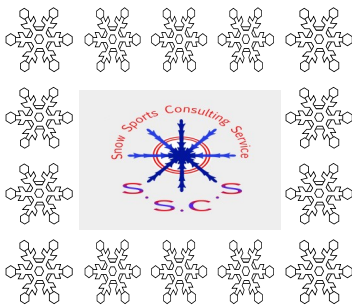
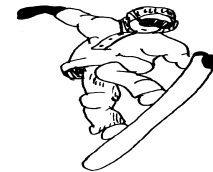


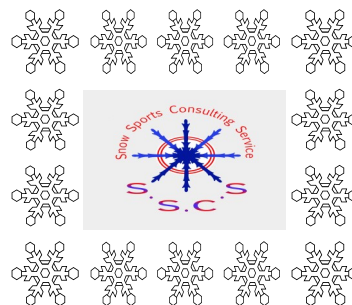
# Snow Sports Consulting Service

## On-Snow Policies & Procedures

BE SAFE HAVE FUN LEARN ONE THING



"Partners in Winter Recreation"  
This program provides employment, services and privileges regardless of race, color, creed, sex, religion, age or national origin.



**Snow Sports Consulting Service LLC**  
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## **Please Read This Document Carefully**

This document is designed as a reference guide. It is not intended to be a complete or final statement of all SSCS policies and procedures. The following information may be amended or deleted at any time and does not create contract. Ask the on-snow director or a supervisor to clarify any questions you may have.

### **For All Instructors & Assistants**

1. Fill out an application
2. Fill out a history report
3. Attend recommended dry land and on-snow clinics.
4. Talk to SSCS staff about your experience (new applicants)
5. Know and follow the:

### **Snow Sports Responsibility Code**

### **Hiring Policies**

Seasonal staff are selected from new applicants & previous staff members. SSCS maintains the right to reassign personnel to positions of different responsibilities. All staff, except year-round employees, are automatically terminated each season upon completion of their last assignment.

SSCS consists of both paid and non-paid personnel. On-snow instructors are paid. Assistants or volunteers are not.

The relationship between SSCS and each staff member is not set for any period of time and may be terminated at will, without cause by the director or owner without prior warning. This is the entire relationship and only a written agreement signed by the director or owner may modify it.

This program provides employment, services, and privileges regardless of race, color, creed, sex, religion, age or national origin.

## **Time Commitment**

Instructors are to be available to teach, assist or work a minimum of 2.5 hours a day, one day a week for 6 weeks. Pre-season clinics are not included in this time requirement.

Assistants and other support personnel are to be present for the duration of their assigned programs. All group lessons end on their assigned day unless there have been cancellations by SSCS or the ski area.

### **Hiring Clinics**

Each applicant is asked to attend the training clinics. Dates and times are published annually.

Prospective instructors or assistants will be able to buy discount lift tickets each day of on-snow clinics.

Returning instructors, if hired, are to have their passes the first day of on-snow clinics. Do not try and get your pass the first day of clinics.

### **Check In On Time**

All personnel are to be on-snow for clinics or ready to teach, at least one-half hour before clinics or class is scheduled to start. Instructors and assistants arriving after clinics/class has started will possibly not be hired, lose their lift pass or be terminated.

Please consider the commitment and time involved. Others are counting on your showing up. Please be punctual and account for winter driving and caring for personal needs before required arrival time.



## **Absences & Substitutions**

We understand how major and unexpected complications can upset a person's commitment (sickness, a sudden required business trip, death in the family, ect.) however, an unexcused absence usually results in termination. Dates, vacations, sporting events, concerts, ect. Are not considered acceptable excuses for being absent. If you must miss any class, complete the following:

1. Contact your program supervisor as soon as possible.
2. Arrange for a substitute acceptable to your supervisor.
3. Provide the substitute a lesson plan and any additional information to help make your class successful in your absence.

## **Closures**

Please check the road and pass conditions before you leave home. SSCS staff will do their best to inform you if classes have been canceled. Do not make that assumption without checking with your supervisor or on-snow director. Be prepared in the event the pass closes while you are there.

