



# **SIERRA AT TAHOE**

## **Sierra-at-Tahoe Snowsports School Policies and Procedures Handbook 2016-2017**



*It is mandatory for all employees of all Ski and SB School Departments to read through this document and complete an agreement of understanding.*

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## Contact Information

Sierra Ski and Snowboard School has many employees, due to this our main source of communication will be via email or Facebook. The SSS email is [snowsports@sierraattahoe.com](mailto:snowsports@sierraattahoe.com) please email any questions or concerns you have at any time, someone will get back to you within a day or two.

#### Phone Contacts

Main Resort Line:	(530) 659-7453
Human Resources:	ext. 107
Guest Reservations and Inquiries	ext. 150 or (530)543-3150
Ski Patrol:	ext. 200
Ski and SB School Admin <b>Amanda Stanford</b>	ext. 196 or (530) 543 3196 (employee only line)
Ski and SB School Director <b>Sean Sweeney</b>	ext. 103 or 122
Children’s Programs Manager <b>Jason Albery</b>	ext. 271
Adult’s Programs Manager <b>Ryan Thompson</b>	ext. 287
Wild Mountain Supervisors <b>Kenny and Nicola</b>	ext. 274
Comp Services Supervisor <b>Dan Moore</b>	ext. 280
Daycare Supervisor <b>Kim Wirtz</b>	ext. 275
Learn to Ride Center	ext. 298

## Our Priorities

Our three top priorities when teaching any lesson to guests of any age or any ability are:



### 1. Safety

*Keeping our students and ourselves safe is our number 1 concern*



### 2. Fun

*If our students feel and are safe then they are in a state of mind where we can ensure they enjoy the lesson*



### 3. Learning

*By creating a fun environment we create an environment that is ideal for learning*

## Mountain Safety

### The Responsibility Code

It is the responsibility of **everyone** using the mountain to know these 7 points, and it is our responsibility as Ski and SB School employees to teach it to them! Learn the following so you can lead by example:

1. Ski/Ride in **control** at all times
2. Obey all **signs** and posted warnings
3. Use devices to prevent runaway **equipment**
4. People below you have the **right of way**
5. Always **stop** in a safe place
6. **Look** uphill when starting or merging onto a trail
7. Know how to use the **lifts** properly



### Smart Style

Anyone entering into a designated Terrain Park area should know, understand and follow 'Smart Style'. As Ski and SB School employees it is essential that we not only adhere to these rules, but teach them to our students.

## Attendance and Punctuality

### No Call No Show

Employees who fail to call in and do not show up to work as scheduled may be considered to have voluntarily quit. The resort reserves the right to terminate that employee's position and all benefits granted through their employment. Pass privileges will be revoked immediately upon termination of employment.

SSS 'No Call No Show Policy' involves 3 steps, however as stated above the resort reserves the right to terminate the employees position and all benefits.

1. A phone call and email warning from SSS Admin department.
2. A phone call and meeting with your direct Supervisor where you will receive a written warning.
3. Termination from your Manager or Director.

### Sick

- If you are sick, phone (530) 543 3196 at least an hour before your scheduled shift
- If you are calling in sick more than one day, you will need to phone in each day.
- Per the resort guidelines, if you have called in sick more than two times, you will be required to provide doctor's documentation.
- Always do what you can to call in ahead of time so that we can schedule someone to cover for you.

When calling in late or sick, you **must** call extension **196 or (530) 543 3196** (Ski and Snowboard School Admin) and leave a message. Calling any other extension will result in a 'No Call No Show' day on your record, which will automatically result in a questionable re-hire status. It is your responsibility to ensure that the Admin Office is aware of your situation, telling a colleague to pass a message along isn't a sufficient way of communicating.

### Lunch Breaks

You are required to take and entitled to a half hour un-paid lunch break for every 6 hours that you work. Breaks may not always be pre-assigned or scheduled. If asked to go on lunch or a break and you are in the middle of a task, it is good practice to make sure you touch base about the status of the task in progress with supervisor/lead and employee relieving you. When you return, follow up.

### Time Off

Days off will show up on your schedule as 'Time Off'. To request a specific day off please complete a time off request using our online form found at [www.sierraattahoe.com/instructors](http://www.sierraattahoe.com/instructors). The more advance notice you provide us the easier it is to accommodate your request; please provide the request 7 days in advance. Please be aware that all employees are required to be available through all our 'peak' days so requests during this time are harder to fit in. Holiday days are extremely popular with requests and although we do our best to keep everyone happy, unfortunately we are unable to give all employees the same days off. Keep in mind just because you asked for the time off, **it does not automatically guarantee you have the time off.** Once you have requested the time off, you will receive a notification if it your request has been successful. If your schedule does not change, **YOU DO NOT HAVE THE DAY OFF.** Please feel free to speak with Admin to follow up on any requests.

