

# Volunteer Ski Instructor's Guide to Teaching Adaptive Sports



Created for the National Sports Center for the Disabled

*Digital Version by Michelle Sroda*

## Section 1

# Safety



## Preparation

The safety and well being of our guests, instructors and staff is always the first concern of NSCD. A great deal of safety is about preparation and common sense. Knowing as much as you can each time you are on the snow with a guest is the biggest safety advantage there is. This kind of preparation helps you have a plan when you go out and consider what contingencies might be needed before they occur.

- **Know your guest:** condition, symptoms and possible courses of action, history
- **Check all equipment** twice before you go out (yours and theirs)
- **Double check** ski and lift conditions before you go out
- Have a **charged cell phone** with WP Ski Patrol phone number
- **Have a plan** for your guest

# S.M.A.R.T. - All Mountain & Terrain Park Safety Mantra

## 1. **Start Small**

Work your way up. Build your skills.

## 2. **Make A Plan**

Where are going to go? What are you going to accomplish? How are you going to do it?

## 3. **Always Look**

Check who is coming and/or above you before you start.

## 4. **Respect**

The features and other users.

## 5. **Take It Easy**

Know your limits and constantly check on your guest's, they will be different.

Click [here](#) to watch the Park SMART video.

## Your Responsibility

Under Colorado law, a skier assumes the risk of any injury to a person or property resulting from any of the inherent dangers and risks of skiing and may not recover from any ski area operator for any injury resulting from any of the inherent dangers and risks of skiing, including: ***Changing weather conditions; existing and changing snow conditions; bare spots; rocks; stumps; trees; collisions with natural objects, man-made objects, or other skiers; variations in terrain, and the failure of skiers to ski within their own abilities.***

The Ski Safety Act includes cliffs, extreme terrain, jumps, and freestyle terrain as inherent dangers and risks of the sport.

Skiing is enjoyed in many ways. At ski areas, you will see people using alpine, snowboard, telemark, cross-country or other specialized adaptive ski equipment that is used by disabled or other skiers. As an NSCD representative, regardless of how you decide to enjoy the slopes, you should strive to **be an example of courtesy to others**. Your display of common sense and personal awareness can help reduce the elements of risk in skiing and serve as a role model to all who observe you. Adhere to the code listed next and share the responsibility for a great skiing experience with other skiers and snowboarders.



### **NSCD Code For a Great Skiing Experience**

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 help 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. If uncertain how to load or unload a certain chairlift, ask the attendant for instructions or help.

# Medication

NSCD guests may be taking one or several types of medications. Instructors should be familiar with the following:

- Name of the medication and reason for its use.
- Learn about the effects a prescribed medication should have upon the user, and how any intended effects, or possible side effects, may impact the user during participation in NSCD activities. All medications may cause other side effects such as sun sensitivity, loss of gross or fine motor control, drowsiness, or thirst. Find more information on medication by referring the guest file, asking the guest's primary care giver or the medication information in the NSCD Resource Center.  
[Click Here](#) for more information.
- Medication schedules should be known by the NSCD instructor so that time reminders can be given to the guest for taking his or her medication on the mountain or, if need be, returning to the lodge so that the agency leader can administer the medication.
- Most medications will be left in the lodge with the guests' secured belongings or with the parent or agency leader. Certain individuals may carry their medications with them.
- **NSCD personnel should not carry participant medications.**
- **NSCD personnel may not administer participant medications without specific credentials approved by NSCD.**

# Injury

Despite all precautions and attention to safety considerations, there is inherent risk in sliding snow sports. In the rare occurrence of an injury it is important to have a plan and a process. How you react and what you do sometimes can have great impact on the outcome.

