

Spring Mountain Ski Patrol Policies and Procedures

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1 Authorization, Authority, and Affiliations

1.1 Authorization

The Spring Mountain Ski Patrol is authorized as a department of Spring Mountain Ski Area,

1.2 Authority

The Spring Mountain Ski Patrol receives the authority to perform its duties from Spring Mountain Ski Area management.

Spring Mountain Ski Area management has authority over the day-to-day activities of the Spring Mountain Ski Patrol. The direct representative of Spring Mountain Ski Area management to the Spring Mountain Ski Patrol is the Patrol Director.

1.3 Membership in the National Ski Patrol

The Spring Mountain Ski Patrol shall maintain a registration with the National Ski Patrol as a member patrol in the Central Section of the Eastern Pennsylvania Region of the Eastern Division.

Spring Mountain Patrollers obtain membership in the National Ski Patrol by registering with Spring Mountain and paying dues.

The Spring Mountain Patrol Director shall be the National Ski Patrol Representative for Spring Mountain Ski Patrol.

This membership shall not be construed to give any authority over day-to-day activities of Spring Mountain Ski Patrol by the National Ski Patrol.

Membership with the National Ski Patrol shall only be for the purposes of

- Providing nationally recognized standards for some of the Spring Mountain Ski Patrol's duties including but not limited to first aid and patient transportation
- Providing training and certification in accordance with the above nationally recognized standards

2 Policy on Policies and Procedures

2.1 Compliance

All members of the Spring Mountain Ski Patrol are expected to follow these policies and procedures.

2.2 Delegation of Authority and Duties

Any authority and duties given to the Patrol Director and Hill Captains by these policies and procedures may be delegated to other qualified patrollers who are willing and able to exercise that authority and perform such duties.

2.3 Deviation From Policies and Procedures

Spring Mountain Ski Area and Spring Mountain Ski Patrol recognize that no policies, procedures or standards could hope to cover or foresee all possible situations. Therefore, if the need arises to deviate from these policies, patrollers should seek advice from their hill captains, from an Assistant Patrol Director, the Deputy Patrol Director, or the Patrol Director before deviating whenever possible. In cases where activities must be documented, such as OEC incidents, deviation from policy, procedure, or standards should be part of that documentation and the Patrol Director should be informed.

3 Officials

3.1 Patrol Director

The senior official of Spring Mountain Ski Area is the Patrol Director.

The Patrol Director is responsible for all activities of the patrol and represents Ski Area management to the patrol.

The Patrol Director manages the Patrol and sets all its policies and procedures with the approval of Ski Area management.

3.2 Deputy Patrol Director

The Patrol Director shall appoint a Deputy Director who shall assist the Director in managing the Patrol.

The Deputy Director fulfills the duties of the Director when the Director is not available.

3.3 Assistant Patrol Director

The Patrol Director may appoint one or more Assistant Patrol Directors to advise and assist in the management of the Patrol.

The Patrol Director to whom they report assigns assistant Patrol Directors areas of responsibility.

3.4 Hill Captain and Assistant Hill Captain

The Patrol Director may appoint one member of each duty shift as Hill Captain and one other member as Assistant Hill Captain. The Hill Captain is the duty shift supervisor. The Hill Captain's duties include but are not limited to the following:

- Ensure that there are enough patrollers on the hill to provide adequate coverage during the shift
- Ensure that there are enough patrollers on duty in the aid rooms to assist walk-in patients
- Assign patrollers to opening and closing duties as needed

- Assign patrollers to set up corrals at the lift lines and assist lift operations with crowd control in the lift lines
- Manage a lift evacuation when directed to evacuate a lift by area management.
- Assist area management in enforcing area safety rules with the patrollers on duty
- Assign patrollers to set up safety fences and barriers where needed and as directed by Ski Area Management
- Assign patrollers to mark hazards as needed
- Assure that the ladders of all snow guns are pointed downhill

The Assistant Hill Captain fulfills the Hill Captain's duties in the absence of the Hill Captain.

3.5 Advisors

The Patrol Director may appoint one or more advisors to advise him on policies and procedures in specific areas. These may include but are not limited to the following:

- Outdoor Emergency Care
- Outdoor Emergency Transportation
- Training
- Awards
- Lift evacuation
- Maintenance

3.6 Secretary

The Patrol Director may appoint a Patrol Secretary. The Secretary keeps the minutes of any official meetings of the Patrol or Patrol officials and broadcasts any important communications to the entire patrol.

3.7 Treasurer

The Patrol Director may appoint a Patrol Treasurer. The Patrol treasurer manages the Patrol's funds including the Patrol's dues. From time to time the Treasurer shall give the Patrol Director an accounting of the Patrol's funds. A yearly accounting shall be given to the National Ski Patrol region.

4 Patrol Duties and Responsibilities

4.1 Safety

The overarching duty of the Spring Mountain Ski Patrol is safety and all other duties are derived from this one.

4.2 First Aid

Spring Mountain Ski Patrol provides first aid to any individual on Spring Mountain Ski Area premises who needs medical assistance. Spring Mountain Ski Patrol maintains one or more aid rooms where individuals who are ill or injured may be treated. The Patrol maintains the necessary equipment to provide first aid to ill or injured individuals.

4.3 Patient Transportation

Spring Mountain Ski Patrol provides transport any individual who is ill or injured on Spring Mountain Ski Area premises to an aid room. The Patrol shall maintain the equipment necessary to transport ill or injured individuals.

4.4 Trail Safety

Spring Mountain Ski Patrol assists the Ski area in maintaining the safety of the ski area trails. This includes but is not limited to:

- Recommending the closure of unsafe trails,
- Closing unsafe trails,
- Putting up safety signs and fences,
- Marking hazards as appropriate.