### Start Times

- Start Times may vary with business and weather forecasts.
- Check the schedule for the Start Time of your assignment.
- It is your responsibility to know your schedule and check in on-time with your Supervisor.



### Hours of Work

The hours you work will be dependent upon your assignments and the department you are scheduled in. All employees can and should be available for scheduling between the hours of 7:00AM and 4:30PM. Individual cases should be addressed and assessed by the employee and their manager prior to the season's opening.

Daily hours will also be affected by business volume, weather and other factors. There will be days when we cannot supply each employee with a full day's work or for the full hours displayed on your schedule. You are entitled by law to a minimum of 2 hours paid work per day that you are scheduled.

### Weekend and Holiday Periods

All employees are required to be available to be scheduled for all weekend days and holiday periods as outlined in the job offer. During these periods employees may be scheduled to work 6/7 days in a given work week. Any specific requests, scheduling arrangements and exceptions for these days must be made and agreed prior to hiring, and documented on the employee's hiring calendar.

### Punctuality

Please assure that you arrive on time and in **full uniform with name badge presented** for all your assigned start times or line-ups. If you are unable to arrive at the time you are scheduled then show up early or you risk losing work and/or skiing or riding privileges. This includes the start of the day, as well as checking back throughout the day for class assignments and when returning from breaks. The latest you can be is on time.

Please contact us immediately by calling **(530) 543 3196 (Ski and Snowboard School Admin)** if you are having trouble making it at your scheduled time. Check the weather forecast and allow time for road conditions and avalanche control work on Hwy, 50, call in if you know you are going to be late. Tardiness is grounds for disciplinary action up to and including termination.

Failing to call in prior to your scheduled start time will be considered a No Call No Show.

### Storm Days

Sierra-at-Tahoe is scheduled to operate 7 days per week throughout the entire season regardless of weather conditions. The reality of a ski operation is that there will be extenuating circumstances that are beyond anyone's control. When the weather is inclement use the following guidelines in order that we can best accommodate not only you but our guests as well:

- Check the weather reports and road conditions via radio or television, or call Cal Trans @ 1-800-427-7623 or visit their website @ <http://www.dot.ca.gov>
- Be sure your phone number and e-mail address is up to date with our SSS Admin Office.
- Phone extension 196 if you are having difficulty getting to work.

## Assignments, Scheduling and Payroll

### Work Assignments and Priority

Your work assignments and lesson and scheduling priority will be based on a number of factors including, but not limited to:

- Priority system
- Punctuality, Appearance and Attitude
- Recent Work Performance
- Certification and Experience
- Hours of Training
- The Supervisors Daily Needs

An **apprentice instructor** will typically teach first and second timers, **level 1 instructors** will be assigned mostly beginners and some lower intermediates, **level 2 instructors** will be assigned all levels up to intermediate students and **level 3 instructors** will be assigned students of all levels. Each assignment should be accepted willingly as there are many factors that go into the decisions of class assignments.

### Questions, Concerns or Complaints

We encourage employees to question our decision making when appropriate, we just ask that you approach any such discussion in a professional manner. This means completing your assigned task to the best of your ability and then calmly approaching the supervisor at a time when they are not concerned with guests, employees or swamped with tasks of their own. As a rule of thumb the best time for these discussions is at the end or very beginning of the work day. Public conversations venting frustrations with staff or operations can be destructive and will not be tolerated. Such conversations will result in disciplinary action up to and including termination. We have an open door policy at Sierra. Feel free to approach any supervisor or manager with your concerns and action will be taken.

### The Nature of the Business

Due to the nature of our business and the reliance on weather and business volume, it is sometimes confusing as to what your day may look like.

- We are not able to guarantee work assignments, but we will do all we can to give you as much work as possible.
- You may be taken off the schedule due to lack of business, or we may ask you to work more than you are normally scheduled if business increases.
- You may be asked to perform tasks other than your specific job, such as teaching, coaching, cashiering, set up, rental technician, serving food, booting children and a number of other tasks that are integral to our departments functioning on a daily basis.
- You may be asked to check back in with your supervisor at a designated time depending on business.
- We understand this system can be confusing, but it is the nature of a ski and snowboard school and we will do our best to make it fair and as clear as possible.

