



2023-2024 Staff Handbook

Jay Barranger – Director

Office Phone : 208-255-3069
jbarranger@schweitzer.com

Leadership Team

Jessica Trygstad – Assistant Director

JJ Briggs

Kyle Furlong

Amanda Raup

Office Phone : 208-255-3078

Snowsports Cell Phone : 208-597-5887

Patrol Dispatch : 208-603-2173

snowsports@schweitzer.com

Snowsport web site: <https://smr.snowportal.com>

This handbook will change and evolve with our staffing needs!

This handbook is a supplemental piece to the Schweitzer Mountain Employee Handbook. Some of the items contained within are unique to our department and others are just some basic operational policies.

Contents

- Mission Statement 3
- Employment Information..... 3
 - Employee Classifications 3
 - Personal Appearance / Uniform Policy 4
 - Free Skiing & Riding Privileges 5
- Staff Scheduling..... 5
 - Absences 6
 - Daily Expectations 6
- Wage and Salary Administration..... 7
 - Pay Grades..... 7
 - Pay Incentives..... 7
- Training..... 10
 - Paid Training..... 10
 - Unpaid Training 10
- Lesson Experience..... 11
 - Junior Assistant Staff 11
 - Cocoa Yurt 11
 - Lesson Levels..... 12
 - Lesson Locations 13
- Programs 14
- Safety 17
 - Your Responsibility Code - Updated in 2022..... 17
 - Park Smart..... 18
 - Separated Student Procedure 18
 - Chairlift Safety 19
 - Helmets 19
 - Injury Procedures 20
- Benefits 23
 - Locker Room Use..... 23
 - Ski/Board storage..... 24
- Valuable Data Worksheet..... 25

Mission Statement

To Shape the Future of Mountain Adventure

Employment Information

Employee Classifications

These employment categories and classifications are designed to allow Team Members to understand their employment status and their eligibility for corresponding benefits. All employment remains “at-will,” however, and these classifications do not alter that status or guarantee employment for any specified period. Accordingly, the right to terminate the employment relationship at will, at any time, for any reason, with or without notice, is retained by both the Team Member and the Company. For Resort status information review Schweitzer Mountain Employee Handbook.

Status	Schedule	Benefits
Seasonal Full Time Status	Scheduled a minimum of 4 days per week	Qualifies for all pay grades Locker room storage
Seasonal Part Time Status	Scheduled a minimum of 2 days per week. Must be available weekends through the end of Funatics program	Qualifies for all pay grades Locker room storage
Occasional - Temporary Status	Minimum of 12 days during the season ONLY during peak days	No dependent benefits at this status Limited locker room storage

Director and Supervisor Offices

We have an open-door policy in our department that literally means the doors stay open. However, if you notice the door is closed, please respect that signal, and do not interrupt. It is also important to respect these spaces as personal locker space as well as office workspace. We ask that you do not borrow items or help yourself to any item with our first asking permission.

Sales Office

The Ski and Ride Center Sales staff can be a useful resource for checking in after a lesson if they are available to do so. Our sales staff is often very busy with guests, phones, and other work, please be respectful and use discretion before asking. It is by no means their “job” to assist you in finding out your next assignment. Please also keep in mind that it is not their job to assign lessons. If you have a question about a lesson assignment, ask your supervisor first. Please do not help yourself to their workstations to access a computer, staff computers can be found in the Administrative Office or in the Locker Room.

Performance Evaluations

Our goal is to provide you with a written performance evaluation at least once during the season. These evaluations are part of your personal file and are intended to give you an idea of how things are going, not as a disciplinary tool. During these evaluations you are encouraged to give your leadership team feedback as well.

Coaching Statements

Coaching statements are an opportunity for you to sit down and discuss performance issues with the leadership team. These are written statements that can be used for both positive and negative issues that arise during the season and will be added to your personal file with Employee Services.

Department Communication

We don't expect you to know everything, but we expect you to know how to find out. You shouldn't answer a guest with "I don't know", instead use the following resources:

<https://smr.snowportal.com/> - private site for coach information. Review this site for updates on training opportunities, department messages, and answers to questions.

<https://www.schweitzer.com/> - general resort information. Review for resort events and product offerings.