4.5 Lift Safety

Spring Mountain Ski Patrol assists Spring Mountain Ski Area in maintaining the Safety of the lifts. This includes but is not limited to:

- Lift line crowd control,
- Assisting individuals who have difficulty getting off the lift,
- Evacuating any lift that has stopped moving while persons are still on the lift.

The Patrol shall maintain the equipment necessary to evacuate a lift.

4.6 Personal Safety

Spring Mountain Ski Patrol assists Spring Mountain Ski Area in maintaining the safety of all individuals using the Ski Area trails. This includes the enforcement of the Skier's Responsibility Code and the safety rules of the ski area.

4.7 Daily Opening

Spring Mountain Ski Patrol assists the Ski Area in the daily opening of the Area.

4.8 Daily Closing

Spring Mountain Ski Patrol assists the Ski Area in the daily closing of the Area.

5 Membership

5.1 Qualifications

Membership in Spring Mountain Ski Patrol is open to anyone 16 years or older who is also qualified to be a member of the National Ski Patrol. All non-candidate patrollers must be certified in Outdoor Emergency Care and Cardiopulmonary Resuscitation for the Professional Rescuer.

5.2 Transfers

The Patrol Director, at his discretion, may accept for membership patrollers who transfer from other Patrols. The transferring Patroller must provide evidence of good service at the previous patrol. This can be a letter from the previous patrol's director or a verbal communication from the previous patrol director.

5.3 Secondary Patrollers

The Patrol Director, at his discretion, may accept for membership patrollers whose primary patrol is not Spring Mountain but wish to also patrol at Spring Mountain. Such patrollers must be able to patrol for at least one duty shift per week at Spring Mountain in addition to the commitment to their primary patrols.

5.4 Volunteers

Volunteers are members who do not receive any compensation for patrolling at Spring Mountain.

5.5 Paid Patrollers

Professionals are members who receive an hourly wage or salary from Spring Mountain Ski Area for performing their patrol duties.

5.6 Emeritus Patrollers

At the Patrol Director's discretion, a patroller who has served the Spring Mountain Ski Patrol for twenty-five or more seasons may be designated a Patroller Emeritus.

5.7 Membership in the National Ski Patrol

Annually, at the Patrol Director's discretion, members who are current with their dues are enrolled or re-enrolled in the National Ski Patrol.

5.8 Candidates

Candidates are apprentice patrollers who have not yet been certified in Outdoor Emergency Care and Outdoor Emergency Transportation.

5.9 Auxiliaries

Auxiliaries are members who have been certified in Outdoor Emergency Care and Cardiopulmonary Resuscitation but not in Outdoor Emergency Transportation.

5.10 Basic Patrollers

Basic Patrollers are members who have been certified in Outdoor Emergency Care, Cardiopulmonary Resuscitation, and Outdoor Emergency Transportation.

5.11 Seniors

Seniors are members who have met the National Ski Patrol's criteria for Senior Patrollers including Outdoor Emergency Care and Outdoor Emergency Transportation at the senior level.

5.12 Certified Patrollers

Certified patrollers are members who have met the National Ski Patrol's criteria for Certified Patrollers including Outdoor Emergency Care and Outdoor Emergency Transportation at the Certified level.

5.13 Alumni

Patrollers who have patrolled at Spring Mountain for a number of years, and do not wish to continue patrolling, may be designated alumni of Spring Mountain Ski Patrol and of the National Ski Patrol. Such members, if they are current in their dues, continue

receiving the National Ski Patrol magazine, continue having access to the National Ski Patrol catalog, and continue being invited to Spring Mountain Ski Patrol functions.

5.14 Inactive

Patrollers who are unable to patrol for a season may change their status to Inactive.

At the Patrol Director's discretion, patrollers who are inactive for more than one season may be dropped from the rolls or incur a dues increase.

5.15 Dues

All Spring Mountain Patrollers must pay annual dues. Dues include local, regional, divisional and national components.

Alumni patrollers only pay national alumni dues,

5.16 Dismissal

The Patrol director reserves the right to dismiss any patroller from the membership for cause. This includes but is not limited to the following reasons:

- Insubordination
- Failure to pay dues
- Failure to follow Spring Mountain Ski Area and Spring Mountain Ski Patrol policies and procedures
- Poor performance
- Poor attendance
- Failure to maintain Outdoor Emergency Care, Cardiopulmonary Resuscitation and Outdoor Emergency Transportation certifications
- Inability to advance from Candidate to Auxiliary or Basic
- Inability to perform patroller's duties
- Unethical, illegal, irresponsible, discriminatory or disruptive behavior while at Spring Mountain
- Offsite behavior that may bring disrepute to Spring Mountain Ski Patrol or Spring Mountain Ski Area
- Consumption of drugs and/or alcohol while on duty
- Intoxication while on duty

6 Behavior

6.1 Ethics and Professionalism

All patrollers are expected to behave in an ethical and professional manner while on duty.

6.2 Legality

All patrollers are expected to obey all local, state and federal laws and regulations governing their duties.

6.3 Responsibility

All patrollers are expected to behave responsibly while on duty. Patrollers are expected to use equipment belonging to Spring Mountain Ski Area and Spring Mountain Ski Patrol responsibly and with care. Patrollers are expected to fulfill all their commitments to Spring Mountain Ski Patrol.

6.4 Discrimination

Spring Mountain Ski Patrol shall not make distinctions among patrollers except on the basis of seniority, ability, and training when appropriate.

Patrollers are prohibited from discriminating against each other while on duty. All patrollers should treat each other as fellow patrollers regardless of seniority, ability or training.

Patrollers may not discriminate against any individual in the decision to provide assistance, first aid, or transportation while on duty.

6.5 Harassment

While on duty, harassment of patrollers by patrollers is prohibited. This includes stalking and sexual harassment.

6.6 Drugs, Alcohol and Intoxication

The use of illegal or intoxicating drugs while on duty is prohibited.

The consumption of alcohol while on duty is prohibited.

Intoxication while on duty is prohibited.

