

2020/21 Ski Brule Ski Patrol

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

Policies and Benefits 2020/21 Season

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Mission Statement – Ski Brule

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

The mission to be accomplished through:

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

Patroller

Print your name in the sign-in book legibly and verify credentials of guest patrollers (if necessary). Check with Crew Chief for any tasks needing attention, including retrieval of equipment from area hospital.

Be in uniform, outdoor ready and signed in BEFORE 8:45am. Be the first to load the lifts. When hill opens for special events, patroller must be on mountain, in uniform, signed in, no later than 7:15am. Midweek ticket vouchers will be issued at 9:15am to patrollers, who are signed in prior to 9:00am for Mon-Fri. (See page 14 for details on midweek vouchers.)

Sign up for top of hill duty on weekends and holidays. Crew Chief will assign shifts for top of hill if needed.

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

The preferred uniform is the NSP red parka with white cross insignia and black pants. Experienced patrollers may continue to wear the rust and navy parka with navy pants or any combination thereof.

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

Help maintain ribbon, bamboo and out of bounds markers.

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

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

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

Complete accident reports carefully and legibly. Reports will reflect observations, not assumptions, i.e., tenderness in wrist, deformity in tibia/fib area above the boot line. Patrollers will not take measurements; take photos, record settings, dimensions or other information irrelevant to the care of the guest. Ask another patroller to review form for completeness, readability prior to approval by Crew Chief. No information is to be provided to anyone, i.e., friend of injured guest, newspaper, etc., concerning any accidents or guests of Ski Brule. A completed accident report is the property of Ski Brule.

Accident forms must contain responsible party/chaperone data and their signature for all injured guests under age 18. Any accident involving mountain equipment (excluding Rental Equip) requires mountain staff at the scene. Tag all Rental Equipment including boots that belong to an injured guest with the date of injury and guest's name. If guest will return to skiing/boarding, arrange with Rental Dept for replacement gear. Equipment identification numbers must be also recorded on the Accident Report. Deposit equipment in designated area in patrol building. Ski Brule Rental Dept will pick up tagged equipment. Any accident investigation is not a patrol responsibility.

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

No eating in main area of patrol room. No pets in patrol room per Infection Control Procedures.
Keep patrol rooms clean and organized. Vacuum the main patrol building while on night shift.
No smoking is permitted in any building owned or managed by Ski Brule, or any area visible to guests of Ski Brule.
No drinking of alcohol is permitted while on duty and/or in uniform. Following NPS Policy, members may not wear official uniform where alcohol beverages are served unless responding to an accident.

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

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

Patroller will annually refresh their chair evacuation training.

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

Candidates – Transfers – Secondary Patrollers

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

Candidates are asked to help with mountain sweep at closing.

Candidates must successfully complete the NSP Outdoor Emergency Care course.

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

Candidates are not eligible for benefits and cannot accrue or receive additional benefits until the completion of OEC class and meet Good Standing requirements.

Candidates that are current EMTs or Paramedics will need to complete a Modified Challenge course to successfully demonstrate their OEC skills utilizing patrol equipment. For further details, see the Nation Ski Patrol memorandum dated May 16, 2018.

A transferring patroller will be refreshed for his or her on-hill skills prior to acquiring “patroller” status and attend our Patroller 101 orientation.

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

Crew Chief

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

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

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

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

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

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

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

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

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

Top of Hill Duty

Top of Hill Duty is to be implemented on all weekend days and holidays or any other high traffic days.

This patrol duty is completed in 45 minute increments. The Crew Chief will assign shifts at the top of the hill with each patroller receiving at least one shift.

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

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

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

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

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

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

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

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

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

Night Skiing

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

Patroller does not need to be on the mountain for night skiing 4:30pm - 7:30pm. It's acceptable for patroller to spend some of the shift at dinner or Pioneer Lodge. Periodic presence on the mountain on the snow is necessary.