### Scheduling

- To check your schedule log on to [schedule.sierraattahoe.com](http://schedule.sierraattahoe.com)
- Instructors will be able to check their schedule and see notes, from home on a computer, tablet or phone.
- Due to the changes in business demands, the schedule is subject to revisions. The nature of the industry means last minute changes do occur.
- All instructors are hired to work in all areas of the SSS including Kids, Adults and or Privates.
- If you need to swap a shift, you can request a swap by completing an online time off request, you must request this 7 days in advance.

### Timecards and Signing-Out

No employee should check out until authorized to do so by a supervisor. Upon signing out all employees must record the hours worked and the tasks performed on a time card. This includes employees that swipe in and out when going to and from work. There will be different locations for signing out depending on where you worked during the day.

- We use the computer system (ADP) where Admin inputs your time manually on a daily basis.
- Timecards should be filled out daily noting number of students, level of class, lunch and show-up if applicable.
- Supervisors will check time cards against ADP at the end of the day and re-file them for use tomorrow
- Each Friday the time cards are collected and verified by a supervisor.
- You will begin a new weekly timecard every Saturday

### *Remember*

- You must initial the EO (early out) if you choose to opt out of work and sign out early, therefore forfeiting any show up pay.
- Employees must record any unpaid lunch breaks on their time card, specifying when it was taken.
- Put your full name and the start date of the week on the time card

### Paychecks

Paychecks are available every 2 weeks from the HR office and must be signed for. Your supervisor will not have your paycheck. You can talk to the HR department about setting up an alternative method of payment.

### Discrepancies

- It is your responsibility to keep track of your assignments and hours worked.
- Check your paychecks to be sure they are correct.
- If you feel there has been an error on your paycheck contact the SSS Admin Office
- If there is in fact a discrepancy, the Admin staff will then take the appropriate steps to proceed with a payroll correction.



*Keeping track of your hours on a daily basis can ensure that discrepancies are handled before the end of the work week so that the adjustment can be made right away. You can check every day at [portal/adp.com](http://portal/adp.com)*

### Overtime

#### *Winter*

The law requires overtime payment at one and one half times the regular rate for work over 48 hours per week and/or 10 hours per day "during any month of the year when Alpine or Nordic skiing activities, including snowmaking and grooming, are actually being conducted by the ski establishment." We are not required to pay double time after 12 hours in a day during the winter season.

#### *7th day premium pay*

Employees are entitled to seventh day premium pay regardless of whether the employee works fewer than 48 (winter) hours in a week. Premium pay occurs when an employee works seven consecutive days in our workweek (Saturday – Friday). On Fridays, the employee would be entitled to time and ½ for the first eight (8) hours worked in the 7th day and double time for any hours over eight in that day.

The determinant for overtime pay is the number of hours worked per workweek.

*Our workweek begins at 12:00am on Saturdays and ends at 11:59pm on Fridays.*

## Safety, Fun and Learning

### Increase in Pay

Resort-wide Sierra at Tahoe does not offer mid season pay increases based on performance. In the Ski and SB School our pay structure is based around ski/SB instruction certification levels. You must provide proof that you have a current membership within the organization of your certification and provide a copy of your certification certificate before your wage will reflect a given rate. If you obtain the next level of certification your pay increase will come into effect the following pay period once we have received confirmation of your certification from the governing body. (i.e. a copy of the certificate).

### Private Incentive Pay

Our private lessons are priced attractively to make it easier for you to convince your clients to come back for more. Advanced reservations are recommended for 3 or 6 hour privates by calling our reservations line (530) 543-3150, or by booking with an available ski and snowboard school cashier. When teaching private lessons, you will be paid at your regular teach rate, however if the guest specifically requested that you be their instructor at the time of booking, then you will receive an additional hourly bonus, regardless of your certification or experience. This is called a 'request hour'.

As you continue to accumulate 'Request Hours' throughout the season the hourly bonus you receive will increase:

Private Requests Incentive - Instructor Pay Structure Request Hours	0 - 49 hours	50 - 99 hours	100 - 149 hours	150-200+ hours
Pay rate increase for request privates (in addition to your hourly teach rate)	\$8	\$10	\$12	\$14

### *Remember that*

- Request hours do not carry over from one season to the next
- If you up-sell a lesson and the guest books additional time with you on top of the original scheduled duration you will receive request pay for the entire duration of the lesson
- While we do our best to accommodate your clients, there may be times we will be sold out and you will not be available to teach a private lesson.
- If you are scheduled for a day off and you are requested we will do our best to contact you but will not book the lesson without confirming your availability with you.