## **Be Prepared**

Remember to bring all things necessary for your comfort. The following are suggested items: water, sunscreen, sunglasses, rain gear, lunch/dinner, snacks, appropriate clothing, overnight items (in the event the pass closes), chains (required regardless of studs or 4 wheel drive, know how to put them on), dry clothing.



## **Appearance & Grooming**

These guidelines are set out to insure proper representation of SSCS. Parents and children need to assured and feel safe, so we ask that extremes be avoided.

Make-up may be worn if waterproof. Wear proper snow sports attire and dress for the weather. No jeans are allowed (as an outer garment). Make sure your clothing is clean and odor free.

Name badges and class bibs will be provided and are required to be visibly worn while teaching. Please do not forget your name badge. Keeping your name badge from season to season saves SSCS time and money.

Your appearance is subject to approval by the director or your supervisor. If your grooming is unacceptable and you are not willing to change, you will be dismissed. Please be clean and well groomed.

## **Teaching Improvement & PSIA**

To become PSIA certified takes time and effort. Attend all SSCS clinics, join PSIA-NW. All those interested must acquire their own study materials from PSIA. Additional clinics for exams are offered by appointment.

Contact your supervisor or technical director to discuss any difficulties or help needed with lesson plans

## **Discipline Or Termination**

Failure to meet expectations or to follow policies of SSCS is grounds for discipline or termination. This option is open to and may be exercised by the on-snow director or owner. Dismissal is immediate and discipline must be complied with or termination will be enforced. The following are some examples of actions warranting discipline or termination:

1. Possession of a weapon or anything that may be perceived as a weapon.
2. Possession or use of tobacco or under the influence of alcohol, controlled or uncontrolled substances while representing SSCS. SSCS is a non-smoking facility. We work with children, for the health of our customers, employees and yourself. Be aware of your breath when talking with customers or students.
3. Unexcused absences or tardiness.
4. Unacceptable grooming, unclean, sloppy or improper clothing.
5. Vulgarity, lying, insubordination, fighting, stealing, unauthorized borrowing, misuse of company property, conflict of interest, falsification of records, misrepresenting SSCS or unauthorized disclosure of company propriety information.
6. Misuse of seasons pass or lift tickets. Jumping off of chairlifts, failing to follow appropriate lift procedures or posted signs, not obeying the Snow Sports Responsibility Code, skiing/snowboarding in an unsafe manner and or skiing/snowboarding in closed areas with or without students.
7. Failure to meet your class at the assigned time and dismissing the students in an improper or unsafe location. Failure to make sure your class, if minors, meet up with their parent/guardian or chaperone.

8. Failure to teach and motivate your students.

9. Excessive in class accidents or incidents, failure to file an incident report promptly.

10. Handling students inappropriately, abusive in a physical or emotional manner.

11. Complaints from students or parents regarding your conduct or handling of classes in a careless or endangering manner.

12. Unsafe roughhousing. Think before you play, could this possibly injure a student or instructor. Absolutely no snowball throwing.

## **Conflict Resolution**

Conflicts may develop from:

1. Misinterpretation, poorly described, conflicting or failure to follow policies or procedures.

2. Harassment or being persistently annoyed by somebody. Harassing behavior, sexual or otherwise, must be uninvited, unwanted and nonreciprocal and could contain threats to withhold an employment opportunity.

3. Resolve these promptly by: Speaking directly with the individual(s) involved. Suggest and work out a solution. Avoid destructive communication and do not involve others. Only if this fails and the conflict cannot be resolved, report it to your supervisor or on-snow director.

## **High Risk Activities**

Off trail, tree skiing/riding, jumping and racing may be taught in a reasonable manner. Make sure your students can consistently turn and remain in balance with very few falls in the snow conditions for that day. These activities expand their abilities and help them to handle these situations when they encounter them later in their skiing/riding life. Terrain Parks are off limits for all SSCS classes unless otherwise okayed by the Director or an On-snow Supervisor.

## **Risk Management**

### **Goal**

SSCS staff are to exercise reasonable precautions in order to protect students or staff from a known danger or a danger, which by exercise of ordinary care, would have been discovered. We seek to create an environment which minimizes risks by educating students and staff. Risk management training is provided in staff clinics and is to be taught to students in class.