It is also necessary that the patroller advise night lift operators, rental personnel and main lodge personnel of their location during the night skiing shift. Be available via radio channel 1. PLEASE SIGN IN AT BEAR'S DEN BY 4:15pm.

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

The first two patrollers that are rostered for a night ski shift shall be provided a complimentary evening meal voucher at the Bear's Den while signing in. The voucher is valid for up to \$10 in dinner menu value. This benefit is for up to 2 night (rostered) patrollers.

Guest Patroller

Qualified Guest patrollers are always welcomed. Guest privileges are not automatic. The Guest Patroller should contact the Patrol Director at least 2 weeks in advance. Patrol Director will ensure the guest patroller is in good standing with NSP.

Guest patrollers will present to the Crew Chief their current NSP, OEC, and CPR cards. The Guest Patroller's NSP number will be noted in the patrol sign in book in Guest Services/Bear's Den.

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

Guest patrollers in uniform and signed in by 9:00am will be issued a day ski pass for him/herself and one complimentary ticket voucher for each day patrolled. Ticket vouchers will be issued at 9:15am.

Guest patrollers are expected to assist at accidents when requested.

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

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

- A ski pass for each day patrolling for the patroller
- One complimentary ticket voucher for each day patrolled
- Overnight lodging
- Patrol 3 consecutive midweek days to receive 2 nights lodging (non-holiday)
- The lodging is limited to two patrollers & limited to time periods that there are not adequate Ski Brule patrollers previously signed up for coverage.
- Patrollers are required to lodge together, if there is another patroller(s) with lodging benefits at the same time.
- The benefit is patrollers only, NOT guests/family. Lodging is subject to availability. Guests/family may be included for a discounted fee. The fee is subject to time-period and property. Requests for guest/family lodging are to be made via email to jessica@skibrule.com after requesting lodging reservations/receiving confirmation of lodging through the Patrol Director.

Radio

Patrollers will carry a radio at all times.

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

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

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

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

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

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

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

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

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

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

The first on the scene patroller may request fellow patrollers to "cut the line"; if a faster response is needed.

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

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

Please do not clip microphones to the cords. Replacement of the microphone cord is approximately \$35.

Important phone numbers

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

End of Day Closing

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

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

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

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

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

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

Weekday Closing and Final Sweep (Utilizing 1 or 2 patrollers)

Be creative, this is not a clear-cut process

- Do the best you can with the resources available
- Use family members, friends, lift operators, ski school, and mountain personnel
- Keep a toboggan ready for dispatch at the top of the hill
- Use the radio (channel 1) for assistance from mountain or for an accident. Keep chatter to a minimum.
- If you get an accident during closing, notify mountain they can close/sweep the hill, if needed.

Closing/Final Sweep Schedule:

2:00pm Notify mountain that you need assistance with closing/final sweep and verify help available. If help available, coordinate with mountain and assign selected runs to sweep/close.

2:30pm Ask front side lift operators to quantify how many guests are skiing/snowboarding. Observe what runs the skiers/boarders are using.

3:00pm Check Homestead Lodge and remind guests the lodge will be closing at 3:30pm

3:15pm Pull rope for Timberdoodle, then sweep/close

3:30pm Pull ropes for Spillway and Double Doodle. Sweep/close both runs.

3:45pm Pull the ropes for Homestead, North Forty and Hot Cider. Sweep/close all three runs. Homestead Lodge should be checked by a patroller. Ask lift operator to watch for people sneaking under ropes.

4:00pm Close front lift(s). Notify lift operators, so guests no longer ride the chairs. If Big Bear lift is not running, sweep Big Bear and Log Jam together. Look down the top part of Log Jam. Ski top part of Big Bear to connecting trail of Log Jam. Navigate across and sweep Log Jam to the bottom. Stop at the bottom of Big Bear and look up at the headwall.

Ride the lift up while observing Otterslide, bottom of Sunrise, top of Whitewater, and top of Sunrise.