7 Uniform

7.1 Professional Appearance

All patrollers are expected to present a professional appearance while on duty. Non-candidate patrollers are expected to be identifiable as a patroller while on duty. This is primarily accomplished by wearing the prescribed uniform. This uniform is expected to be neat, clean and serviceable. Duct tape repairs are not permitted except in emergencies.

7.2 Winter/Summer Uniforms

The uniform described in this policy is worn during the winter ski season. The Patrol Director will communicate what uniform a patroller is required to wear when on duty during non-winter activities.

7.3 Pants

Patrollers who will be patrolling Spring Mountain should wear solid black pants that are specifically designed for snowboarding or skiing.

7.4 Jacket

When outdoors and on duty, patrollers should wear a red parka or vest with optional black trim. The parka should be one specifically designated by the Ski Patrol Director. Similar parkas or those owned by transferring patrollers may continue to be worn, at the discretion of the Patrol Director, until a replacement is needed. The vest should be similar to ones sold in the National Ski Patrol catalog. Candidates may not wear a red parka or vest while on duty.

7.5 Badges, Pins and Insignia

The following are required on the patroller's jacket:

- A large cross in the middle of the back. The cross should be either plain white or white with black National Ski Patrol lettering.
- A nametag over the left or right breast.
- The Spring Mountain Ski Area logo
- The NSP Shield

Additional pins and insignia may be worn if they meet the following criteria:

- They do not detract from the patroller's professional appearance
- They do not imply that the patroller has been given an award that has not actually been earned
- They do not bring disrepute to Spring Mountain Ski Area nor Spring Mountain Ski Patrol
- They do not imply that the patroller will be performing to standards other than Outdoor Emergency Care or Outdoor Emergency Transportation when administering first aid or transporting a patient
- They do not imply that the patroller is acting as an agent of an organization other than Spring Mountain Ski Patrol or Spring Mountain Ski Area

7.6 Pack

Patrollers may carry their Outdoor Emergency kit in a backpack or fanny pack. Such packs should be red or black.

8 Duty Schedule and Attendance

8.1 Duty Shifts

Each day during the ski season is divided into duty shifts. Weekdays, Monday through Friday, are divided into two shifts:

- Thirty minutes prior to opening until 6pm
- 5:30pm until closing

Weekend days and holidays (volunteers) are divided into three shifts:

- Thirty minutes (one hour for Hill Captains) prior to opening until 2pm
- 1pm until 6pm
- 5:30pm until closing

8.2 The Standard Commitment

The standard commitment applies to all patrollers whose primary patrol is Spring Mountain Ski Patrol.

The standard commitment during the ski season (for all except Emeritus patrollers) is approximately 25 or 27 regular duty shifts, one holiday shift (volunteers only) one pre-season work session and attendance at the on-the-hill refresher. This number of duty shifts is based on the typical ski season of thirteen weeks running from the week of December 15th through the week of March 15th. The exact number of shifts in any season depends on what date Spring Mountain actually opens for the season, what date it actually closes at the end of the season, and whether it is closed during the season due to lack of snow.

Volunteer patrollers generally fulfill their commitment by being assigned to a specific weekday evening shift, two specific weekend shifts every other weekend, and one specific holiday shift.

Paid patrollers generally fulfill their commitment by being assigned to two specific weekday shifts Monday through Friday.

Emeritus patrollers generally fulfill their commitment by patrolling 15 duty shifts of their choice.

Patrollers may fulfill their commitment through assignment to an alternate schedule of duty shifts with the approval of the Patrol Director.

Auxiliaries enrolled in an Outdoor Emergency Transportation class are only required assignment to a single weekly duty shift.

8.3 The Duty Schedule

Prior to the start of each season, patrollers shall be given the opportunity to state their duty shift preferences. The Patrol Director then constructs and publishes a duty schedule. Every effort should be made to accommodate the preferences of each patroller. However, to ensure that enough patrollers are assigned to each shift, the Patrol Director may assign some patrollers to shifts not on their preference list. Assignment to shifts is based on seniority. Adjustments are made on a reverse seniority basis.

8.4 The Duty Roster

The duty roster provides evidence of attendance. All patrollers are considered on duty when they sign in on the duty roster. They are considered off duty after they sign out. Falsifying the duty roster is strictly prohibited. No patroller should sign the duty roster for another patroller except in special circumstances or when substituting for that patroller. Substitutes should indicate on the duty roster for whom they are substituting.

8.5 Additional shifts

Patrollers may attend any duty shifts at any time in addition to their regularly assigned shifts. Attendance at these shifts does not count towards the standard commitment.

8.6 Attendance

Patrollers are expected to attend all duty shifts to which they are assigned or find a suitable substitute even if the number of shifts to which they have requested assignment and been assigned exceeds the standard commitment.

It is the responsibility of all patrollers to determine if Spring Mountain Ski Area is open for business on their duty shifts.

8.7 Absences and Substitutions

Patrollers who know they will be absent for a duty shift are expected to make every effort to find a suitable substitute, Patrollers who will be absent and are unable to find a substitute should inform the Patrol Director and their Hill Captain well prior to the start of their shift.

Candidates may not substitute for non-candidates. Auxiliaries may not substitute for Basic, Senior or Certified patrollers.

All patrollers are strongly urged to be available for substitutions on a regular basis.

8.8 Credit for a Duty Shift and the Standard Commitment

Patrollers get credit for a duty shift under the following circumstances:

- The patroller attends the duty shift
- A substitute attends the duty shift in place of the assigned patroller
- Spring Mountain Ski Area is closed during the duty shift

Substitutes as well as the patrollers for whom the substitutes are patrolling get credit for a duty shift.

Credit for the duty shift applies to the patroller's standard commitment only if the duty shift is one to which the patroller is assigned.

Excessive tardiness or leaving too early may result in not getting credit for the duty shift.