- Create a safe environment on the mountain
- Assess the situation – YOU MUST KNOW CONCUSSION PROTOCOLS!
- Stabilize guest as soon as possible
- Seek Solution (with participant if possible)
- Call ski patrol and/or send for help if necessary
- Never leave guest alone



## Section 2

# On-Mountain Procedures



## Awareness of the Slopes

- NSCD courtesy is contagious so be polite and helpful in sharing the slopes with all users.
- Volunteers should follow all points of “**Your Responsibility Code**” and the “**Smart**” Safety Mantra when on the slopes including, but not limited to stopping on the sides of the slopes and where you can be seen, starting out again only after looking uphill, yielding to those already on a trail if merging, being alert and respecting the space of other skiers around you especially when skiing beside a participant or using tethers.
- The “Responsibility Code” is listed in the Volunteer Policies and Procedures Guide, at various locations around the resort, and in print and video by [Clicking Here](#). The

“Responsibility Code” should be taught to class participants in the first lesson and be an ongoing topic in subsequent lessons.

- **Terrain park** users should [Click Here](#) to learn about “Park Smart” and view the video. Safety education activities and information are located in the **NSCD Resource Center** to support safety education.
- Trails or areas may be closed by ropes and/or signs and are not to be accessed by employees or resort guests including NSCD guests and volunteers. Do not enter closed trails by going through the trees. It is the user’s responsibility to **know which trails are open or closed**.
- Instructors and helpers involved with any NSCD guest where a **tether** is being used should be constantly aware of their proximity to other people and obstacles around them on the mountain. It is important to understand that other skiers and riders have varying abilities and may be unpredictable in their actions.
- Instructors and helpers should proceed under the assumption that many people on the slopes may not be familiar with mountain. Also, many people may not be aware of the participant, adaptive ski equipment or use of the tether apparatus. In some cases people unfamiliar with tethering may become curious about tether’er and the participant and ski straight towards the lesson team to investigate. Instructors and helpers may need to divert path of anyone who does approach too closely or in an unsafe manner. Instructors and assistants should respect the space and unpredictable nature of other skiers and riders around the lesson team, especially when using tethers.
- All race courses are strictly off limits except the NASTAR course or a course set up for the specific NSCD group program in which the instructor and participant are involved.
- Stress the **theme of safety** to all NSCD guests. Volunteers are role models and are viewed as representatives of the NSCD and Winter Park Resort. Ski or ride in control at all times.
- Observe all posted signs and warnings including banners marking “Slow” skiing or riding or “Family” areas. Do not ski or ride faster than the flow of traffic. Do not enter closed trails by any route including by going through the trees.
- Help maintain the mountain. If fences or signs are down, please re-stand them or report the situation to the Ski Patrol.
- If an instructor or **student drops a glove, etc.** from a lift into a closed area or onto a run too difficult for the abilities of the instructor and participants, note the number of the

nearest lift tower and report it to the lift attendant at the top. Ski Patrol will attempt to retrieve the item. Instructors should not leave a guest to retrieve a dropped item.

- Volunteers who assist at the scene of an **injured person** should **mark the area** (skis crossed above the scene) and call ski patrol, giving the exact location and brief description of the injured person's clothing. Ski patrol will assess the situation and render first aid.
- Volunteers who witness an incident or are at an accident scene where there are witnesses should help obtain witness statements. Try to keep all parties involved in a collision present until patrol arrives and if parties need to leave please obtain their contact information.
- Volunteers involved in an incident should complete the **NSCD Incident Report** and other Ski Patrol paperwork in the patrol room as soon as possible and on the same day of the incident.
- The intensity of the sun is greater at higher elevations. Volunteers and guests should wear eye and skin protection.
- Volunteers should seek immediate **medical attention** from ski patrol if they or their student(s) experience adverse effects such as shortness of breath, nausea, chest pain, or unusual fatigue.

[Click Here](#) to view safety videos and learn more.

## Lift Use and Communication

- Be familiar with loading and unloading procedures. If uncertain of how to load or unload a certain lift, ask the attendant for instructions or help.
- Instructors and guests should be prepared to load the lift and communicate any lift needs, including boarding and exiting, to the attendant **before** approaching the load line, each time they load a lift.
- Use the following **hand signals** to communicate with the top station lift operator:
  - Thumbs down = **slow**.
  - Thumbs up = **fast**.
  - Draw flat hand with palm down across neck = **stop**.
- Please be courteous when interacting with ski/ride school instructors, resort employees, and resort guests in lift lines or on the slopes. The NSCD represents Winter Park Resort and should act accordingly.