Training will be provided on private lesson upgrade and selling techniques. We endeavor to offer private lessons every hour on the hour but until confirmed lessons are always based on availability.



## Evaluation, Discipline and Recognition

### Evaluation

We believe in helping you grow and improve. Mid season and end of season evaluations will be made through several methods. Professional development through PSIA/AASI, USSA, USASA or similar organizations is a major influence in the evaluation process as is a review of training records and feedback from trainers. In addition, statistical reports of hours worked, request business, student numbers, punctuality, appearance, attitude and attendance are evaluated. Customer comment cards and feedback as well as internal feedback will also be considered.

### Disciplinary Action and Termination

When it becomes necessary to discipline an employee for unsatisfactory performance or violation of a company policy or rule pertaining to employment, there are various actions that may be taken, including:

1. Verbal Feedback (Logged), and/or written feedback
2. Written Corrective Action
3. Suspension and/or Termination

### Workplace Conduct

Each employee plays a role in fostering a positive environment. We all must abide by certain rules of conduct, based on honesty, common sense and fair play. The following is a list of absolute no-nos. And while it includes many, it doesn't include all of the offenses which can lead to disciplinary action or termination.

- Inexcusable or excessive absence or tardiness or failure to follow proper call in sick or late procedures.
- Unsatisfactory performance of or failure to perform job duties.
- Failure to maintain personal cleanliness and hygiene.
- Violation of drug and alcohol policy.
- Suggesting a tip for any service performed for a guest.
- Theft, fraud or dishonesty including but not limited to teaching lessons off the clock, removal of company property or funds or removal of other employees' property.
- Performing work of personal nature during working time.
- Inability or unwillingness to work cooperatively and harmoniously with other employees.
- Unsatisfactory guest relations. Being rude or indifferent to a guest or fellow employee.
- Disregard of safety procedures as well as posted safety rules.
- Failure to follow any of the guidelines in this handbook, or violation or disregard for any other rule, procedure or policy which is known to the employee through other written or verbal communication.

### Recognition

We believe in giving back! We have several methods of recognizing employees that are consistently going above and beyond and for those that are proving to be reliable, dependable hard workers committed to improving our guest's overall experience.

### Moments of Magic (MOM's)

These are cards of varying value that are handed out for consistent good work or moments of particular magic. They can be used in a variety of different outlets at the resort for purchase of food or retail as well as in HR for purchasing discount tickets to other resorts or entering competitions.

## Safety, Fun and Learning

### Mahalo Star Awards

Every week the SSS managers and supervisors nominate a member of our team to enter to win the Mahalo star award for the entire resort. These nominations are reserved for employees who go above and beyond every day and show a continued dedication to being an essential part of our team. The winner of the resort Mahalo each week will receive a \$25 MOM, is displayed on the HR Wall of Fame and a special parking spot for the week!

### Scorecard

Your department's SCORECARD is a way the company tracks certain actions of your specific department. Meeting certain goals is the end result. If the department reaches its weekly goals, money is allocated to the scorecard to reward the department's employees in the form of parties, food, prizes, raffles and other awesome events! Scorecards are assessed on a weekly basis and each department will have different criteria. Ask your supervisor to explain how you can help to earn money for your department!

### QSA- Quality Service Audit

This is a departmental checklist of what your department is doing right on a constant basis. It is developed by the resort and your department specifically. It measures how well you are doing in the following categories:

- Brand and Delivery (i.e. are you welcoming, fun, and making things easy for the guest)
- Guest Area Appearance (i.e. is the facility clean, welcoming, is there good signage)
- Proactive Behavior (i.e. Are the employees following safety guidelines)
- Staff (i.e. are the staff in perfect uniform, have names tags, engaging guests?)

This Audit is done once a week in every department. Your score is tracked and every time your department passes, you get money toward your Scorecard.

## Training

The Training Team will send out email updates of what is going on in the training world once the season begins so look out for those.

- There are trainings almost daily throughout the season for everyone (all Ski and SB school departments.)
- Your class assignments are partially based on your training attendance and your improvement and commitment throughout the year.
- There are weekly training sessions, starting in January, for those who are working towards PSIA or AASI certification.
- A training schedule will be available in the SSS Locker Room. Details on how to sign up for training clinics will be posted also.

## Staff Accountability

### Safety Meetings

All employees of all departments are required to attend a weekly Safety Meeting. These meetings are our way of keeping staff informed of procedures, changes and things to focus on. The only time you may miss a meeting is if you are scheduled 'off' for that day.

### Appearance and Personal Grooming

We abide by the resorts Appearance and Personal Grooming standards, as discussed in Resort Orientation and described in the Sierra-at-Tahoe employee handbook.