Patrollers who have been assigned to a schedule with fewer shifts than the standard commitment do not get credit for the standard commitment unless they attend enough additional shifts to fulfill a standard commitment.

8.9 Holiday Duty

Volunteer patrollers are assigned to one specific holiday duty shift. Holidays are New Years Day, Martin Luther King Jr. Day, and President's Day. This assignment is meant to augment the regularly assigned patroller contingent on these holidays.

8.10 Pre-season Work Session

All patrollers are expected to participate in any one pre-season work session. The Patrol Director publishes a list of work sessions. These sessions are designed to ready the Ski Patrol's facilities and equipment for use during the Ski season.

8.11 On-The-Hill Refresher

All patrollers are expected to attend the On-The-Hill Refresher. This refresher occurs prior to the start of the ski season and is meant to inform patrollers of new policies and procedures and to provide additional training deemed necessary by the patrol, which always includes snowmobile procedures and lift evacuation training. The Patrol Director publishes the date of the On-The-Hill Refresher.

9 Patroller Duties

9.1 Patrolling

The principal duty of basic, senior and certified patrollers is patrolling which is accomplished by skiing or snowboarding the Spring Mountain Ski Area trails.

Hill Captains shall ensure that there are enough patrollers who are patrolling at all times during the duty shift.

9.2 Aid Room Duty

The principal duty of auxiliary patrollers is aid room duty.

All patrollers should spend some time during the duty shift in the aid rooms helping take care of walk-in patients and assisting in receiving patients who are brought in from the hill.

Hill Captains shall ensure that there are enough patrollers who are on aid room duty at all times during the duty shift. This includes both aid rooms if possible.

9.3 Safety Fences, Hazard Markings, and Trail Barriers

All patrollers are expected to assist in the erection of safety fences. Before erecting a safety fence, patrollers should consult the Hill Captain.

Patrollers are expected to mark hazards they encounter if that hazard is not visible from above.

Patrollers are expected to help maintain barriers that prevent skiers and snowboarders from entering closed trails.

9.4 First Aid

All patrollers certified in Outdoor Emergency Care, who are on duty, have a duty to provide first aid to individuals on Spring Mountain Ski Area premises needing assistance.

9.5 Patient Transportation

Patrollers certified in Outdoor Emergency Transportation are expected to transport a patient to an aid room when the situation arises.

9.6 Lift Operations

Patrollers may be called on to assist skiers and snowboarders getting off a lift, especially at the top of the Boulder lift.

Patrollers may be asked to assist in controlling lift lines by constructing corrals and by actually directing the lift lines.

9.7 Daily Opening and Closing

Patrollers are expected to assist with daily opening or closing duties if their shift includes opening or closing.

Hill Captains shall ensure that all patrollers have opening or closing assignments and that all opening or closing duties are covered.

9.8 Enforcement of Safety Rules

Patrollers are expected to assist Spring Mountain Ski Area in enforcing its safety rules and the Skier's Responsibility Code. Skiers and snowboarders who are not following the rules should be informed of the rules. Those who continually break the rules should have their tickets marked. Skiers and snowboarders who fail to obey the rules even after having their tickets have been marked should be escorted to the front desk for further action.

9.9 General Public Assistance

Patrollers should be ready to assist skiers and snowboarders on the hill. This could be anything from providing directions to assisting a skier or snowboarder with their equipment.

10 Patrolling

10.1 Duty

Patrolling consists of skiing or snowboarding Spring Mountain Ski Area trails and observing for individuals in need of assistance and situations in need of safety improvements.

10.2 Equipment

Patrollers may only patrol at Spring Mountain Ski Area on Snowboards, Alpine Skis and Telemark Skis.

All patrollers should only patrol on the type of equipment for which they have been certified in Outdoor Emergency Transportation.

Auxiliaries, who normally do not have certification in Outdoor Emergency Transportation, may patrol on equipment for which they have demonstrated a suitable level of skill and with their Hill Captain's permission.

10.3 Alternate Equipment

Basic, Senior and Certified patrollers may patrol but not transport patients on equipment for which they have not yet been certified in Outdoor Emergency Transportation if they demonstrate a suitable level of skill. To patrol on the alternate equipment, during a duty shift patrollers must get the permission of that duty shift's Hill Captain and have their regular equipment available. Hill Captains must ensure that there are enough certified Outdoor Emergency Transportation Technicians during their shifts before allowing some patrollers to use alternate equipment.

11 First Aid

11.1 Standard of Care

The standard of care at Spring Mountain Ski Area for providing first aid is *Outdoor Emergency Care* and *Cardiopulmonary Resuscitation for the Professional Rescuer*. These are the standards published and taught by the National Ski Patrol, and the American Red Cross or the American Heart Association. Deviations from this policy may only be made by the Patrol Director with Spring Mountain Ski Area management approval.

11.2 Certification Required

All patrollers who are on duty and provide first aid must be certified in Outdoor Emergency Care and Cardiopulmonary Resuscitation. Such certifications must be less than one year old.

11.3 Consent Required

Consent must be obtained before assisting and treating any patient. Alert competent adults must give explicit consent. All others are presumed to give implied consent unless a guardian is immediately available. In that case the guardian must give consent. A guardian is someone present at Spring Mountain who has the authority to make decisions about a person's first aid care at Spring Mountain.

Evidence of consent is a signature on the incident form.

When consent is refused and the patient obviously needs medical assistance, a refusal of care form should be filled out. Every effort should be made to get the signature of the person refusing the care – either the patient or the guardian.

11.4 Outdoor Emergency Care Kit

All patrollers who are Outdoor Emergency Care Technicians are expected to carry an Outdoor Emergency Care kit while on duty. This kit is carried in a separate pack or in the pockets of the patroller's jacket or vest.