- Please inform the lift operator immediately if you see a guest fall or jump from a chairlift or hear or see any mechanical problems.

## **Chairlift Loading and Unloading for Participants**

- Follow the chairlift loading/unloading guidelines
- Practice all facets of chairlift loading on a stationary chair or on the flats in a safe area at the base before loading the Gemini lift.
- Encourage skill development and independence of NSCD participants in self-loading but offer the necessary assistance.
- When showing an NSCD guest how to load a chairlift have him/her observe several chairs as they are being loaded and explain what should occur at the "wait here" line and the "load" line and when to move to each area.
- When loading the lift place the NSCD guest in the chairlift seating position at the "wait here" line that allows them the easiest access the "load here" line. If the individual has only one functional hand or arm load the person on the side where he/she can best assist his/herself or be assisted. An individual who lacks use of both arms should be positioned between the lift operator and the instructor or between two instructors whenever possible.
- Communicate to the lift operator any special help required before leaving the "Wait Here" line.
- When unloading, check that no clothing or equipment will be caught upon chair departure and, if being used, detach seat strap.
- Get off of the chair at the area indicated by the "Unload Here" sign. Remain on the chair if things do not work out right for a safe departure and wait for the lift to stop. Do not jump from chairlift.
- Clear the unload area quickly. Find a location away from the unload area to adjust equipment or provide instruction.



## Chairlift Loading and Unloading for Sit Ski Participants

This video link shows a **loading procedure**. Click [here](#) to watch.

This video shows an **unloading procedure**. Click [here](#) to watch.

- Follow the chairlift loading/unloading guidelines
- Practice and be familiar with all facets of loading/unloading a sit-ski onto a chairlift. To practice, stationary chairlift seats and benches are located in Sorensen Park or other places around the base area.
- Prior to loading and outside of the lift loading area:
  - Determine roles (who will count, on which side each will stand and who will attach the seat strap)
  - Follow the steps of the acronym **STOPP** before loading any lift.
- **S.T.O.P.P.**
  - S = Seat strap** - Place in an accessible location such as clipped to the skier's collar
  - T = Tethers** - Remove and securely stow away

For Outriggers – Remove and securely stow fixed riggers, or the skier should appropriately place hand held riggers in a position to aid themselves in loading the lift, or crossed in their lap during a full assist.

**P = Pin** - Pull the loading pin or unlock the loading mechanism

**P = Practice** - The team of participant, instructor and helper should perform a practice lift to make sure of timing, weight, and that all items are ready for loading

- Explain to every NSCD guest how you are going to **load them on a chairlift**. Have him/her observe several chairs being loaded and explain what should occur at the "**Wait here**" line and the "**Load**" line and when you move to each area.
- Communicate to the lift operator any special help required such as a slow down or assistance with loading/unloading before leaving the "**Wait Here**" line.
- At the "**Wait Here**" line make sure that the neither skier's feet are not extended into the pathway of the moving sit-ski.
- When riding any lift, all sit-ski devices (mono, dual and bi-skis) must be connected to the chairlift seat with a seat strap as soon as possible after loading. Exceptions may be authorized otherwise by NSCD senior management.
- When **unloading**, check that no clothing or equipment will be caught upon chair departure and, if being used, detach seat strap.
- Get off of the chair at the area indicated by the "**Unload Here**" sign. Remain on the chair if things do not work out right for a safe departure and wait for the lift to stop.
- Clear the unload area quickly. Find a location away from the unload area to adjust equipment and/or provide instruction for next steps.



## Chairlift Loading When Teaching Groups

The instructor should adhere to the basic guidelines listed previously and also do the following:

- Allow the class to experience loading/unloading the lift with classmates by practicing on the stationary chairlift seats or benches located in Sorensen Park or other places around the base area.
- Organize the class before entering the lift line. Students should be partnered (with other students or assistants) and know the loading/unloading process prior to entering the line.
- Before boarding the lift, ask the lift attendant for a slow down or assistance with loading/unloading his/her class.
- Ride with the least skilled student(s) in the class or with those who require seat straps.
- Load the lift with his or her partner(s) an appropriate distance in front of the rest of the class to have time to set up for unloading assistance.
- Assist his or her partner off of the lift at the unload ramp, if necessary, and ask them to wait in a designated area that is clear of the unloading area and skier traffic.