### Uniforms

Uniforms are to be worn with pride! Please be accountable to each other and help one another to follow the uniform guidelines. You are requested to be in uniform with a nametag any time that you are on the clock. Beanies are provided free of charge and are part of the uniform. Instructors should be in Ski/SB boots at all times even during meetings and indoor operations; it is your responsibility to be ready to teach at all times when on the clock. Lockers are provided and employees are responsible for their uniform if it is lost or stolen or not turned in at the end of the season, if uniforms are not returned you will be charged for them. Uniforms must be kept clean and worn appropriately in accordance with Sierra at Tahoe guidelines outlined below.

### Other Uniform Rules

- Training clinics, free skiing or riding and drinking is to be done OUT OF UNIFORM. Turning your jacket or t-shirt inside out doesn't count!
- If the weather is hot and you opt to not wear a jacket, you must be in a Red ski and snowboard school shirt, fleece or light jacket.
- Items from the Sierra retail shop bearing the Sierra at Tahoe logo are **not approved** uniform items, however there are certain hats available for purchase that **are** approved. Talk to a retail employee or your supervisor for more information.
- Black hats may be worn as long as they are plain and are free from logos or designs.
- Any visible layers underneath must be **plain black or white**.
- Please do not have any visible printing showing, specifically competitive resorts or inappropriate advertising.
- Pants must cover all skin and undergarments and be worn around the waist.
- Zippers should be zipped on pockets and pant legs as well as to keep the jacket from flapping open.
- Your supervisor will advise you if you are wearing something that is unacceptable. Additional items are left to the discretion of your supervisor.

### Additional Instructor Needs

Instructors are expected to be on time to all assignments and should always have a watch. Cell phones should not be used to check time as it may be construed as unprofessional by a guest. It is also part of guest service to be able to give the correct time when asked. All instructors should carry a pen and children's instructors also are expected to have class lists and report cards on hand each morning.

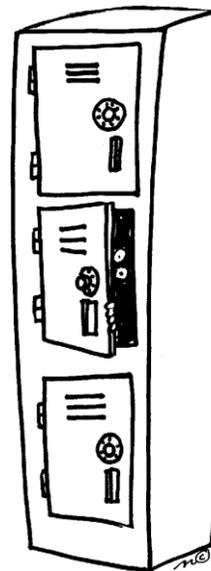
### Cell Phones

While cell phones have become an integral way of life for many people personally, they are not to be used while working, except in emergencies. 2 way radios can be an important teaching tool, if you are using these for teaching purposes, remember that many people can overhear the channel you are on and you must always present yourself in a professional manner. If cell phones are used, they must be kept to a silent/vibrate mode.

**Personal radios, iPods, headphones or other mp3 players are not acceptable at any time**, with the exception of Sierra issued radios to carry out responsibilities of your job.

### Locker Room

- Available lockers will be assigned and shared with one or more other employees.
- Larger lockers will be reserved for Full Time employees.
- Please keep the locker room clean at all times.
- Locker Assignments will be posted by the SSS Admin Department at the beginning of the season. If you have questions or concerns see the Admin Dept. do not make changes to the assignment sheet.
- SIERRA-at-TAHOE is not responsible for lost or stolen items and equipment.
- The locker room door combination must be kept in the strictest of confidence. **DO NOT GIVE THIS COMBINATION TO ANYONE.**
- Locks: Please use combination locks on lockers. A combination lock doesn't have a key that can be left at home or lost.
- Refrigerator: leftover food will be disposed of regularly. Do not store food overnight. Please don't risk disposal of your Tupperware.
- Microwave: if the heating of your favorite food or beverage makes a mess, please clean it up. The extra mile of cleanup will result in good karma.
- Ski and Snowboard Storage: Please limit the amount of skis / snowboards that call the locker room home. Keeping only active boards / skis allows for more breathing room in the storage rack area.
- The locker room is **strictly for employee** entry only. For the security of everyone and everything please ask all friends and family wait outside. Just because you trust them doesn't mean everyone else will feel comfortable with them around.
- Ski poles: please store your ski poles in your locker. This helps skis and boards free themselves from the huddle – for a quick grab on a powder day.
- Boot Dryer: If you really, really depend on dry boots – it's best to take them home. The boot dryer racks are public space, a first come / first serve enterprise with all the messy realities of sharing involved.



### Theft

Theft will not be tolerated. It is grounds for immediate dismissal. Our department is built on trust. Help each other. Protect yourself, and do not invite temptation. Keep track of your belongings; do not leave gloves, goggles, glasses, etc. lying around (be sure to put your name on your things too!)