Patrollers should use Appendix C of the National Ski Patrol's Outdoor Emergency Care manual as a guide for the contents of the kit. At a minimum such a kit should consist of:

- 6 cravats (triangular bandages)
- Several pairs of medical gloves (non-latex) – each pair in a separate plastic bag
- Assorted bandages and dressings of various sizes (4x4, 3x3, etc.)

- An adult CPR non-rebreather mask
- A watch that displays seconds
- A pen
- A Refusal of Care form

11.5 Incidents and Incident Ownership

Incidents are situations in which patrollers who are on duty at Spring Mountains Ski Area must provide first aid to one or more individuals.

The initial incident owner is the first patroller to encounter the patient. Incident owners are responsible for making sure that the patient is properly assessed, that the patient is properly treated, and that all other tasks with respect to the incident, including documentation, are completed. They are not required to perform all the tasks themselves.

Incident ownership may be passed on to another patroller or in the case of mass casualties to incident command, fire rescue or the police.

11.6 Backboards

A patient should not be released from a backboard that is being used as a full-body cast except in the following circumstances:

- The patient is an alert competent adult and insists on being released
- The patient's guardian insists that the patient be released
- The patrol is directed to release the patient by higher medical authority such as an ambulance crew

Patients who are on backboards used as full-body casts should only leave Spring Mountain via ambulance or helicopter.

11.7 Off-Duty Patrollers

Off-duty patrollers may not represent themselves as Spring Mountain Ski Patrollers when providing first aid.

Off-duty patrollers on Spring Mountain Ski Area premises should call for assistance from Spring Mountain Ski Patrol when they have someone who requires first aid.

11.8 Documentation

All incidents require documentation. At a minimum, an incident form should be filled out. The following chart shows some of the forms that may be necessary to be filled out for an incident:

Form	Reason	Instructions
Incident ^{*1,3}	Required to document the incident	Use correct form: <u>Ski/Snowboard form</u> or <u>Tubing form</u> . Filled out completely with N/AV for unavailable information and N/AP for information not applicable
Refusal of Care ¹	Patient or Patient's guardian refuses care when care is obviously needed	Get patient's or guardian's signature if possible
Ski Area Map ^{*1}	Records location of incident	Mark map with X in circle and patient's initials where incident occurred
Supplemental ¹	For additional comments	Comments for which the incident form does not have room
Witness Statement ¹	Required of all witnesses	Filled out by each witness
Lift/Tube Operator's Statement ¹	Required if incident occurs on lift or tubing run	Top and bottom operators if on tubing run; otherwise lift operators that witnessed incident
Patient Response ^{*2}	Gives patient opportunity to give us feedback and inform us of outcome	Given to patient in envelope ²
Hospital Directions	Tells patient, family and friends how to get to hospital	Circle appropriate hospital
Workman's Compensation ²	Required for patients that are Spring Mountain employees and on duty	Given to patient to fill out and submit ²
Equipment Tag	Required if patient had Spring Mountain rentals	One attached to each item
Patient Equipment	Documents custody of patient's equipment	Two copies – one goes with equipment to ticket desk; other is signed by person at desk who received equipment and is retained by Ski Patrol
Ski Patrol Equipment	Records what Patrol equipment left with the patient, such as backboard, C-collar, etc.	Include where the patient took the equipment such as what hospital

* Required forms – all others as appropriate

¹ Attach together and place in newly filled-out forms box

² Give to family or friend if patient unable or too young to receive form

³ Copy is only given to a patient or guardian on request

11.9 Patient Release

The incident owner decides when a patient is ready for release. Patients may be released back to skiing or snowboarding, to their own care, to family or friends, to a guardian, or to higher care – ambulance or helicopter.

Patients whose injuries are too serious to allow returning to skiing or snowboarding, and are not able to consent to their own care, such as minors, should only be released to a guardian or higher care.

11.10 Discrimination

Patrollers have a duty to care for all injured or ill persons requesting assistance on the Spring Mountain Ski Area premises. The only distinction that should be made is by seriousness of the injury or illness.

Patients may not refuse to be treated by a particular patroller based on discriminatory reasons.

11.11 Gender

Patrollers should not treat patients of the opposite gender by themselves. Patrollers should request the assistance of a patroller who is the same gender as the patient.

Patients may request a patroller of the same gender.

11.12 Minors

Two patrollers should be present when treating minors.

11.13 Privacy

Patrollers are expected to guard the privacy of all patients. Details of the patient's assessment and treatment and personal details about the patient should not be discussed with anyone except on a need to know basis or with explicit permission from the patient or the patient's guardian.

11.14 Body Substance Isolation and Infection Control

All patrollers providing first aid should exercise good body substance isolation procedures. The primary means is by barrier methods. Medical gloves should be used when contact with body substances is possible.

All patrollers should exercise good infection control procedures. Contaminated objects should either be disposed of in a specially designated biohazard waste receptacle or properly cleaned. Patrollers treating patients should avoid contaminating objects not involved in the treatment of the patient.

All patrollers should wash their hands after each first aid incident.

Spring Mountain Ski Area and Spring Mountain Ski Patrol shall maintain a more detailed infection control policy that includes the disposal of biohazard waste.

11.15 Incident Investigation

Incidents that meet the following criteria should be investigated further:

- The incident involves major trauma
- The patient or a member of the patient's party is a member of the legal profession
- The patient or a member of the patient's party is a member of the medical profession
- The patient or a member of the patient's party has threatened legal action
- The incident involved a collision with another individual
- The incident involved a collision with a man-made object
- The patient has a non-legal, non-medical professional occupation (CPA, CFP, etc.)

The Patrol Director shall maintain several investigation kits with instructions.

Patrollers handling incidents shall inform the on-duty Hill Captain when an investigation may be necessary. The Hill Captain shall then decide if an investigation is necessary and assign a patroller to perform the investigation or contact the Patrol Director if no one who is trained in investigation is available.