- Remove his/her own skis/snowboard, store it in a safe place, and then assist other class members off of the lift.
- If other instructors or helpers are present they should assist the class members with loading and ride the last chair with the remainder of the students.

## **Chairlift Evacuation Procedures**

*Note:* Ski patrol (evacuation team) works at the direction of the area management to evacuate passengers from the chairlift.

## **Decision to Evacuate**

In the unlikely event that a lift is unable to unload its passengers the evacuation team should generally follow the steps listed below once a decision to evacuate has been made and the chairlift has been “locked out.”

## **Evacuation Priority**

The evacuation team will move along the chairlift line and ask instructors about any special needs of the participant. Participants with thermoregulatory problems, diminished circulation, cognitive or behavioral concerns or other outstanding needs may be given special instructions or evacuated first.

## **Releasing of Equipment**

Once a specific chair is to be evacuated, ski patrol may ask the instructor to lower on the patrol rope any excess gear such as outrigger, sliders, or ski bikes. Generally, instructors, snowboarders, stand skiers, and sit skiers will not remove skis/boards and will be lowered to the ground with all of their equipment.

## **Lowering the Stand Skier or Helper with an Evacuation Device**

An evacuation seat will be raised up to the chair and drawn toward the helper or stand-up participant via the evacuation rope/system. The evacuee will draw the evacuation seat



under their thighs and don the shoulder strap and the helper will then be lowered. Once on the ground they will assist with securing any previously lowered equipment and the participant. If no helper is present the participant will be lowered first followed by the instructor.

## Raising of Evacuation Device, Lowering of Sit Skier

The evacuation system including a carabineer will be drawn to the chair and toward the instructor. He or she should then attach the locking carabineer on the patrol evacuation system to the loops of all points of the sit skier's evacuation strapping system thus connecting them together, lock the carabineer and re-check all evacuation straps and attachments. The instructor should **confirm that the sit ski waist and hip straps are still fastened securely around the guest**, and then inform the evacuation team on the ground that they are ready for evacuation. Once all patrollers holding the evacuation rope are ready, the evacuation team will tell the instructor when to release and stow the seat strap/line/ carabineer of the sit skier. The evacuation team will then ask the instructor to gently ease the sit ski apparatus forward off of the chair, and may ask the instructor to rotate it so the skier's head is protected from the chair or other obstacle. The instructor will spot the skier's head as he or she is lowered past the chair and the instructor's legs. The skier being evacuated should keep his or her hands in their lap unless otherwise instructed by the evacuation team as he or she is lowered to the snow. Once on the ground, the helper should secure the skier until the instructor has been evacuated.

## Raising of Evacuation Device, Lowering of the instructor

The evacuation team will lower the instructor to the snow with the evacuation seat in the same manner used for the helper or stand participant.

## Clearing the Hill

Once all parties have reunited with their equipment, the instructor should assist the participant to the bottom of the hill. The instructor should ask patrol for assistance if the terrain or situation is inappropriate for the instructor, skier, or helper. In that case the instructor may help load the skier into a patrol toboggan or other conveyance for transport by ski patrol to an appropriate area of the trail or to the lodge. All gear should be accounted for and removed from the hill.

The National Ski Areas Association, the National Ski Patrol, the American Association of Snowboard Instructors and the Professional Ski Instructors of America endorse this code.

Skiing is a positive environmental experience. Help us care for the environment.

- Colorado law prohibits riding the lifts or skiing while under the influence of alcohol or drugs.
- Colorado law requires that you give your name and current address to a ski area employee before you leave the vicinity if you are involved in a collision resulting in an injury. Witnesses are encouraged to contact a ski area employee.
- Do not enter closed lands adjoining a ski area.
- Winter Park has zero tolerance on closed trail violations. Violator's pass will be revoked for the season.
- Do not disembark from a chairlift except at a designated area.
- Snowcats, snowmobiles, snowmaking and other equipment may be encountered at any time. Stay clear.
- No sledding allowed.
- Mechanical problem with the lift.