Try to watch where guests are skiing/snowboarding. Take ropes down. Sweep all runs that were just skied. If things go well, one patroller can sweep Maple Syrup, the other patroller can sweep Snowshoe, check Sunrise headwall from the bottom, and check The Rapids. The lift operator can walk Whitewater. Notify mountain when the hill has been swept/clear. Thank them for helping 😊

Lift Evacuation Procedures

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

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

12. Mountain Management will direct actions for evacuating an unconscious guest or guest with special needs.
13. Patrollers will refresh their chair evacuation training annually.

Best Practices for Ski Brule Ski Patrollers

1. Our role as patrollers is to assist Ski Brule in providing safe and enjoyable experiences for all guests of Ski Brule. This involves helping injured guests, providing pleasant customer relations, and taking steps to minimize hazards.
2. Anyone put on a backboard with a head and/or cervical injury; will also have a C-Collar put on.
3. When the decision is made to backboard and C-Collar an injured guest, EMS will be summoned immediately.
4. Guests will be released from the backboard only by EMS personnel
5. Oxygen will be requested and administered if there is ANY indication or thought of a need. Always better to have and not need than to need and not have!
6. EMS will be summoned for all guests displaying respiratory distress.
7. Patrollers will work as a team to remove ski boots where possible.
8. Pond outside the pump house is OFF LIMITS at ALL times. Management only will go inside the fence.
9. If assisting injured guest directly under a chair, it's reasonable to ask management to continue running the chairlift (running empty chairs) to vacate the chairs so guests do not remain in nonmoving chairs. The goal is to provide safety at scene from any falling debris/equipment overhead.
10. Anyone found without a daily lift ticket will be brought, with the patroller carrying his or her equipment (and placing it behind the counter), to Management at Customer Service.
11. The skiing standard for patrollers at Ski Brule will be to annually exhibit the ability to go onto the most difficult runs; such as the bumps on Otter Slide, with and without a toboggan, and get out safely with a guest in the toboggan even though these skills were refreshed previously. The requirement does not require "beauty" but does require safe actions in and out of the run.
12. Auxiliary patrollers can move loaded toboggans on foot; unless in a supervised training event.
13. Patrollers will move loaded toboggans in the safest manner possible and will always include the assistance of another patroller, if possible.
14. Patrollers will not operate a snowmobile on hill, except on direction from Management.
15. If/when a rostered patroller is aware they cannot make his/her patrolling commitment, patroller will contact the Crew Chief for that day and the Patrol Director. The patroller is 100% responsible to find a replacement and notify the Crew Chief and Patrol Director of the replacement's name.
16. The Patrol jacket and NSP cross insignia will only be displayed in the bar area when on official business. No uniformed patroller may lounge in the bar area.
17. The Patrol Director, Crew Chief and/or Hill Management will be notified immediately for all opportunities to better manage and minimize risks in the interest of safety of the patrollers, staff, and guests of Ski Brule.

Discipline Guideline for change of patroller status

Standards of Conduct reasonably expected of NSP members

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

Examples of violations may include:

- Conduct unbecoming a member that tends to bring NSP into discredit
- Willful submission of false or misleading information in connection with any aspect of NSP
- Interfering with area management
- Theft or destruction of property or misappropriation or misuse of any money or property of NSP or area management
- Unprovoked attack or altercation of any kind

- Unsubstantiated criticism of NSP, area management
- Failure to maintain NSP membership requirements
- Willful, reckless or repeated violation of NSP rules, policies or procedures
- Willful, reckless or repeated violation of Ski Brule safety rules, policies or procedures
- Insubordination, failure to carry out authorized, reasonable directive
- Refusing or inability to improve performance to meet reasonable demands of NSP membership status
- Unauthorized release of confidential information or records
- Sexual harassment, explicitly or implicitly
- Substance abuse while acting on behalf of NSP or wearing a NSP uniform

WARNING (discipline to be written or verbal)