Personal Appearance / Uniform Policy

Presenting a polished image has a direct impact on our guest's experience. Our guidelines allow for everyone to express their individuality however, you are expected to exercise good judgment and commitment to maintain a professional, well-groomed appearance while at work. Failure to comply with the appearance guidelines may result in disciplinary action, up to and including, termination of employment.

Your company provided uniform consists of a: jacket/shell, and a name tag. If needed, the Company Store will also provide a helmet and black pants. Uniforms are checked out/in through the Company Store. When it is dirty or damaged, please return it to the Company Store for laundry and repair. Please do not wash at home, as it voids our uniform warranty.

Uniforms must be returned on your last day of work otherwise you will be charged for them.

All coaches are required to wear the Snowsports School uniform when teaching and to conform to the standards described below. Additional Snowsports School tops (purchased from the school) may also be used as a uniform piece when combined with your Schweitzer name tag.

Uniform Standards

- Uniforms cannot be worn when skiing/riding off the clock.
- For safety reasons, uniforms must be of an appropriate size. Pants worn at the waist.
- No smoking, drinking, or any other off duty activity in uniform.
- Inner garments may not hang below the Uniform top.
- The Uniform top, pants and pockets should be zipped closed.
- Uniform pieces, including personal clothing and accessories, cannot have visible tears, stains, or duct taped repairs.
- Ball caps, beanies and helmets may be worn provided they are in good condition and in good taste (not promoting substance use, political views, or other resorts). They are to be worn above the eyebrows, not covering the eyes.

Grooming Standards

- Hair should be clean and not covering facial features.

- Facial hair should be groomed and maintained. Please do not start a new beard during the season.
- For safety reasons Earrings and Facial rings should be studs or closed gage loops.
- Tongue rings are allowed provided they do not impede speech.
- Perfume should not be worn to excess.
- Basic hygiene is expected, and excess odors will not be acceptable.

Helmets

NEW - Employees who are required to ski or ride while in uniform or in connection with their job duties are required to wear a helmet. Helmets must be worn as intended (i.e., chin strap must be utilized), and the only graphics, designs, stickers, etc. on the helmet that are acceptable are those promoting the Company, and which are otherwise appropriate and aligned with the Company's Anti-Harassment Policy and Company's Employee Appearance Standards. This helmet must be compliant with ASTM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent substitute or replacement for ASTM F2040-06.

Should you not have your own personal helmet you can check one out through the Company Store.

Personal Conduct

As a Schweitzer Mountain Snowsports School coach you are in constant contact with our resort visitors both on the mountain and the base area. Your behavior on the job and in the workplace is very important. Everything you do reflects not only upon yourself, but also on your fellow employees, your department, and ultimately on Schweitzer Mtn. Resort. It is our expectation that you will conduct yourself in a manner that is professional and always exemplify the values of Schweitzer.

Free Skiing & Riding Privileges

You are free to ski and ride on days off and between work assignments as long as you are not in uniform. If for any reason your pass does not work to access the chairlift, please see your supervisor immediately. This is our way of letting you know that we need to chat, have an urgent message, or need to relay a lesson assignment.

Staff Scheduling

Season long schedule

Your schedule is built based on your Schedule Commitment Form. Please review your SeeBooks schedule early season and follow-up with a supervisor if you find potential errors. Once the schedule has been set our expectation is that you will be on the mountain ready to work on those days. Check the schedule for your anticipated start and end times for the day.

Permanent changes to your season long schedule may be made with approval from your scheduling supervisor. Requests **MUST** be presented in writing at least a week in advance to the scheduling supervisor and discussed before changes are made to your SeeBooks schedule.

If for any reason you are unable to work a scheduled day you will need to do one of the following:

Absences

Planned Absence

When you need additional days off, please fill out a Day Off Request Form at least 1 week in advance. This form can be found on the supervisor's office door. A supervisor will reach out for clarification and may ask you to help find a substitute. When we ask for you to help us find a substitute, that coach must be able to teach the same discipline and program as you.

Unplanned absence

Call the supervisor cell phone prior to 8 am and **leave a message**.
Supervisor Cell phone # (208) 597-5887

If you are sick don't forget to request your sick pay through UKG.

Peak Days

On peak days we will need extra staff on the schedule. Please take into consideration the peak times at the mountain and avoid scheduling your own vacation time within those dates. Peak Days include: The two weeks of winter break, MLK weekend, President's weekend and the week following, which is typically Seattle Winter Break week, and Funatics weekends.