### Equipment

Employees are responsible for ensuring they have the correct equipment to perform their job responsibilities. This includes keeping your equipment maintained and using devices to prevent runaway equipment as outlined in the Skiers & Riders Responsibility Code.

### Instructors who do not own their own equipment

We can provide rental equipment for you to use on a daily basis. This equipment must be rented from the main Ski/SB Rental Shops and must be returned by the end of each working day. You are responsible for this equipment and its well being. We may provide an opportunity for instructors to rent equipment for the duration of the season, ask your supervisor about this once we are open.

## Safety, Fun and Learning

### Rental Tent and the LTR

The equipment in the Rental Tent and the LTR is for guest rental ONLY. You MAY NOT take equipment from these locations for your own personal use. Anyone caught doing so will face disciplinary action.

### Tuning

Tools and a tuning station are available for use in the SSS Locker Room. This station is for the tuning of equipment for Ski and SB School employees only. Please refrain from using the tools and this area if you are not familiar with how to tune your skis/SB. It is the responsibility of everyone who uses this area to keep it clean and tidy. We will offer opportunities throughout the season to attend Equipment Tuning Clinics.

### Demo Equipment

Employee benefits include a discount on demo equipment rental from either the Ski/SB Rental Shops. We are not entitled to free demo rentals and any equipment rented MUST be returned by the end of the working day.

## Lift Procedures

### Scanning Your Pass

Once you are out and about on the mountain it can be hard for us to get in contact with you. All employees must have their Season Pass be scanned by ticket checkers at every lift. We can send messages to you through this scanning system.

### Never assume that anyone knows how to ride the lift.

One of our responsibilities as SSS employees is to ensure that people are aware of how to ride the lifts safely and properly. Everyone needs guidance when riding the lift for the first time, even adults. So be sure to go through the following steps when taking a class to the lift for the first time:

- **Instruct** the class how to get on and off the lift prior to going to the lift.
- **Practice** whenever possible using available props and tools for mock loading and unloading
- **Organize** your class outside the maze; partner them up and give brief instructions.
- **Watch** the procedure with your class from the outside of the lift maze so they become familiar
- **Alert** the lift attendant when loading first timers or if you need assistance or if you need the lift slowed.
- **Back 2 Back, Bottom 2 Bottom** Inform class to sit still with their back against the back of the seat and there bottom firmly on the chair, remain facing forward, and lower the bar.
- **Unloading** be sure to let them know when to raise the bar, how to unload and where to wait after unloading
- **Ride up last** at the back of the group. This way you can assist anyone that has trouble and it avoids splitting you from your class.

### Children Specific Procedures

Children **under 13 cannot ride a chair lift on their own or without a responsible adult** sitting next to them under any circumstances. This rule goes across the board from Wild Mountain Lessons to Private lessons (for Development teams and Competitions teams please refer to completion services for specific policy. It doesn't matter if the kids are great skiers/riders with lots of experience. If they are under 13, the following rules apply:

- **Split** your class into pairs
- **No more than 2 children per chair with a responsible adult sitting in between them**
- It is your responsibility **to locate responsible and informed adults** to ride with your class
- You may take adults from the back of the regular lift line and bring them into the SSS Only Lift line
- Ensure that the adult and the children know that the adult is responsible for raising and lowering the **bar**
- Children should always load on the side of the chair nearest the lift operator.
- You can always ask the lift operators to **slow down the lift** if you have a beginner class that needs help.
- The instructor will ride up **last**. Make sure to have a **meeting point** on top.

*If it's a stormy day, make sure you check that all your kids have enough layers on and if they need to use the restroom. You should be aware that it might be colder for them than it is for you. Kids can be really scared of storm weather and we don't want them to be upset.*

### Ski and Snowboard School/Authorized Lift Entrance

This is to be used for lessons and paying participants of the program only. The only exception is responsible adults that have been brought into the line to assist with a class of children.

Please understand that we are not entitled to cut in front of anyone and must wait for the line operators to call us forward. Be courteous and respectful at all times and educate your students to do the same.



## Emergency Procedures

### **Missing Person Procedure**

#### *Adults*

Adult students may become separated from your class or may chose to leave voluntarily with or without your knowledge. Adults are free to leave a lesson whenever they choose, if you notice that a student has left the lesson without advising you consider the following:

- Was the last seen location in an area where the adult would have difficulty returning to the base area?
- Was the adult displaying signs of fatigue or injury when last seen?
- Could they have fallen and injured themselves?
- Do any other group members have any information they can offer?