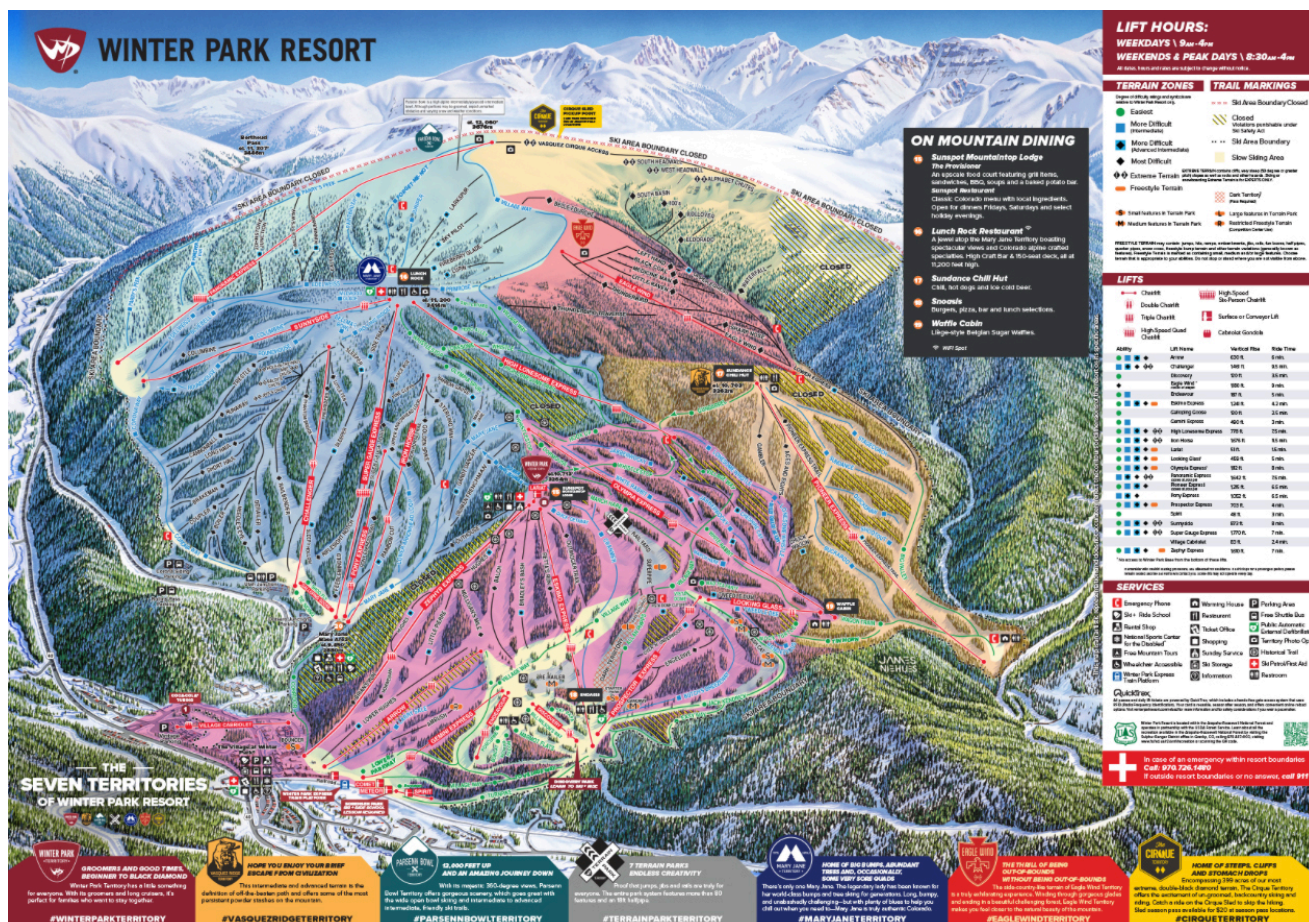
## **Priority Lift Access Policy for NSCD Participants**