- Failure to respond to direction of Crew Chief which may include not responding to an accident
- Not providing for scene safety
- Any action that may put another patroller or guest of Ski Brule at risk of injury
- Violation of policies of Ski Brule
- Miss more than 1 rostered shift, without approval, or without arranging for a substitute for the shift
- Any loud, abusive behavior/words in front of, or to a guest of Ski Brule or Ski Brule staff
- Lack of respect to any member of Ski Brule Ski Patrol which may include inappropriate sexual innuendos, language or harassment
- Fail to meet standard for "Patroller in Good Standing" as defined in schedule of benefits for membership
- Any other action as deemed unacceptable by Management of Ski Brule, Patrol Director or the Ski Patrol Leadership team

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

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

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

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

Leadership Team

Annual Refresher - Mike Krein

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

CPR/AED Certification – Open

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

Senior Advisor – Pete Holdridge

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

Fundraising – Open

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

On-Hill Training and Refreshing – Joe Matuszak/Pete Holdridge/Brian Lord

- Attend regional or divisional ski and toboggan handling clinic
- Schedule on-hill clinics for entire patrol prior to Christmas
- Schedule clinics following existing Skiing Enhancement and/or Toboggan Enhancement Seminar for additional course completion credentials
- Follow up with existing trainers to maintain current credentials.
- Organize systematic instruction modules for on-hill training auxiliary patrollers
- Primary mentoring responsibility to members during 1st year of membership at Ski Brule
- Involve other trainers as needed and has sole responsibility for all on-hill training
- Introduce candidate(s) to policies and premises of Ski Brule
- Instruct candidate(s) to proper radio protocols and EMS activities
- Instruct candidate(s) to aid area, practices and supply management
- Instruct candidates(s) to toboggan handling techniques following NSP guidelines
- Instruct candidate(s) to equipment bag repackaging, replenishing O2, AED placement
- Instruct candidate(s) to proper Ski Brule Accident Form completion
- Instruction to be sensitive to risk management and supervising training activities
- Instruction to include Introduction to Patrolling course

Awards – Open

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

Assistant Patrol Rep – Val Plasky

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

Patrol Representative – LeeAnn Heim

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

Leadership Team – Mike Krein, Bob Salonen, Pete Holdridge, LeeAnn Heim, Val Plasky, Kyle Haase

- As a team, strive to build great customer service relationships to guests of Ski Brule
- Encourage a pleasant and cooperative spirit among membership
- Support On-Hill trainers, who have primary responsibility for candidate training
- Provide leadership to patrollers and candidates
- Provide insight to Patrol Director as requested
- Provide and offer strategies for policy compliance
- Assist with disciplinary actions

Membership & Recruitment – Open

- Actively recruit people to become members of the Ski Brule Ski Patrol.
- Adopt, implement and modify policies as needed for success of membership

Treasurer – Kyle Haas

- Manage the local dues for the members of the Ski Brule Ski Patrol. Regional and Divisional dues are paid on NSP website.
- Manage budget for annual SES and S&T training
- AP and AR
- Develop a yearly budget with the Patrol Director
- Prepare and submit the yearly Ski Brule Patrol's NSP financial statement

Young Adult Administrator – Eric Britton

- Create and manage the Young Adult Program in accordance with NSP and Ski Brule policies.
- Recruitment of young adults
- Mentor Young Adult Program/Ski Patrol Youth candidates

Reimbursement for attending Training Clinics

Ski Brule Patrollers, who travel to a Regional Training Clinic, reimbursement will be as follows:

- \$0.32 per mile, as measured from MapQuest.
- \$30 for one night of lodging, if traveling more than 60 miles from home and staying at a hotel/motel
- 100% of any clinic enrollment fee

Ski Brule Patrol members, who travel to a Division Training Clinic, reimbursement will be as follows:

- \$0.32 per mile, as measured from MapQuest
- \$50 for one night of lodging, if traveling more than 60 miles from home and staying in a hotel/motel
- 100% any clinic enrollment fee

The budget remains uncertain for the upcoming season. No commitment is made beyond the current season. Contact the Patrol Director to request approval, knowing the mileage, etc. Everyone, who submits their request before Thanksgiving, should presume they would be eligible for reimbursement. Requests can be made after and will be honored, if funds are available.