### **Lift Procedures**

Teach proper lift procedures to inexperienced students. Ask students if they are comfortable riding the lift you have chosen for the lesson. Review as necessary. Please read the Summit @ Snoqualmie lift riding guidelines

### **Children And Safety**

For the safety of our students, have the children ride the chairlift with you your assistant or other children from class (provided each can confidently load and unload successfully on their own). Parents of our students (some parents may not be experienced enough, ask if they are comfortable doing so), pass personnel or ski patrol are acceptable alternatives. Please do not use random strangers. Their ability is unknown and there is a possibility of hurting the student while unloading from the chair.

Regardless of what happens, keep your class together. If there is a problem do not leave the children unsupervised.

Make sure parents/guardians know to return to claim their children on time after class. Make sure the younger student meet up with their parent/guardian after class.



## **Lift Privileges**

Classes do not get lift-line privileges, so stay in line with your class. If you become separated from your class you may cut in line if there is no single lane available. Please excuse yourself politely to the people you cut in front of and explain to the lift attendant if necessary.

### **Pay Policies**

Hours worked is defined as the time when your assigned class is scheduled to begin to the time the class is scheduled to end. Travel time and lunch are not included. If you keep your class on the hill for an extra period of time, you do so on your own time. Only the instructor assigned the responsibility of managing a class is paid, unless prior arrangements or assignments are requested by the supervisor.

Supervisors will fill out time sheets for each day or days worked.

### **Pay Day**

Pay day will be at the end of the season after the last session is completed. Checks will be mailed out by 3/31.

### **Base Hourly Pay**

1st year instructor	\$18.00
2-4 yrs instructor	\$19.00
5-7 yrs instructor	\$20.00
8-10 yrs instructor	\$21.00
11+ yrs instructor	\$22.00
PSIA Certified Level 1	\$25.00
PSIA Certified Level 2	\$30.00
PSIA Certified Level 3	\$50.00
Private Lessons	\$30.00

## **Season Pass**

There is no guarantee that you will receive a season pass. Eligible SSCS employees pay a nominal fee (announced annually) for this privilege. Payment must be made when pictures are taken or when application is mailed in.

SSCS is allotted a set amount of passes. In order to even be considered for a pass, instructors must be available to teach a minimum of 2.5 hours a week for six weeks when you are needed on Monday, Wednesday, Thursday, Friday or Saturday. Special or school programs may be less. Request for teaching certain days are accepted, however assignments are based on student sign ups and are distributed by seniority.

Returning and new instructors/assistants if hired will receive their paperwork for passes at the indoor registration night.

New instructors/assistants hired after the indoor registration night may be required to buy a discounted lift ticket for their first on-snow clinic.

Passes need to be obtained by the first on-snow clinic.

## **Use Requirements**

- 1.** You must show your pass each time you load the lift.
- 2.** If you forget your pass, you must purchase a lift ticket that day for full price. (one free ticket is provided each season, pick it up at customer service. Try not to use this service)
- 3.** If your pass is lost or stolen, report it immediately. It will be replaced only once at discounted price.
- 4.** Your season pass is non-transferable, it may be used only by you.

## **Evaluation**

Instructors and assistants will be evaluated informally by observation during the season. The purpose is to see if the assignment is being managed effectively and to provide help if needed.

## **First Aid & CPR**

If you desire to obtain or renew your CPR and or First Aid Card contact SSCS for more information. If we have enough interest we will hold classes and tests to be announced later.

Studying the American Red Cross Standard First Aid book is required prior to test. To obtain a publication please call the Red Cross.