Daily Expectations

Everybody is expected to be signed in to SeeBooks and to be ready to teach by 8:45 (or earlier) each day.

It is your responsibility to check for lesson assignments on the white board and SeeBooks when you arrive. You need to be at all assigned lineups **15 minutes before lesson departure** to receive any additional instructions and to greet guests. Please discuss with a supervisor any issues or concerns you may have with that assignment. If you do not see your name anywhere on the white board or See Books **you are required to be available on site by 8:45 am and be at the 9:45 am line-up and the 12:45 pm line-up** unless otherwise assigned. You are considered off duty unless you are teaching, in a clinic, or on a specific assignment. You are free to enjoy your season pass before, between, or after your work assignments, but be sure to **be out of uniform**. When we have a work assignment, we will contact you by phone, text, SeeBooks, or in person with information of when and where you are needed.

In short.....

- Sign into SeeBooks and be on the snow
- Check SeeBooks, the Hill Sheet (Privates), and the whiteboard for lesson assignments
- Punch in to UKG and transfer to correct program pay rates
- Always attend the 9:45 am and 12:45 pm line-ups, unless on another assignment
- You are then off duty until given a specific assignment (teaching or otherwise)
- Respond promptly when contacted by phone, text, or Seebooks.
- Check-out with a supervisor before leaving for the day.
- If you are on a Private, check in with a supervisor immediately afterwards as you may be booked on another private or other assignment.
- Punch out on UKG and transfer to correct program pay rates.

Wage and Salary Administration

Pay Grades

The text in **RED** is what it will look like in your Workday profile.

Grade 7 Grade 4/ Certified Instructor level 3+ Point total of 30+ AND Current Certification Level 3+ AND Minimum 8 years prior experience AND Minimum 70 Request hours OR, Minimum of 250 teaching hours OR, Commitment to Funatics and/or MX	GP /non-teaching Assigned Funatics -MX Request private	\$15.02 \$24.00 \$27.50 \$36.00
Grade 6 Grade 3/ Certified Instructor level 3 Point total of 25+ AND Current Certification Level 2+ AND Minimum 25 Request hours OR, Minimum of 125 teaching hours OR, Commitment to Funatics and/or MX	GP /non-teaching Assigned Funatics -MX Request private	\$15.01 \$23.00 \$26.40 \$34.50
Grade 5 Grade 2/ Certified Instructor level 2 Point total of 20+ AND Current Certification Level 2+ AND Minimum 10 Request hours OR, Minimum of 90 teaching hours OR, Commitment to Funatics and/or MX	GP /non-teaching Assigned Funatics -MX Request private	\$14.05 \$22.00 \$24.75 \$33.00
Grade 4 Grade 1/ Certified Instructor level 1 Point total of 10+ AND Current Certification Level 1+	GP /non-teaching Assigned Funatics -MX Request private	\$14.04 \$19.00 \$23.10 \$31.00
Grade 3 Grade 0/ Non-Certified Instructor Point total of <10 AND Commits to a regular schedule of 1+ days/wk. (min 16 days)	GP /non-teaching Assigned Funatics -MX Request private	\$14.03 \$17.00 \$21.45 \$28.50
Grade 2 Assistant/Temporary/ Occasional Junior Assistant OR Non-certified Temporary or Occasional –12-16 PEAK days	GP /non-teaching Assigned Funatics -MX Request private	\$14.02 \$16.00 \$20.90 \$26.50

Pay Incentives

Pay outs will be on the pay period following the pay period the benchmarks are met.

Teaching Hours

100 hours = \$50	150 hours = \$75	200 hours = \$100	250 hours = \$150
300 hours = \$200	350 hours = \$250	400 hours = \$300	450 hours = \$350

Request Groups / Privates

This is paid out as a one-time bonus on the paycheck after you reach request hours milestone. To count as a request, the guest must ask for the specific coach at the time of sale. Private Request hours are given only if the coach teaches the lesson, no-shows are not calculated. We cannot guarantee the guest, or you, that the requested coach will teach that group.

Request Group Lessons are for Funatics, MX and Nice Turns (8-week programs only).

1 Request = 1 point per kid/per hour

For example: Johnny Doe requests Coach Jane for Funatics at 6 hours for 8 weeks which equates to 48 points

Request Privates are 1 request hour for each hour taught.