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

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

These clinics are approved:

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

Benefits of Membership for Patrollers in Good Standing*

MUST SHOW PATROL SKI BRULE ID TO RECEIVE DISCOUNT. IF OTHER GUESTS ARE PRESENT, PLEASE BE DISCRETE ABOUT THE DISCOUNT YOU ARE RECEIVING.

Patroller (Rostered less than 10 shifts)	\$0.50 small soda, coffee, hot chocolate, cider \$1.50 tap beer 25% discount for evening meal at Ski Brule when not patrolling
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Patroller (*good standing)
(Rostered 10 shifts or more)

1. Season pass for yourself (Adult value \$451)
2. Coupon book – free & discounted items (pick up with season pass)
3. 15% discount in the Bear's Den**
4. As above, plus one guest/spouse guest pass privilege on his/her patroller pass.

AND Choice of:

- A.) Pass for each child under age 18 (Family Value \$945)
- B.) One additional guest pass privilege on his/her patroller pass.
- C.) One (non-transferable) specific (photo) person season pass. This season pass will be issued to an individual person and can be used anytime during the season. Photo, name, address, ages, weight, height, hair color, eye color & phone number must be provided by Ski Brule by October 15 to ensure timely processing. This benefit is not available after October 15, therefore only A or B above will be available if commitment of 10 shifts & information is received after October 15.

Patroller – Rostering 10 weekday shifts or more

Equipment and apparel at cost in Bear's Den for Patroller and immediate family only **

Patroller – Rostering 20 weekday shifts or more

Entitled the patroller to a 2nd guest pass privileges on his/her patroller pass.

Patroller – Rostering 20 shifts or more

Coupon book for additional discounts and free items at Ski Brule

Patroller – 30 shifts or more

Equipment and apparel at cost in Bear's Den for Patroller and immediate family only **

Guest Passes: The Patroller season pass will indicate how many additional guest passes a patroller is entitled to based on that patroller's commitment. The Patroller (him/herself) will go to Guest Services (Bear's Den when Guest Service is not open) to pick up their guest daily passes with their guests, during sign in (by 8:45am). If not patrolling, the patroller has the option of going to Guest Service to pick up their guest daily passes with their guests by 8:45am or after 10:30am. For night ski guest pass tickets, patroller with their guests are to pick up their tickets after 4:30pm from the Bear's Den. The patroller will show the Guest Service/Bear's Den staff his/her season ticket for guest ticket privilege information. Guest tickets will be issued to the patroller only. If the patroller qualifies for additional guest pass benefits after the start of the season, the Patrol Director will advise Ski Brule and a new pass will be created & exchanged with the old season pass. It's best to arrive at Guest Service early in the morning on weekends/ holidays as not to disrupt taking care of paying guests.

Guest Pass Exception:

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

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

Patrol Director

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

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

*** Bear's Den discounted purchases must be made through Jessica Polich or her departmental supervisor. Discount amounts vary depending on the item. Please do not discuss discount amount in the presence of Ski Brule guests.*

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

***Good Standing includes:**

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

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

- Each night patrolled will count as a full shift
- Earn an additional 1 day for each NSP course taken, including refreshing of advanced courses (provide written notice to Patrol Rep. upon completion for credit to be applied)
- Earn an additional ½ day credit for each OEC class instructed
- Earn additional credits for being the instructor of record at an event, or for being a section or region officer, refresher instructor, and for training for Senior & Certified.