Instructors and NSCD guests should always use the public lift lines unless one of the following descriptors applies:

- Guests using or not using outriggers that have extreme strength and endurance challenges.
- Guests who have extreme focus or personal space challenges.
- Lesser-skilled sit ski apparatus users.
- Lesser-skilled participants who have blindness, who are wearing a blind skier/rider bib, and are accompanied by an instructor wearing a guide bib.
- When possible please limit line cutting at all lifts especially the Discovery Lift. Participants should be taught how to navigate lines, interact appropriately with other resort guests and staff, and to behave appropriately while waiting their turn to board a lift.

- **Volunteers are not permitted to cut lift lines at any time other than those situations outlined above.** Volunteers and instructors who need to catch up with an NSCD lesson should utilize the singles line or offer to share a ride with a ski school class. Instructors must be wearing an NSCD uniform vest or jacket and accompanying a qualifying participant to cut a lift line.

**NSCD SIT SKI EQUIPMENT IS NOT ALLOWED IN TERRAIN PARKS OR PIPES**



## Terrain Selection For All NSCD Guests

Safety, enjoyment and progress are all enormously affected by the terrain you choose for your guest. It is among the most important decisions you make. Knowing the mountain is one of the key responsibilities for all NSCD Instructors.

Generally, the following terrain is chosen while teaching **regardless of the guest's diagnosis or adaptive equipment**. These ability designations do not coincide directly with the color/difficulty designations on the trail signs. Appropriately match terrain selection with the skills of the guest. If for any reason you are unsure of the terrain, the guest's ability, or where you should be on the hill with your guest please contact your assigned NSCD coordinator for help. Do not take guests to areas not commensurate with their abilities. Use these guidelines as a reference point.

[Click Here](#) for an interactive trail map.

## Terrain and Run Descriptions

TERRAIN	RUNS
Beginner/Easiest	Sorenson Park
<ul style="list-style-type: none"><li>• Instructors should begin new learner lessons on the flat or gradually sloped areas in and around Sorensen Park, the designated teaching area located north of the Gemini lift.</li><li>• Introduce on the flats, walking/sliding in a straight line, walking/sliding in circles, body position, and sidestepping.</li><li>• Side step 5 - 10 feet up the hill (provide assistance, if necessary) and practice straight runs, gliding wedges, gliding wedges to stops, and outrigger assisted stops. The magic carpet lifts may be used but remember the value of developing pressure and edge skills via sidestepping activities. Sit skiers may not be seat assisted up the Spirit lift.</li><li>• Sit-skiers should work on balance, outrigger skills, stopping and basic turns in Sorensen Park or other safe areas at the base before proceeding to the Gemini Express lift and to Discovery Park.</li><li>• Once able to stop, the guest <i>may</i> be ready for the chair lift. NSCD guests (snowboard, ski bike, stand ski, monoski, or biski with hand held outriggers should be able to balance and stop independently before riding the lift. Contact the NSCD coordinator if the student has excessive difficulty learning to balance or stop.</li></ul>	