If you have any suspicion that the adult may be injured or unable to make it down to the base area alert Ski Patrol and your supervisor as soon as possible and explain the situation.

#### *Children Separated from a Class (10MC)*

THIS IS A VERY SERIOUS SITUATION, act quickly and don't be ashamed. Due to the nature of a missing child, it is important to stay calm, **keep your class with you**, follow Wild Mountain procedures and use the code "10MC" in order to prevent the wrong people from over hearing conversations taken out of context on the radio.

There are three levels to a 10MC, each rising in level of seriousness.

*Stage 1:* search limited to Ski and Snowboard School, radio channel 4.

*Stage 2:* contact patrol dispatch to include other departments; Security, Patrol, and Guest Services.

*Stage 3:* Involve El Dorado Sheriff, CHP or Search and Rescue. As in all Wild Mountain situations, the safety of all children is of the utmost importance and steps should be taken not to neglect other areas of Wild Mountain operations during the search.

**10MC Procedure is covered in more detail in the Wild Mountain training document.**

## Injuries

### *Injuries You Incur While Off the Clock*

If you have been unable to work due to an injury that occurred outside of work, you will need to provide a RELEASE TO WORK from your doctor/physician.

- You are responsible for reporting any injury to your supervisor as soon as possible as it may affect scheduling.
- If it appears that you have an injury, management may ask you to go to first aid prior to any assignment that may aggravate the injury.
- Failing to report an injury in a timely manner and then not showing up to work or showing up unable to work will be considered a 'no call no show'.

### *Injuries You Incur While On a Job Assignment (On the Clock)*

- Go to First Aid and seek first aid treatment immediately
- Report your injury to a Supervisor as soon as possible; a delay may affect your compensation.
- If you think the injury does not need medical attention, report it anyway when it happens to ensure compensation if the injury becomes worse.
- Refer to the employee handbook provided by HR for additional information on the procedures.

### *If a Student Is Injured*

Clear, factual and thorough reporting of all student accidents and incidents is of the greatest importance. In the event a student is injured in your class, follow these steps:

1. If a student tells you that he is injured and unable to continue, immediately proceed with calling for **Ski Patrol** (*ext. 200 by phone or request First Aid assistance from your supervisor on ch4 if you have a radio*).
2. If you are not near a radio or phone, send an adult to the nearest employee who can make the call for you.
3. In the case that the injury is the result of a **collision** with the student and another skier/rider, ask for their name and get a good description of their appearance, what they were wearing and riding, etc. Then inform them that they are required to wait for patrol at the scene.
4. **Stay** with the student until patrol arrives. Calm the student, keep them still and warm (**do not move them**), and reassure them that everything will be all right.
5. **Do not remove equipment** yourself unless absolutely necessary. Patrol will need to document if it is removed, if bindings released and which ones etc.
6. Be sure that the **class remains with you** or find a passing and capable **instructor** to take your class down for you (to Wild Mtn. if children) Do not leave your class in the care of anyone other than another instructor.
7. If possible, get **contact information of any witnesses**, especially from any adult witnesses (name, address, telephone number) and ask them to please fill out a witness statement at first aid.
8. Please **do not make any comments** or opinions concerning the incident.
9. Report the incident to your **Supervisor** as soon as possible. Details may only be reported by phone or in person. Never by using the radio.
10. You will need to fill out an **Incident Report** with First Aid by the end of the day. Use the WM class list to list the names of others in the class.

### *Transportation down the Mountain*

If a student has suddenly become fatigued and unable to negotiate the terrain where you have taken the class, and you feel his/her safety is in jeopardy alert Ski Patrol (phone ext.200) that you need **transport only**. Please use this option only when absolutely necessary.

## Ability Levels and Teaching

### Ability Levels

All employees are expected to understand our system for breaking down the ability levels of our ski and snowboard guests. Our structure is based on the levels defined by PSIA/AASI for skiing and snowboarding, but are written with our resort demographic in mind. Our 'Sierra Seven' levels separate all skiers and snowboarders based on factors that our guests can relate to directly: The terrain they ride, the speed they move and how confident they feel, as well as specific tasks and movements the students can complete.