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

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

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

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

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

In Ski Brule's effort to assure full time patrolling through our Ski Brule Ski Patrol staff during the 2020/21 snow season, Ski Brule will award additional benefits and incentives to our patrollers, who are willing to roster themselves and patrol above the minimum requirements:

These additional perks are included for patrolling mid-week:

1. FREE 1-day ski ticket voucher for each midweek day patrolled, valid during current season. Patroller must be signed in by 9:00am. Vouchers will be issued by 9:15am. Patrollers may extend ticket vouchers into the following season with the following conditions: patroller must rejoin the patrol and attend the OEC refresher for the ensuing season. Vouchers must be turned in at the OEC refresher. Please bring a self-addressed, stamped envelope to the refresher. It will also be limited to not more than 5 such tickets and conditional upon the patroller signing up for at least two days prior to December 24. The newly issued complimentary tickets will expire December 24. Management will reissue the complimentary ticket vouchers via the mail.

2. If committing to 20 midweek days, a patroller's season pass will be modified to allow for an additional guest ticket privilege.
3. Free Lodging: Non-holiday, midweek (Sun-Thurs) lodging in units managed by Brule Valley Management.
 - This benefit is designed to encourage patrolling Monday-Friday. Patrollers who patrol two or more consecutive midweek days or patrol on Sunday & Monday will receive free lodging, subject to (a) below.
 - Free lodging has a minimum weekday value of \$90
4. Lodging midweek & weekends in November and April
 - Patrollers, who patrol consecutive days during November (excluding Thanksgiving-weekend) or any consecutive days during April will receive this benefit, subject to (a) below.
5. A Patroller, who patrols for a minimum of 10 night shifts, shall receive a certificate good for weekend lodging for the 2021/22 (subsequent) season, Subject to (a).
6. The first two rostered night skiing Patroller shall be provided with a complimentary evening meal voucher at the Bear's Den when signing in. The voucher is valid for up to \$10 for himself/herself from Hillside Dining Menu or Homestead BBQ, Subject to (a)
7. Ten or more midweek days (not shifts) will receive hard goods at cost in the Bear's Den.

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

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

Advanced lift ticket sales

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

Brochure Distribution

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

Group Sales

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

Memorandum

Re: Patrol Policy Behavioral Situation:

From: S J Polich

Date: 8/1/12

The OEC Fifth Edition at 1051 states that the OEC Technicians should become involved in behavioral emergencies that can become violent because: "It is not always possible to wait until someone (law enforcement) arrives"

The text goes on to state: "Patrollers are to always follow your gut instinct."

Later, the text recommends that patrollers follow "local protocol".

This memo is to advise you of "local protocol". You will find that our protocol differs significantly from that prescribed by the text. It does so because:

At Ski Brule, a patroller is never so far away from help that it is inappropriate to summon and wait for help and our patrol should be guided by policies and procedures of best practices, never by "gut".

A Ski Brule patroller may appropriately become directly involved in a "behavioral situation". Seizures and diabetic reactions are good examples. Prior to Chapter 33, the OEC text amply covers what to do to provide emergency care for these and similar behavior situations.

Beyond these situations the Ski Brule patrol is expected to notify and rely on higher authority for situations of behavior management.

By way of example: Patrol is to notify management but:

Management of unruly drunks is NOT a patroller's responsibility.

Management of guest "high" on drugs is NOT a patroller's responsibility.

Management of grieving family of an injured person is NOT the patroller's responsibility, once it becomes a behavioral problem.

Management of a person with suicidal intentions is NOT a patroller's responsibility.

Notification protocol is:

Contact management, advise that help is needed NOW with a behavioral situation. A patroller's notification to public authorities for behavior situations will only be as directed by management. After notification, pending arrival of help, take steps to evacuate yourself and any bystanders from harms way. Do not confront or attempt to "negotiate" a behavioral situation.

Except as specified in the text for emergency care of medical condition and/or injury- (example: back boarding) Ski Brule patrollers will never attempt to restrain guests. Doing so is inherently dangerous to the patroller and beyond the duty of a Ski Brule Patroller.

The first "best practice" in assisting a guest is consent from the guest. Likewise, continuing assistance is dependent on continuing consent. If consent is withdrawn assistance is to cease with appropriate verbal warning (later documented).

We patrol to help those who want our help and express their consent, or are unconscious and cannot express themselves. We will not aid a guest who refuses or withdraws consent. It is NOT a Ski Brule Patrollers responsibility to diagnose the condition which causes the refusal and/or withdrawal of consent.