## **DUTIES OF SKIERS/SNOWBOARDERS RCW 79A.45.030**

### **Standard of conduct -- Prohibited acts -- Responsibility.**

- (1) In addition to the specific requirements of this section, all skiers/snowboarders shall conduct themselves within the limits of their individual ability and shall not act in a manner that may contribute to the injury of themselves or any other person.
- (2) No person shall:
  - (a) Embark or disembark upon a ski lift except at a designated area;
  - (b) Throw or expel any object from any tramway, ski lift, commercial skimobile, or other similar device while riding on the device;
  - (c) Act in any manner while riding on a rope tow, wire rope tow, j-bar, t-bar, ski lift, or similar device that may interfere with the proper or safe operation of the lift or tow;
  - (d) Willfully engage in any type of conduct which may injure any person, or place any object in the uphill ski track which may cause another to fall, while traveling uphill on a ski lift; or
  - (e) Cross the uphill track of a j-bar, t-bar, rope tow, wire rope tow, or other similar device except at designated locations.
- (3) Every person shall maintain control of his or her speed and course at all times, and shall stay clear of any snow grooming equipment, any vehicle, any lift tower, and any other equipment on the mountain.
- (4) A person shall be the sole judge of his or her ability to negotiate any trail, run, or uphill track and no action shall be maintained against any operator by reason of the condition of the track, trail, or run unless the condition results from the negligence of the operator.
- (5) Any person who boards a rope tow, wire rope tow, j-bar, t-bar, ski lift, or other similar device shall be presumed to have sufficient abilities to use the device. No liability shall attach to any operator or attendant for failure to instruct the person on the use of the device, but a person shall follow any written or verbal instructions that are given regarding the use.
- (6) Because of the inherent risks in the sport of skiing/snowboarding all persons using the ski hill shall exercise reasonable care for their own safety. However, the primary duty shall be on the person skiing downhill to avoid any collision with any person or object below him or her.
- (7) Any person skiing/snowboarding outside the confines of trails open for skiing snowboarding or runs open for skiing/snowboarding within the ski area boundary shall be responsible for any injuries or losses resulting from his or her action.
- (8) Any person on foot or on any type of sliding device shall be responsible for any collision whether the collision is with another person or with an object.
- (9) A person embarking on a lift or tow without authority shall be considered to be a trespasser.

### **SKIERS/SNOWBOARDERS ASSUME CERTAIN RISKS**

Individuals that engage in the sport of skiing, alpine or nordic or snowboarding, accept and assume the inherent risks of skiing insofar as they are reasonably obvious, expected or necessary. Inherent risks of skiing/snowboarding include, but not limited to, those dangers or conditions which are an integral part of the sport, such as changing weather conditions, bare spots, creeks and gullies, forest growth, rocks, stumps, lift towers and other structures and their components, collisions with other skiers/snowboarders and a skier's/snowboarder's failure to ski/snowboard within the skier's/snowboarder's own ability.

### **SNOW SPORTS RESPONSIBILITY CODE**

1. Always stay in control, and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail or are not visible from above.
4. Whenever starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

# THE SUMMIT AT SNOQUALMIE LIFT RIDING GUIDELINES

The Summit at Snoqualmie lifts are inspected each year by the Washington State Parks and Recreation Commission and The Summit's insurance company to ensure a high level of standard and care. The Summit at Snoqualmie has experienced a consistent record of safe use and performance in their lifts. To help keep the passengers, operators and lifts safe, lift loading, riding and unloading procedures should be understood and followed by all.

## 1. Basic Lift Safety

- a) Explain loading and unloading procedures before loading a lift.
- b) If you need to communicate with the lift operator, do so from the wait here area, not when in the load here area. You only have about 6 seconds between chairs. The lift operator will direct you to the load here area when both you and they are ready. Lift operators have been trained to use and understand three basic hand signals to communicate loading and unloading needs with instructors and assistants. These signals are useful where distance (i.e. when approaching the unloading ramp, on long unloading ramps found on bullwheel load lifts) or background noise at the loading/unloading areas makes verbal communication not easily understood. These signals are:
  - Thumb up - fast or full speed
  - Thumb down - slow speed or slow down
  - Arm extended, palm facing lift operator - stop
- c) Pole straps need to be removed from wrists whenever riding any chairlift, rope tow (includes handle tows) or Magic Carpet for safety of the rider.
- d) Loose scarves, loose clothing and exposed long hair are not allowed on rope tows (includes handle tows) or Magic Carpets.
- e) Backpacks should not be worn on the back to help prevent from becoming entangled with the chair or from pushing or from pushing the passenger too far forward in the chair. Taking one arm out of the shoulder strap is acceptable, but carrying it in the lap is the preferred method if the rider feels safe in doing so while loading and unloading.
- f) All skis and snowboards must have devices to help prevent runaway equipment. Either a ski brake, safety strap or leash.
- g) "Edgee-Wedgee's" or similar devices used to keep ski tips together should be removed (at least from one ski) in the lift lines to allow for safer and easier movement in the lines, approaching the loading area, loading and off loading. Attach both ends to the same ski in such away as to prevent being a tripping hazard for the skier or to become entangled in the return end of the Magic Carpet.
- h) Do not throw articles from a chairlift. It is against state law. It could injure guests on the slopes or could cause your students to fall from the chair.