11.16 Loss of Privileges

The Patrol Director reserves the right to bar patrollers from providing first aid while on duty. Reasons include but are not limited to:

- Failure to maintain OEC or CPR certification
- Failure to follow the standard of care
- Failure to follow this policy

- Poor judgment

12 Patient Transportation and Toboggan Procedures

12.1 Standard of Transportation

The standard of transportation is *Outdoor Emergency Transportation*. This is the standard published and taught by the National Ski Patrol.

12.2 Principal Equipment

The principal equipment used to transport patients from an incident on the hill to an aid room is the Cascade Toboggan.

Spring Mountain Ski Patrol shall maintain sufficient toboggans for patient transportation.

12.3 Toboggan Locations

Toboggans shall be placed at various locations on Spring Mountain. The following are the standard locations:

- In the doghouse at the top of Stone Hill
- In the doghouse between Stone Hill and Rock Top
- In the doghouse above the top of the Boulder lift
- In the doghouse at the top of Alpine under the Black Granite lift
- Attached to the back of each snowmobile

12.4 Toboggan Packing

All toboggans shall be packed as follows:

- 1 Tarp to cover equipment
- 1 Backboard w/Head pad and Head blocks
- 1 Thomas half-ring splint w/EZ-Trac
- 1 Large duffel bag containing:
 - One airplane splint
 - Two short padded board splints
 - Two long padded board splints
 - Two wool blankets
 - One trauma padding
 - One towel
 - One set of spyder straps
 - One quick splint with cervical collars inside:

- One tall (blue)
 - One medium (orange)
 - One short (yellow)
 - One pediatric (red)
 - One no-neck (purple) or one xtra short (green)
- OR
- One adjustable (blue)
 - One pediatric or pediatric adjustable (red)

The Hill Captain shall ensure that after each use (except at closing), the toboggan is repacked and replaced in its standard location.

12.5 Certification Required

Patrollers who transport patients using a toboggan must be certified in Outdoor Emergency Transportation.

Patrollers who ski or snowboard an empty toboggan to an incident must be certified in Outdoor Emergency Transportation.

12.6 Personal Equipment

Patrollers who transport patients may only do so using the type of personal equipment (skis or snowboards) on which they were certified.

12.7 Two Patrollers Required

All toboggan transports should be done by two patrollers – one in the handles of the toboggan and one on the tail rope.

12.8 Ongoing Training and Recertification

All patrollers must maintain their Outdoor Emergency Transportation skills by ongoing training via annual refresher. Patrollers must annually refresh their ability to ski or snowboard, handle a toboggan, and carry equipment.

The Patrol Director shall assign Outdoor Emergency Transportation instructors to the various duty shifts to conduct training and recertification clinics throughout the season.

12.9 Off-Duty Patrollers

Off-duty patrollers at Spring Mountain should not transport a patient from an incident to an aid room. Off-duty patrollers who have a patient that needs transportation should call for assistance from Spring Mountains Ski Patrol.

12.10 Loss of Privileges

The Patrol Director reserves the right to bar patrollers from handling toboggans while on duty. Reasons include but are not limited to:

- Failure to maintain OET skills
- Failure to follow the standard of transportation
- Failure to follow this policy
- Poor judgment

13 Mentoring

13.1 Description

Spring Mountain recognizes that first-year patrollers may not have the patrolling maturity nor the experience to patrol on their own. Each first-year patroller shall be assigned a mentor who is a more experienced patroller. Mentors guide and assist mentees in learning to become independent patrollers.

13.2 Administration

The Patrol Director assigns a patroller to administer this program. Duties of the program administrator include:

- Keeping these guidelines up to date
- Disseminating these guidelines to all Spring Mountain patrollers
- Identifying mentees and assigning them mentors
- Arbitrating disputes between mentors and mentees over details of this program

Mentors shall fill out a review form at the end of the season.

13.3 Implementation

Prior to the beginning of each ski season, the program administrator shall review, these guidelines, update them as needed, and disseminate them to the Patrol. Following that, the administrator shall identify the mentees, and assign each one or more mentors.

13.4 Eligibility and Qualifications

Eligible mentees are first-year Spring Mountain patrollers who have never patrolled at any other mountain and who have at least passed OEC.

Eligible mentors are basic patrollers who have patrolled for at least two years, or any senior or certified patrollers. Ideally, mentors should have some teaching skills and have a wide variety of patrolling experience. Additionally, mentors should patrol on the same shift as an assigned mentee.

13.5 Responsibilities

Mentors are responsible for giving guidance to assigned mentees in all aspects of their patrol duties. The goal of this guidance is to give a mentee the tools to be able to patrol independently by the end of the ski season. Mentors also act as advocates for their assigned mentees in situations where a mentee's actions come into question, in disputes with other patrollers, and when a mentee's progress is being reviewed.

Mentees are responsible to ensure that while on duty, they patrol with their mentors and only patrol alone as allowed by their mentors and hill captains.

Hill captains are responsible for ensuring that any mentee on duty has an assigned mentor on duty. If the regularly assigned mentor is absent, then the hill captain shall appoint a substitute mentor for that shift.

13.6 Ethics and Behavior

The mentor/mentee relationship is similar to the teacher/student relationship. It is NOT a superior/subordinate relationship.

Mentors shall view mentees as fellow patrollers and shall treat them with all the respect and dignity due a fellow patroller. Mentors should treat mentees as less experienced fellow team members.

Mentees shall recognize that mentors are more experienced and shall generally defer to the mentor's decisions when a difference of opinion arises.

13.7 Disputes

Disputes between mentors and mentees that cannot be amicably resolved shall be taken to the hill captain on duty or to the program administrator for resolution. If that fails to provide an adequate resolution, then the Patrol Director shall be consulted.