Therefore, as a Ski Brule Patroller, please be guided by the forgoing.

MEMORANDUM

TO: Ski Brule Patrol
FROM: Ski Brule Management
DATE: November 12, 2018
RE: Guidelines for Closing Runs & Scenes

The traditional way for closing runs, trails, and different aspects of the hill, by using two red bamboo sticks crossed in the shape of an "X", is no longer the correct or proper way to close them. Instead, the correct way to responsibly close a run, slope, trail etc. is prescribed by Michigan's ski area safety board (SASB) in the Michigan ski area act (SASBA).

The rules for proper closer are set forth by SASB in the Michigan Administrative Code, R 408.82(1). For a closure to properly conform to the rules,

"the ski area operator shall mark the top or, or entrance to, each closed run, slope, or trail with a sign containing a regulatory symbol and the word 'closed' in 3 inch or larger letters. The ski area operator shall place a fiber rope with flags, or mesh tape that is more than 3 inches in height, or a fence across the top of, or entrance to, the run, slope, or trail that is closed. The ski area operator shall place the flags on a fiber rope not more than 10 feet apart."

The required 'regulatory symbol', referred to above, is a circle or octagon that has contrasting colors around an image of a prohibited activity overlaid with a diagonal line.

This new method of closure applies to all runs, slopes, and trails; as well as all snowboard runs, rails, jumps, approaches, and features etc. This is the method to be used for every closure, even if just to close one jump or rail and keep the rest of the specific run open.

We will try to maintain a stock of ribbon with the required 3 inch – "CLOSED" inscribed at patrol rooms, top and main. It is suggested that each patroller put a piece of approximately 25 feet in their pack/vest. This should include "CLOSED" at least twice (please do not take more) for use in closing a scene. Some plates will also be available to the patrol. These plates are plastic circles with "CLOSED" inscribed. These can also be used to close a scene.

Please be reminded that traditional crossed skis or poles have been ruled to be ineffective to create a closure. This procedure can and should be used in conjunction with the "CLOSED" ribbon and/or plates. Doing so is encouraged, as most experienced guests recognize the "X" to indicate closure.

Thank you for your cooperation in implementing these closure practices and for your ongoing service, both are appreciated.

National Ski Patrol Memorandum

EMT, Advanced EMT, Paramedic path to OEC

Language passed by the NSP Board of Directors on May 16, 2018

- A. Individuals who have the designation of Emergency Medical Technician, Advanced Emergency Medical Technician or Paramedic (NHTSA definitions), all as recognized by and in good standing with the National Registry of EMTs and/or their state EMS regulatory agency and who have completed the three most recent OEC cycles on or before July 1, 2018 will be awarded an OEC Technician card. This card will have an original certification date of 12/31/17 and the next certification date of 12/31/20. Until July 1, 2018 or when the data is entered, whichever is earlier, the record type for these members remains the same as it is today. Once the data is entered, all in this group will be assigned the record type of patroller and their OEC card will be issued. This is the only opportunity for this kind of record update. By including these individuals on a patrol roster, the PR/PR is certifying such individual is in good standing as described above.
- B. Individuals who have the designation of Emergency Medical Technician, Advanced Emergency Medical Technician or Paramedic (NHTSA definitions), all as recognized by and in good standing with the National Registry of EMTs and/or their state EMS regulatory agency and who have fewer than three consecutive refreshers documented on their record by July 1, 2018, and new members who meet the criteria stated above, will be required to complete the Modified Challenge course, consisting of the OEC practical exam as outlined by the NSP Policies and Procedures in Appendix D, Section B.2. As of July 1, 2018 the record type of these members will be changed to candidate until completion of the Modified Challenge course, and upon successful completion of the Modified Challenge course, such individuals will be awarded an OEC Technician card and their record type will be changed to patroller. By including these individuals on a patrol roster, the PR/PR is certifying such individual is in good standing as described above.