- i) Please tell your students not to swing their feet when riding a chairlift. This could cause the chair to bounce excessively, which might cause derailment of the lift or could cause passengers to fall from the chair.
- j) All passengers should be loaded in pairs, triples or quadruples (quads) as is appropriate. Singles load to the inside (closest to the lift towers) on double chairs, and in the center on triple and quad chairs. When two passengers load on a triple chair they should each sit on opposite sides of the chair, leaving the center empty. Two passengers on a quad chair either sit in the two middle seats, leaving the end seats empty, or sit on opposite sides of the chair, leaving the center empty. Three passengers on a quad chair sit in the middle of the chair or in the three seats closest to the towers, leaving the outside seat empty.
- k) Make sure students are seated as far back as possible (young children especially) “Bottom to Bottom, Back to Back”
- l) Students (especially children) should keep their arm around the center post of the chair or hold on to the outside post or rail until they are about to unload.
- m) On lifts with restraining bars, if the bar is used, the bar should be lowered as soon as everyone is seated properly and raised just before reaching the unloading ramp.
- n) If a ski or snowboard falls off or any article (such as a glove or ski pole) is dropped while loading the lift, do not try to get it. The lift operator will either stop the lift and retrieve the item for you or send it up with someone behind you.
- o) Instructors with ski poles should hold them across the laps of young children during the ride.
- p) Do not buckle boots or strap into snowboards while on the lift.

2. Loading procedures:

- a) Move through the lift line to the wait here board. As the chair passes in front of you, follow it to the load here board. On a center post chairlift have skiers look towards the center of the chair (for the post), holding their ski poles in their outside hand (away from the chair), and grab the center post of the chair. On an outside bail type chairlift skiers should look towards the outside of the chair and grab the armrests or the seat back if seating in the center position of triple and quad chairlifts. Because of the different foot mounting arrangements of snowboarders, they should turn toward the chair in whichever direction is more comfortable for them. Remind them to be aware of the center post on center post chairs.
- b) Have your students keep their ski or snowboard tips up until they are off the snow away from the loading ramp. Tips not kept raised up could catch on the ramp, causing them to fall out of the chair.
- c) Have your students keep their arm around the center post of the chair or hold the outside post until they have reached the unloading station and are ready to unload. Children should slide as far back onto the seat as possible after seating.
- d) If a ski or snowboard falls off or an article is dropped (such as glove or ski pole) while loading the lift, do not try and grab for it. This could cause you or your student to lose control and fall or hang from the chair. The lift operator will retrieve and send the dropped item up with someone behind you or stop the lift and return the

item to you at that time. Wait for the article at the top of the lift off to the side and away from the unloading area.

- e) Magic Carpets and Rope Tows: Passengers should load only after the passenger ahead has reach the Space to Here sign. This is for proper weight distribution on the lift and to prevent passengers from colliding with each other if the passenger ahead has a problem. This spacing is done automatically on Handle Tows due to the handles being attached to the rope. On Magic carpets passengers must remain standing. Do not sit down or try walking up the carpet.

### 3. Unloading procedures:

- a) As students get close to the top of the chairlift, have them keep their ski or snowboard tips up and check for any loose clothing that might catch the chair. Their ski poles should still be in their outside hand. Advise them to stand up and lean slightly forward at the unload here sign, and slide away from the chair. Please do not let them push off from the chair as that may cause the chair to swing back and then forward in a pendulum motion; possibly hitting them from behind while they are still sliding away from the unload here area.
- b) Move your classes outside of the unloading area to allow for others to off load.

### Speed Control of Lifts

Controlling the speed of a lift varies from lift to lift depending on many factors. These factors may include the design of the lift, the amount of and distribution of weight (passengers) on the lift as well as the reaction time of the individual operator (hearing and understanding directions from passengers then reaching for controls). A heavily loaded lift will slow down or stop more quickly than lightly loaded lift. The lifts at The Summit at Snoqualmie have three basic designs in speed control.

