necessary to determine # guests in each chair.
3. Contents of evac bag- T seat, line saver, seat harness, belay device and paperwork
4. How to use T seat, rope safety harness, belay device
5. Position of team members- duties of each team member
6. Tying the twine to the evac rope and using the line saver
7. Line flipping
8. Orientation on the Lucky Launcher—
9. Dropping ski poles
10. Guest communication
11. Twisting the rope for heavier guests
12. Ski orientation across fall line as guest nears ground
13. Priority of lowering---patrollers first, then elderly, then kids. Anyone who is hypothermic is a priority. If a kid and a parent on the chair- child goes first then parent.
14. Guests can help us if they like---they can get info from other guests and facilitate transport of lowered guests to Base Area. Use volunteers whenever possible
15. Rope basics- don't walk on evac rope
16. Certain evac bags are labeled for high spans on the triple.
17. Evac equipment---where located and how stored and dry before storage
18. Documentation—chair #, person name, address, phone number and time lowered

MAP TRAINING EXERCISE

SUBJECT: Map training exercise

Instructor:

Time Allotted: 2 hours

Topics to be addressed:

1. Ski around – use snowmo to facilitate transport around mountain where all trails are pointed out, to include major points of interest e.g. rope line gates, Easy Way Down, Upper Nightmare (concrete ramp), Peekaboo, North/Central Basin Gates.
2. Written map test- graded map test where each patroller completes the written test

OUTLINE FOR PATROL TRAINING SESSION

SUBJECT: New Patroller Orientation

Instructor:

Time allotted: 15 min.

Topics to be addressed:

1. Professional image
2. Grooming
3. Teamwork
4. Supporting other Depts.
5. Comments to Guests and/or media
6. Bump system in PHQ (rotate duties and dispatcher)
7. Cleanliness of facilities
8. Care of equipment
9. Reporting to work
10. Guest Interaction- pulling passes
11. Handling guest complaints

Radio Procedures

SUBJECT: Radio procedures

Instructor:

Time Allotted: 20 min.

1. Use of radio- how to turn on/off
2. Turn off when charging. Make sure the light is on in the charger.
3. Channel 1 and channel 2
4. KMA 322, KD 4489, and WNIG 244.
5. Tool not a toy- no jocularity or profanity. Be courteous always on the radio.
6. Less talk is better. Don't embarrass yourself.
7. Use phone or wait till you see the person if it can wait. Not necessary to use radio for things that can wait till you get to PHQ.
8. Press talk key firmly and pause. If on ch 1, wait for repeater to clear.
9. Wait before talking to ensure clear. Do not "walk on" someone's traffic.
10. Say who you are calling first, then your name and wait for him to acknowledge
11. If called, answer with your location
12. If you understand a transmission and will comply then say "COPY"
13. If not clear then request party to say again last transmission
14. Use KMA 322 in FAR
15. Turn off radio in PHQ; but remember to turn it on when you walk out.
16. Radios must be secured at all times. Make sure they are securely fastened in patrol vest.
17. How to report an injury- must include: who calling, where you are exactly (which trail and SL/SR/CTR of trail), skis crossed or not, sex of victim, how dressed, nature of injury or chief complaint, special equipment or transportation needs, ambulance or not, more patrollers ?)
18. Know "Code 4 AED"----- you want it all and every available patroller. Okay to clarify whether it's trauma or medical if you are certain what it is----- example-----hit tree, but was it caused by cardiac arrest first?
19. Know "Code 4- no toboggan"---- you need help immediately but not related to an injured guest.
20. Use only the radio assigned to you. Do not take another radio without clearing it with Gerry or Lyn
21. Clear the radio if emergency traffic is going on. Not necessary -----then wait! Traffic pertaining to a medical /injured guest takes priority over anything else. Stay off the radio until you are sure that emergency traffic is fully completed. You can use the " Bat phone" at tops of lifts if necessary.
22. Think before you speak-----plan out in your mind what you are going to say **before** you press the key. This is especially important if you are reporting an injury or giving a patient report. Good idea to write it down first rather than stumble through a radio transmission.
23. Move away from someone else's radio before you transmit. Two radios close together cause a screeching noise, so check before you transmit to see if you are in close proximity to other radios that are on.
24. Do not perform radio checks unless absolutely necessary. Just key the transmit button quickly. You can tell if it's working or not.
25. Never ever use CB jargon. Okay to use "10 codes" -----10-4, 10-9, 10-20, 10-50 are all commonly used. Be professional on the radio.
26. PHQ Dispatcher always has the last word. Dispatcher will terminate transmission with: time or PHQ clear or Call letters + time.

TRAUMA AND C SPINE PACKS

SUBJECT: Trauma and C Spine Packs

Instructor:

Time Allotted: 15-20 minutes

Topics to be addressed:

1. Location of packs
2. Contents of trauma pack and location of items in the pack
3. Situations that call for each pack. Differentiate between green trauma pack and black trauma pack
4. How to check a trauma pack and put back into service
5. Marking a pack that is out of service
6. Contents of a C spine pack. Situations that call for a C spine pack
7. Use of spider straps
8. Exchanging of C spine packs with ambulance (mention getting a new NRB and backboard from ambulance crew)