For example: 3hr Request = 3 Request Hours

25 requests = \$25	50 requests = \$50	75 requests = \$75	100 = \$100
125 = \$125	150 = \$150	175 = \$175	200 = \$200
250 = \$250	300 = \$300	350 = \$350	400 = \$400

Establishing your Pay Grade

At the beginning of each season, you will be assigned a pay grade determined by accumulating points in the Valuable Data information found below (see end of handbook for a copy of the Valuable Data worksheet):

- # of days you commit in the current season
- # of additional disciplines that you are qualified to teach
You must be checked off by a supervisor or trainer on your teaching/tech skills before receiving these points
- Current Certification(s) – *Dues and educational credit must be current*
- # of years experience in the Snowsport School industry. Including the current season
- # of years at Schweitzer Mountain. Including the current season
- # of clinic hours you attended in the previous season, not including New Hire or Rehire required trainings - **NEW**
- # of request hours you taught in the previous season
- The subjective score will be given/calculated in March of each year and carry forward into the following year. Multiple supervisors will be involved and reach a consensus for each coach.

Subjective Score

Two or more supervisors will evaluate each staff member once a year in the spring. The results will be reflected points towards your pay grade for the following year. Evaluations are done in these 4 areas:

1. Timeliness/dependability a.m. meetings, line-ups, privates, no extra days off, getting substitutes when needed.
2. Initiative/extra effort/ motivation hustle factor, solves problems on own, proactive to assist others, works extra days, stays the whole day, this does not include clinic attendance or # of days scheduled.

3. Professional demeanor brings extra positive energy to staff, looks on the bright side, positive tone, represents professionalism.
4. Flexibility adapts to changes effortlessly, willing for anything, this does not include ability to teach extra disciplines.

Moving Up a Pay Grade

NEW - Staff may move up a paygrade during the season if they acquire additional certifications and meet all the requirements of that higher paygrade. It is your responsibility to share your certifications updates with Leadership to have your pay grade change take effect. Leadership will then update your Valuable Data and pay rate with HR. This pay change will be processed on the pay period following the receipt of your certification update.

Moving Down a Pay Grade

Staff may be moved down a paygrade if they don't meet the qualifications. Examples include: PSIA/AASI dues are not current, Continuing Education Credits are not current or you change your employment status. Accommodation may be made for injury, illness, or other unforeseen events.

New Staff with experience 'GRACE' points

Experienced staff who are new to Schweitzer will be given the following credit for the combined point categories of clinic, request private points, and subjective score.

Level 3 = 6 pts.	} These are considered "grace" points. They negate the <i>request hours, teaching hours and subjective score</i> requirement on the pay grade. When moving up a pay grade during the season you lose the "grace" points. Your second year at Schweitzer you lose "grace" points.
Level 2 = 4 pts.	
Level 1 = 2 pts.	

Paid non-teaching hours

Paid, non-teaching hours do not count towards hourly accruals for incentive levels. Examples: paid clinics, setting up/tear down of kid's area, and running the SunKid.

Line-up Pay

NEW - Line-up pay is based upon being at a designated line-up 15 minutes prior to the lesson You will receive 15 minutes of pay for each line-up that you arrive on time. During these 15 minutes anticipate participating in a morning meeting with leadership or a daily warm up followed by meeting and greeting the guests.

Coach Rank

Everyone must be ready and willing to work any and all programs they have been trained or certified to teach. Daily lesson assignments may be altered depending on business levels, available staff and the needs of the guest. Additionally, we take coach fatigue, lesson fatigue and staff that are on time or late into consideration.

No-Show Private lessons

If a private lesson no-calls/no-shows and we do not reassign you in that timeframe, you will be compensated for your time. Enter your time in UKG the same as if you had taught it (Assigned or Request rate), and add a note in the comments that it was a no-show. A cancellation ticket may also be issued. If

you are re-booked within the timeframe of the no-show lesson, only enter the amount of time that you missed out on.

Entering Pay - Updated

Right before you walk over to line-up (or at your paid morning meeting), go to the **UKG** mobile app or <https://alterramtnco.prd.mykronos.com/> on a web browser and clock in (transferring to the correct position). You can use the tablets or computer in the locker room. As soon as you finish your lesson clock back out (including for lunch breaks).