13.8 Mentoring Check-Off

<u>Mentee</u>	<u>Season</u>
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<u>General</u>	Date Completed	Mentor's Initials
Sign in/Sign out	_____	_____
Schedule and substitutes	_____	_____
Patrol building use policies (Glacier vs. Alpine)	_____	_____
Ski storage	_____	_____
Mountain policy enforcement	_____	_____
I-Team	_____	_____
<u>OEC Patient Care</u>		
Contents of patrol pack	_____	_____
O ₂ equipment use	_____	_____
Suction equipment use	_____	_____
Biohazard disposal	_____	_____
Incident forms	_____	_____
<u>On the Hill</u>		
Opening mountain	_____	_____
Closing mountain	_____	_____
Corrals	_____	_____
Toboggan packing	_____	_____
Toboggan locations	_____	_____
Snowmobile operations	_____	_____
Snowmobile-toboggan hookups	_____	_____
Snowmobile storage	_____	_____
Radio operations	_____	_____
Scene management	_____	_____
Lift evacuation	_____	_____

13.9 Mentoring End-of-Season Review

<u>Mentee</u>	<u>Season</u>
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Comments (use additional sheets if necessary):

Recommend patrolling independently: Yes No

Mentor

Signature

Date

14 Radio Procedures

14.1 Principal Means of Communications

Commercial FM radios are the principal means of communications between patrollers on duty and on the hill.

14.2 License

Spring Mountain Ski Area and Spring Mountain Ski Patrol shall maintain an FCC license allowing the patrol to use radios for communications.

14.3 Two Channels

All radios should be able to communicate on two separate channels – one for communication to the Ski Patrol, and one for communication to Spring Mountain Ski Area management and maintenance.

14.4 Communications Etiquette

Patrollers should follow good etiquette when communicating via radios. Communications should be kept to a minimum and should broadcast only necessary incident details.

14.5 Proper Care

Radios are expensive and should be treated with care. Microphones should not be exposed to freezing precipitation. Microphones should not be clipped to antennas. Radios should not be handled by the antenna. Microphones should not be removed from radios.

Radios should be properly stowed in their chargers at the end of the day.

14.6 Radio Accountability

All patrollers should maintain radio accountability by writing their radio number next to their entry on the duty roster and by making sure that their radio is returned to its charger when no longer in use.

The Hill Captain is responsible to make sure that all radios are accounted for at the end of the ski day and that any defective radio or microphone is brought to the attention of the Patrol Director.

15 Opening Procedures

15.1 Description

Spring Mountain Ski Patrol assists Spring Mountain Ski Area in opening the ski area for operation each day. The Hill Captain is responsible to make sure that all necessary tasks are completed in the proper order by assigning tasks to the patrollers on duty.

15.2 Tasks

Opening tasks include but are not limited to the following:

- Erecting safety fences and safety signs. The Hill Captain is responsible to determine from Spring Mountain Ski Area management and maintenance which safety fences and signs should be erected. The Hill Captain shall then assign patrollers to erect these fences and signs
- Hazard marking. The Hill captain is responsible to make sure that any hazards that cannot be seen from above are marked.
- Barring entrance to closed trails. The Hill Captain is responsible to make sure that the entrances to all closed trails are properly marked and access is barred.
- Lift safety. The Hill captain shall assign a patroller to each lift who will be the first skier or snowboarder to ride the lift for the day. The Hill Captain shall then determine from Spring Mountain Ski Area management and lift operations if lift line corrals should be erected and assign patrollers to erect them.
- Snow mobile readiness. The hill Captain shall ensure that each patrol snowmobile is readied for use. This includes making sure that there is enough gas, and that the toboggan attached to the back is properly packed.
- Ensure that toboggans are in place and properly packed. The Hill Captain should ensure that properly packed toboggans are in the standard locations on all trails to be opened for the day.
- Ensure the readiness of the aid rooms. The Hill Captain shall ensure that each aid room is ready to receive patients prior the start of the ski day.
- Ensure the proper working order of radios. The Hill Captain will check to make sure that radios being used are in proper working order and that the base station in the Alpine Patrol room is on and working.
- Take down the cable that bars entrance to the hill from the patrol parking lot
- Ensure that snow gun ladders are facing downhill

16 Closing Procedures

16.1 Description

Spring Mountain Ski Patrol assists Spring Mountain Ski Area in closing the ski area at the end of each day. The Hill Captain is responsible to make sure that all necessary tasks are completed in the proper order by assigning tasks to the patrollers on duty.

16.2 Tasks

Closing tasks include but are not limited to the following:

- Straightening, cleaning and mopping the aid rooms and the Alpine Patrol room.
- Making sure no unauthorized individuals are left on any lift.
- Sweeping all trails of all unauthorized persons
- Parking the snowmobiles in the snowmobile garage.
- Accounting for all radios and making sure they are stowed in their chargers.
- Review all first aid incident documentation for completeness and correctness.
- Locking the aid room, Alpine patrol room and snowmobile buildings and making sure the lights are turned off and the heat is turned down
- Putting up the cable that bars entrance to the hill from the patrol parking lot.

16.3 Lift Closing and Trail Sweep

The Hill Captain should assign patrollers to be the last riders on each operating lift to ensure that no unauthorized person remains on the lift.

The Hill Captain should assign patrollers to sweep each trail to make sure no unauthorized person remains on the hill.

In general, two patrollers should sweep a trail with one patroller on each side of the trail going slowly while observing the woods and listening for any signs of trouble.

16.4 Patrollers Leaving

All patrollers should not leave before getting permission from the Hill Captain. The Hill Captain should ensure that all tasks have been completed, that all radios are accounted for, that all first aid documentation has been reviewed for errors and omissions, and that patrollers have signed out before releasing any patrollers.

17 Snowmobile Procedures

17.1 Purpose of Snowmobiles

The Ski Patrol shall maintain one or more snowmobiles to facilitate access to incidents by patrollers when other patrollers are not available.

Snowmobiles may also be used for other purposes such as equipment transport and groomer escorts.