TERRAIN	RUNS
<b>Beginner</b>	<b>Discovery Park/Bill Wilson's Way &amp; Village Way from Turnpike</b>
	<ul style="list-style-type: none"> <li>• After riding the Gemini Express lift (with assistance if necessary), instructors teaching any NSCD lesson, regardless of equipment or apparatus, should use Discovery Park for beginning instruction via Marmot Flats and Wilson's Way until the learner can stop reliably without help and can effectively link round turns that control speed (wedge turns or the equivalent for outrigger users, sit apparatus users, and snowboarders) in both directions. Contact NSCD program coordinator for advice if this terrain does not work in your lesson plan.</li> <li>• Please use appropriate instruction techniques (two-point hold, follow the leader, etc.) and/or assistive devices (fixed tip connector, edgie wedgie, etc. when teaching beginners for the safety and ease of both the guest and instructor. Develop a plan for safe removal of assistive devices.</li> <li>• The instructor should help the guest achieve a sense of accomplishment and security. Sliding faster, skiing or riding higher on the mountain, or using more difficult slopes does not singularly indicate a higher level of success, quality of experience, or mastery of skill. Please use appropriate pacing and trails to enhance learning.</li> <li>• Guests and their instructors may access Turnpike or Village Way to practice skills and exit the slopes or download the Gemini Express lift to avoid congestion on Village Way or Turnpike. Guests using a walker/slider apparatus should ski on Discovery Park trails and Turnpike. Sorensen Park, Discovery Park, Turnpike, the top half of Jack Kendrick, and Easy Way are areas appropriate for the use of a two-point hold or reins. Note: Village Way from Turnpike provides base access, although precautions should be taken as it narrows and steepens at the end and there is no access for NSCD snowmobile pickup. Use Turnpike as an acceptable alternative trail to the base area.</li> <li>• The trail beside the Spirit Lift in Sorensen Park may be used as a possible stepping-stone to Jack Kendrick trail.</li> </ul>

<b>TERRAIN</b>	<b>RUNS</b>
<b>Beginner/Novice</b>	<b>Jack Kendrick to Easy Way, Turnpike or Village Way</b>
<ul style="list-style-type: none"> <li>• Use Upper Jack Kendrick and Easy Way for more skilled beginners before any of the slopes listed below</li> </ul>	
<b>TERRAIN</b>	<b>RUNS</b>
<b>Advanced/Beginner/Novice</b>	<b>Vista Dome to Village Way, Lower Phipps, March Hare to Village Way, Village Way to Parkway to Base</b>
<ul style="list-style-type: none"> <li>• Use the types of slopes listed above if the student is able to control speed through turn shape using a wedge christie (or the equivalent for 3-T, 4-T, sit skiers, snowboarders and ski bikers). These areas are for participants of advanced beginner ability and above.</li> </ul>	
<b>TERRAIN</b>	<b>RUNS</b>
<b>Intermediate</b>	<b>Butch's Breezeway, Cranmer, White Rabbit</b>
<ul style="list-style-type: none"> <li>• Use the type of slopes listed above if the student can control speed via turn shape using an entry level parallel (or the equivalent for 3-T, 4-T, sit skiers, snowboarders and ski bikers). These areas are for users of intermediate ability and above.</li> </ul>	
<b>TERRAIN</b>	<b>RUNS</b>
<b>Advanced Slopes (Blue/Black)</b>	<b>Bradley's Bash, Little Pierre, Hughes</b>
<ul style="list-style-type: none"> <li>• Use the type of slopes listed above if the student can control speed through turn shape and edge control while skiing open stance parallel (or the equivalent for 3-T, 4-T, sit skiers, snowboarders and ski bikers). These areas are for advanced participants.</li> </ul>	

## Section 3

# Program Procedures



## Progress Reports

- Progress reports are traditional medical office type charts containing medical, therapeutic goal, and educational information about the guest including their activity progress with NSCD. Progress reports are issued to instructors at the beginning of each teaching day by the NSCD program coordinator. These charts contain sensitive information and the contents should not be discussed with others, in public or private, who are not involved in the lesson. Charts should be kept in a secure place, preferably in the program file box, when not being read or updated.

- All instructors should fill out a daily progress report on their guests to document activities occurring during lessons and activities at NSCD. The instructor, not the Bronze Level lesson assistants, should write and sign the report.
- Be specific and thorough when filling out progress reports. Clearly state the goals of the day and if they were or were not achieved, helpful teaching information, and future goals. Use who, what, when, where, why, and how to describe the events of the lesson. In case another instructor works with the student, he or she should be able to read the report and know how the guest is progressing and what should be taught next. Speak with the NSCD program coordinator if diagnosis understanding, communication, equipment, or technique help is needed.
- Document any special needs of the guest, medications, particular behavior issues and solutions, and adaptive equipment. Place a reminder note on the front of the file (in addition to speaking with the NSCD program coordinator) if help is requested from the NSCD program coordinator. Document daily, with the equipment shop, any equipment changes made or needed. Complete communication within the team allows for the best experiences and safety for the guests and instructors.
- Report cards and Tip of the Day cards can be obtained from the NSCD program coordinator and given to the guest so she or he and/or the parent or guardian can chart the progress.
- Guests skiing at advanced levels should be encouraged to participate in the NSCD Competition Center activities or in the special programs that focus upon this level of skiers and riders. NSCD program coordinators have information on these activities.