Please do not clock in and out while in high traffic areas and be mindful of the appearance of many staff being on their cell phone.

Visit the SnowPro Portal <https://smr.snowproportal.com/> for step by step directions in pdf format.

Training

Paid Training

Returning Staff are required to complete pre-season indoor and on-snow trainings. These training dates are sent out to you prior to the season starting. There are limited make-up days if you are unable to attend on the predetermined days. You are not allowed to begin teaching until these trainings are completed. These trainings are paid at your non-teaching rate. You have the opportunity to shadow 2 lessons a season and choose the coach you would like to shadow. These shadow lessons are paid at your non-teaching rate once you turn in a shadow form.



1st Season Coaches are required to attend New Hire Training which includes time both on and off snow. Additionally, you get paid to shadow two lessons a season, a supervisor will assign you to an coach to shadow.

Occasionally we will provide paid group training throughout the season. These opportunities will be listed on the Training Board and the clinic leader is required to fill out the training logbook. Attendees must fill out a Clinic Summary Sheet, under the Training Board and turn it in to get paid.

Unpaid Training

We will provide ongoing training throughout the season. You are encouraged to communicate with supervisors and request training topics that interest you. The training board will have training topics, dates, times, and clinic leaders posted on a regular basis. It will also have divisional calendars, applications, and articles posted. All official clinics will be documented in the "Training Logbook," located in the supervisor office. It is the responsibility of the clinic leader to fill out this training book accurately and legibly. Include clinic leader name, time of clinic, topic (clearly described), and participants first and last name. All this information is clearly described inside the training logbook front cover.

Lesson Experience

Junior Assistant Staff

Junior Assistants are the greatest asset to Kids Lessons. They are helpers to lessons and are essentially doing on-the-job training to become coach.

Their role can include:

- Pick up fallen kids, put back on gloves, goggles etc.
- Assist the coach in keeping students learning and entertained while keeping the groups together
- Returning a student to Kinder Kamp if the child is finished early
- Stay with a child who needs a quick break
- Taking a child for a restroom visit

DO NOT split your group and assign students to a Junior. Do not put them into a situation that will be beyond their scope, leading to an unsuccessful lesson for both the student and the Junior Assistant.

Cocoa Yurt (Kids Hut)

Our yurt provides a place for classes to get warm, for a QUICK (5 to 10 minute) warm-up and refreshment. The yurt is available to all Snowsports School lesson clients but is most often used for kid's group lessons. It is not intended to be part of the lesson or a space to hang out. It is a great place to write out Progress Cards while your students are warming up.

- Cocoa is not part of every lesson, it is there if you need it.
- Kids may not be left unattended in the yurt for any reason or for any length of time.
- It is everybody's responsibility to keep this space clean. If supplies are needed, please notify your supervisor.
- The coach is responsible for mixing and serving the cocoa as we do not want guests in the food prep area. Use cold water to cool off if needed.
- ½ a cup is plenty to warm your students up.

Your student's lesson should never end in the Cocoa yurt. If possible do not take a cocoa break within the last 30 minutes of a lesson and NEVER take one in the last 15 minutes. Parents would rather see their children skiing when they walk up to pick them up from their lesson, not inside drinking cocoa.

Learning Area Props

Inside the Yurt as well as outside near the deck are our learning area props. These props were purchased to make your life more fun and the student's learning curve much smoother. Each morning these props should be brought out and placed in the snow to assist in a creative learning environment. Most of the time these props will be put out by a supervisor or the Junior Assistants, but staff are more than welcome to help at any time. We also encourage your ideas and feedback on ways the space and props can better assist you in teaching.