17.2 Snowmobile Operation not Required by Patrollers

Patrollers are not required to operate a snowmobile as a regular part of their duties. Snowmobile operation is strictly voluntary.

The Patrol Director and Hill Captains shall ensure that there are enough snowmobile operators on each duty shift.

17.3 Training and Annual Refresher Required

All patrollers who will be operating snowmobiles must be properly trained.

Training consists of viewing the snowmobile safety video and hands-on training. The Patrol Director is responsible for training Hill Captains. Hill Captains are responsible for training the members of their duty shifts.

Annually, each snowmobile operator shall review the safety video and demonstrate their ability to operate the snowmobile to their Hill Captain or Patrol Director. Operators who do not demonstrate a suitable level of skill shall be given additional training.

17.4 Used Only When Necessary

Snowmobiles should be used sparingly at Spring Mountain.

The preferred method of responding to an incident on the hill is via skis or snowboard. This includes patient transportation. Snowmobiles should only be used as a last resort or when time is of the essence.

The preferred method of transporting ski patrol equipment is via skis or snowboard. Snowmobiles should only be used when the equipment is too heavy or cumbersome to be skied or snowboarded.

Snowmobiles are the preferred means to return a toboggan to its standard location after use in a patient transport.

17.5 Used with Care

Snowmobiles should be driven carefully, on the side of the trail and with safety in mind. Snowmobiles should yield the right of way to skiers and snowboarders ahead. Reckless snowmobiling is strictly prohibited.

Snowmobiles should be parked in such a manner that they are not likely to take off down the hill on their own.

17.6 Loss of Privileges

The Patrol Director reserves the right to bar any patroller who is a snowmobile operator from operating snowmobiles while on duty for cause. Reasons include but are not limited to:

- Reckless snowmobiling
- Joy riding
- Irresponsible use of the snowmobile
- Poor judgment

18 Lift Evacuation

18.1 Details

Spring Mountain Ski Area and Spring Mountain Ski Patrol jointly maintain a separate more detailed policy and procedures concerning lift evacuation.

18.2 Calling for a Lift Evacuation

Spring Mountain Ski Area management retains the sole authority to call for a lift evacuation.

18.3 Performing a Lift Evacuation

Spring Mountain Ski Patrol is the only organization allowed to perform a lift evacuation of Spring Mountain Ski Area lifts. Spring Mountain Ski Patrol may use non-patrol individuals to assist in the lift evacuation.

18.4 Lift Evacuation Equipment

Spring Mountain Ski Patrol is responsible for maintaining lift evacuation equipment. Ski Area management is responsible for replacing the ropes.

19 Mass Casualty Incidents

19.1 Details

Spring Mountain Ski Area and Spring Mountain Ski Patrol jointly maintain a separate more detailed policy and procedures concerning mass casualty incidents.

A mass casualty incident is one in which four or more individuals are injured or ill due to the same reason.

19.2 Incident Command

If the incident is serious enough to warrant management by more than the patroller who is the incident owner, Spring Mountain Ski Area and Spring Mountain Ski Patrol shall jointly establish an incident command that shall take ownership of the incident.

If the incident is serious enough to warrant calling fire rescue and or police, Spring Mountain Ski Patrol may cede some incident responsibility to these outside organizations.

20 Rewards for Service

20.1 Details

Spring Mountain Ski Area rewards patrollers for service. These rewards are a privilege and not a right, and Spring Mountain Ski Area reserves the right to modify or terminate this program at any time.

Lift passes and tickets are a privilege and may be removed for misconduct or for failure to fulfill patroller duties and responsibilities. Season passes may not be used by anyone other than the designated individual.

20.2 Employee Season Pass

All patrollers receive a season pass in the form of their employee identification. This allows the patroller to ski or snowboard anytime during the season when off duty for free.

20.3 Cafeteria Discount

All patrollers receive a discount at the Spring Mountain Cafeteria. This discount is for the patroller only and does include family or friends.

20.4 After the First Year

Patrollers who have patrolled at Spring Mountain more than one year, and met their standard commitment in the previous year, may choose from one of the following rewards:

- Ten coupons for anytime lift tickets in the current ski season
- One season pass for another individual, usually a family member or significant other

20.5 Third and Succeeding Years

Married patrollers who have patrolled at Spring Mountain more than two years may receive an additional season pass or ten more coupons for another immediate family member. Each successive year they may request an additional pass or coupons until all immediate family members have been covered. To receive these passes and coupons, patrollers must have met their standard commitment in the previous year.

20.6 Reward for Exceptional Service

The Patrol Director may from time to time reward patrollers with additional lift ticket coupons for performing an exceptional one-time service to the Patrol or Spring Mountain.

20.7 Tax Consequences

Any tax consequences as a result of accepting these rewards are the sole responsibility of the patroller.

21 Awards

21.1 Details

Spring Mountain Ski Patrol maintains an awards program to recognize deserving patrollers for exceptional service and exceptional improvement.

21.2 National Ski Patrol Awards

Spring Mountain Ski Patrol should recommend patrollers whenever possible for National Ski Patrol awards. These awards include but are not limited to:

- Yellow, Blue, Green and Purple Merit Stars – Awarded for exceptional service during a first aid incident
- The Patroller’s Cross – Awarded for injury while on duty
- Service awards – Awarded for every five years of service as a patroller, and for every six years of service as an authorized National Ski Patrol instructor
- Leadership Commendation and National Appointments – Awarded to patrollers who have provided long time exceptional service at the regional, divisional or national level of the National Ski Patrol.

21.3 Local Awards

Spring Mountain Ski Patrol shall maintain a set of awards of its own. These include but are not limited to:

- The Patrol Director’s Award - Awarded to any individual the Patrol Director wishes to recognize
- Patroller of the Year – Awarded to the patroller that stood out during the season
- Candidate of the Year - Awarded to the Candidate that stood out during the season
- Camel Award – Awarded to the patroller who went the “extra mile” for the Patrol