## NSCD Guest Confidentiality

Personal information of NSCD guests gained by any means, including via discussion, participant information forms or progress reports, is confidential and may only be shared with other NSCD or associated personnel who have a need to know the information.

## NSCH Daily Program Procedure

1. Arrive at least ½ hour before guests are due to arrive.
2. **Park** in the Vintage Lot and ride Cabriolet to base area (fee to park), park in covered structure at base area (fee to park), park in the North Bench Lot and walk to base area via the pedestrian bridge, or park in outlying lots and ride shuttle buses to base area (no

parking fee). Click on [Click Here](#) to download a **parking map**. [Click Here](#) to download a **bus schedule**.

3. Due to limited storage space at NSCD please bring as few personal items with you as possible. Store all personal items in pay lockers in the basement of West Portal Station or Balcony House. Cubby storage at NSCD is reserved for NSCD guests.
4. Sign in at NSCD Volunteer Services mobile station in West Portal Station and pick up your volunteer vest.
5. Check in with the program coordinator at the designated location at least 20 minutes prior to group arrival time.
6. Participate in Instructor's Corner education session and visit the NSCD Resource Center for teaching support materials and additional information.
7. Receive the your teaching assignment and agency name, read the progress file to learn information about the guest and his or her diagnosis information, goals, and other pertinent information; learn about lunch time and departure time.
8. Meet the guest, discuss goals, set the daily plan, use the restroom and gather equipment.
9. Enjoy morning activities and rest breaks on the slopes.
10. Lunch time – Volunteers stay with guests over lunch unless dismissed by the agency leader during lunch period. Lunch time is a good opportunity to learn more about the guest and gain deeper rapport.
11. Enjoy afternoon activities and rest breaks on the slopes.
12. Return equipment (support guest independence here). Summarize the day with the guest and point out highlights and accomplishments; set goals for the next lesson and explain what will happen next time.
13. Reunite the guest with the agency leader and assist to bus, if requested.
14. Check in with the NSCD program coordinator, complete participant progress notes, debrief with the program coordinator for the day, and update equipment needs with NSCD equipment shop before taking some free turns on the slopes or checking out for the day.

## Helmet Policy for Volunteers

- "On Duty" - refers to volunteers while volunteering.



- “Ski/Skiing” - will collectively include both skiing and snowboarding.
- Any NSCD personnel on duty and required to, or elects to, ski or ride, in or out of uniform, is required to wear a snow sports helmet at all times. When worn properly, snow sports helmets have shown to offer a degree of protection from certain head injuries. The snow sports helmet must be compliant with the American Society of Testing and Materials ASTM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent substitute or replacement for ASTM F2040-06.
- In all cases helmets must be worn as intended (i.e. chin strap must be utilized), and any graphics, designs, stickers, etc. on the helmet must be appropriate and aligned with the company’s harassment and uniform policies.
- Any volunteer who does not comply with wearing a snow sports helmet while skiing on duty will be subject to disciplinary action up to and including termination without notice.

## Helmet Policy for Participants

- A snow sports specific **helmet is required** to be worn by participants at all times when engaging in an NSCD alpine snow sports lesson or program, unless the waiver on the current year NSCD equipment form is executed by Participant or by the Participant’s parent or guardian if Participant is a minor or protected person. Participants with brain injury diagnoses and/or those using sit ski equipment are not eligible to opt out of the helmet requirement. If the Participant does not have a helmet, one will be provided if the size needed is available in the NSCD current size run. NSCD alpine and snowboard lessons include the use of a helmet.
- [Click Here](#) for more information on the benefits and limitations of helmet use.