Level	Symbol	Name	Description
1		<b>First Timer</b>	Never been on skis or a snowboard before
2		<b>Second Timer</b>	Back for the 2nd time or had some basic experience a long time ago.
3		<b>Green</b>	Exploring green terrain around the mountain. Knows how to use a lift.
4		<b>Green/Blue</b>	Comfortable on all Greens, venturing onto easy Blues
5		<b>Blue</b>	Comfortable and positive on all groomed Blue terrain
6		<b>Blue/Black</b>	Experience on Blues in all conditions and some easy Blacks. Skiing/Riding with good rhythm and flow.
7		<b>Black</b>	Enjoying the challenge of all runs on the mountain

### Teaching with Splits

Our instructors are expected to be able to handle level splits within the same class (i.e. when 2 or more students in the same class are skiing/riding at a different ability level.) Attending training sessions will give you the tools and exercises to handle this situation professionally and still provide a great guest experience. If you feel that the difference in levels is too great and is preventing some or all of the group progressing, notify your supervisor.

### Park and Pipe

Teaching and training in the Parks and Pipe is an important area of our schools but sometimes opens up a number of concerns when it comes to safety and liability. We are committed to taking as many steps as we feel are necessary to ensure the safety of the guest and our employees.

We have a Park and Pipe policy for teaching in these areas and all employees to abide by this policy. There is an in-house certification that each instructor **must** go through (regardless of their own certification or experience) in order to be cleared for teaching or taking students of any age or ability into designated Terrain Park areas. This program is based on PSIA and AASI park and pipe education material and includes valuable tools for teaching in these areas. Please see your Training coordinator for more information on this program.





## **SIERRA AT TAHOE**

### **Agreement of Understanding**

**Please Read Carefully and follow directions below to the Acknowledgment**

**NOTE: This Agreement of understanding shall not be construed as a contract for employment.**

**Booth Creek Resorts are at-will employers.**

1. I understand that I will be cross-trained, and cross-scheduled to work in both Wild Mountain and Adult Programs. This will be dependent upon the needs of the programs and could be at a minimum of one day per week and/or on an as-needed basis
2. I understand that the Ski and SB School is not required to provide me with food during an unpaid meal break. I will provide my own.
3. I understand the Employee ski and ride privileges as they pertain to the guidelines of my availability status as Full Time, Part Time or Holiday/On-call. I agree to these guidelines and understand that any misuse may result in a change of my privileges. I will communicate with my Supervisor if I have a change in my availability status, and these privileges will be adjusted accordingly.
4. I understand that in order to meet the scope of the programs, as well as the expectations of the guest, I will be assigned Operational as well as Teaching/coaching assignments. Teaching assignments will be made relative to my qualifications. I understand the rates of pay as they relate to these assignments, as well as any meetings and/or mandatory training. I will accept assignments in order to meet the needs of the programs and the guest.
5. I understand that I do not free ski/ride or attend voluntary training/workshops in uniform.
6. I understand and agree that in addition to any specifically stated duties outlined in my job description, I may be asked to perform other duties as may be assigned from time to time. I further understand that my duties may change based on the needs of the Company and my skills, as determined by the Company.
7. I understand that competing in events or races is on my own time, not within the scope or requirements of my job, and therefore not covered by Workers Compensation. I further understand that if I compete, I am not representing Sierra at Tahoe, and am thus off the clock. Injuries sustained off the clock are not considered reportable work injuries. We do investigate all employee reported injuries, as reporting a false workers compensation claim is considered a felony. Any employee competing in an event must not be in Sierra -At-Tahoe uniform.
8. I understand that due to the nature of our business, which experiences fluctuations due to weather and other conditions outside of the control of the Company (employee SIERRA AT TAHOE handbook), that I may be asked to work more or less than my scheduled hours, and that the hours on my schedule may be adjusted at management's discretion. The Company will try to give me advance notice of any such changes, when possible, but I understand and agree that my cooperation is expected in such instances.
9. I understand that it is my responsibility, both for the safety and service of the guests and also of myself and my co-workers, to know and comprehend all procedures and information outlined within the Ski and SB School Department Handbooks and provided during pre-season new hire training. I understand that consistently displaying a lack of knowledge of the operations and procedures contained in these documents is grounds for disciplinary action up to and including termination.
10. I understand that it is my responsibility to read and understand the Employee Handbook, and the Ski and SB School Policies Document. I understand it is my responsibility to read and understand the following: that it contains important information on the Company's and department general policies and procedures, and that I am expected to adhere to Company policies and familiarize myself with the material. I agree that should I ever have any questions about any of the guidelines stated in the Employee Handbook or Department Guidelines, I will contact the Human Resources Department or department manager promptly. I also understand the company may change, rescind, or add policies, benefits or practices described in the handbook at its sole and absolute discretion with or without notice.

**\*\*\* PLEASE READ CAREFULLY AND CLICK HERE TO  
PROCEED TO ACKNOWLEDGEMENT \*\*\***