- **Single Speed** - Has only one speed. If the speed is too fast for the passenger to feel comfortable in loading or unloading the only alternative is stopping the lift. Possibly the lift is too fast for the individual's ability and another lift should be used instead.
- **Variable Range of Speed** - The lift is sped up or slowed down only as the operator continues to maintain contact with the speed control device (a button or joy stick). These lifts take time to slow down and the amount of time varies with the amount of weight on the lift as well as the design of the lift. It may take one to two chair lengths for the lift to reach the speed the passenger feels comfortable in loading or unloading at when requesting a slow speed. Wait for the lift to reach a slower speed that you are comfortable with before leaving the wait here area and approaching the load here area. It is ok to let an empty chair or two go by rather than force an unsafe loading. Give the top operator plenty of warning in requesting slower speed for unloading (see hand signals in the Summit at Snoqualmie Lift Riding Procedures).
- **Preset Speed** - These lifts have a preset slow and fast speed. Some have a preset mid range speed as well. These lifts react quickly for changing speed. The lift will change speed within a few seconds after the operator pushes the speed control device (a button or joy stick).

Below is a list of the aerial lifts (“chairlifts”) at The Summit at Snoqualmie and the type of speed control for each:

#### Summit East Lifts

- Keechelus - preset speed
- Rampart - preset speed
- Easy Gold - variable range of speed

#### Summit Central Lifts

- Silver Fir - preset speed
- Easy Street - single speed only
- Reggies - single speed only
- Central Express - preset speed
- Triple 60 - preset speed
- Gallery - preset speed
- Holiday - preset speed

#### Summit West Lifts

- Wildside - variable range of speed
- Easy Rider - single speed only
- Little Thunder - preset speed
- Dodge Ridge - variable range of speed
- Pacific Crest - preset speed
- Julies - preset speed

#### Alpental Lifts

- Armstrong Express - preset speed
- Edelweiss - variable range of speed
- Sessel - variable range of speed
- St. Bernard - variable range of speed

## **Directions To SSCS**

### **On-Snow Clinics**

#### **Summit Central**

On-Snow Clinics in December

Saturday Sunday

From the West. Take I-90 East to Exit 53. Turn right at the bottom of the exit. Turn left at the stop sign. Follow the main road for about 3/4 mile to big parking lot on the left. We do not have a building at this area. You will dress and boot up at your car or in the main lodge.

Walk across street and up the walkway to the second floor of the main lodge. We will meet in the North East corner next to the Sugar Shack/Coffee Bar.

From the East. Take I-90 West to Exit 53. Turn left at the bottom of the exit. Turn left at the stop sign.

Follow directions above.

## **Directions to SSCS**

### **On-Snow Classes**

#### **Summit Central**

Wednesday Thursday Friday Saturday

From the West. Take I-90 East to Exit 53. Turn right at the bottom of the exit. Turn left at the stop sign. Follow main road about 3/4 mile to big parking lot on the left. We do not have a building at this area. You will dress and boot up at your car. Walk across the street and you will see our signs.

From the East. Take I-90 West to Exit 53. Turn left at the bottom of the exit. Turn left at the stop sign.

Follow directions above.

Questions call or email SSCS in Bellevue.

## **Important Numbers**

SSCS 206-406-0986204  
165th Ave SE Bellevue, WA 98008-4726  
info@snowsportsconsultingservice.com  
www.snowsportsconsultingservice.com

Road Information 206-368-4499  
Summit @ Snoqualmie 425-434-7669  
PSIA-NW 206-244-8541  
American Red Cross 206-323-2345

### **SSCS Director**

Ed Kiser 206-406-0986  
info@snowsportsconsultingservice.com

### **Technical Director**

Jim Mercer Contact SSCS

### **On-Snow Supervisors**

Wednesday Thursday Friday

Ed Kiser 206-406-0986  
info@snowsportsconsultingservice.com

Saturday

Johnna Thompson 206-496-4018

### **Private Lessons**

Tracy Hill 206-455-1977  
Don Best 206-853-0550  
donandtracy@snowsportsconsultingservice.com