Schweitzer Snowsports

▼ Which level fits best? ▼

1	Never skied or snowboarded before
2	<p>SKI Can stop and turn both directions across the hill</p> <p>SB Can stop and use a falling leaf to change direction</p>
3	<p>SKI Comfortable stopping and making wedge turns on green terrain (Musical Chairs)</p> <p>SB Comfortable turning onto heel side edge - Working on turning onto toe side edge</p>
4	<p>SKI Beginning to parallel turn on green and easier blue terrain (eg: Musical Chairs or Midway)</p> <p>SB Links turns (heel to toe and back) on green terrain</p>
5	<p>SKI Uses parallel turns to control their speed on all green and easier blue terrain - Rarely in a wedge on challenging blues (eg: Ridge Run) - Learning to use poles properly</p> <p>SB Confidently links different turn sizes and shapes on all green terrain and easier blue terrain</p>
6	<p>SKI Always parallel on all blue runs and often parallel on easier black terrain (eg: Jacks Dream), using turn shape to control speed - Swings and plants poles</p> <p>SB Always links turns (heel and toe) on all blue and easier black terrain - Can ride switch on easy terrain - Exploring bumps, trees, and easier ungroomed terrain</p>
7	<p>SKI Always parallel on all groomed blue and black terrain, using varied turn size and shape to control speed - Improving in skiing ungroomed runs and proper pole use - Skis ungroomed terrain 50% of the time</p> <p>SB Links turns on most terrain - Can ride switch on easy blue terrain - Can ride easy terrain park features smoothly - Rides ungroomed 50% of the time</p>
8	<p>SKI Makes smooth turns of varying sizes and shapes on all blue and black terrain (groomed and ungroomed) - Working on rhythmic turns on more difficult black terrain with pole plants - Skis ungroomed terrain 75% of the time</p> <p>SB Adjusts turn size and shape to adapt to various terrain without using upper body to initiate turns Rides ungroomed terrain 75% of the time</p>
9	<p>SKI Smoothly and confidently skis the entire mountain, exploring more difficult lines - Learning different strategies in the hardest terrain and snow conditions</p> <p>SB Rides all mountain conditions smoothly, including steeps, trees, and terrain park - No usage of upper body movements to initiate turns - Uses dynamic turns predominantly (moving upper and lower body independently with legs steering to start turns)</p>
9+	<p>SKI Smoothly skis the fall line on the most difficult terrain in the most difficult conditions - Always uses a pole plant - Initiates turns from the feet and legs rather than the upper body</p> <p>SB Rides all terrain in all conditions smoothly and flawlessly, including medium to large terrain park features - Always dynamic with turns - Can adjust turn size and shape any time on demand - Can ride switch in most terrain</p>

Lesson Locations

The Dish

The dish area is a part of the learning experience. Take the kids inside of the flagged/fenced area to begin the lesson. This creates a safety buffer/boundary between the classes and the general public.

1. Take a few moments to connect with students and build trust with them, play a game or two!
2. Teach them how to get up from a fall.
3. Get kids moving and sliding as soon as they are comfortable in their boots.
Be cautious about spending too much time walking and climbing as it will tire them out quickly.
4. Once kids can make direction changes and glide in balance, move them to the Magic Carpet.
5. "Magic Wands" are available for students who cannot yet turn to control their descent.

Please use these tools to get your students sliding, after all that is the point of skiing.

DO NOT make your students climb a hill and slide down repeatedly, use our Magic Carpet for this.

Magic Carpet Surface Lift (SUNKID)

Head to the Magic Carpet once your students are comfortable making direction changes.

- "Magic Wands" – poles to assist your students
- Animal cut outs on the sides of run – gives students a focal point to get skis across the hill.
- Orange cones or brushes on skier right of the Magic Carpet – to encourage linking turns

Lift Choices by Level

Always choose appropriate Terrain according to age, ability, and external factors (like weather and snow conditions). Children need to be on appropriate terrain to improve skiing skills comfortably and safely. One of the most common "rookie" moves is to use terrain rather than tasks to challenge a student! On the flip side, don't remain on Creekside Express once the skills have developed beyond that terrain. It is a crowded location that makes lessons more difficult.

Use the Comfort Bar if the chairlift has one and if your students are able to lift it up on their own.

Ability	Chairlift	Terrain / Trail Names
1 st Timers	Magic Carpet	
Learning to Turn	Magic Carpet Creekside Express	Happy Trails Chapel, Overnighter Trail, Troll Trail
Wedge Turning / Basic Turning	Creekside Express Basin Express Great Escape	Chapel, Overnighter Trail, Troll Trail 1 st run = Gypsy>Midway 1 st run = Sky's Edge>Gypsy>Midway>Crystal
Parallel Turning / Linking	Basin Express Great Escape Stella * Cedar Park	Gypsy>Crystal Great Divide>Teakettle>Jam Session 1 st run = Great Divide>Down the Hatch>Vagabond *Stella Gates are hard for kids! Snow Ghost and Have Fun
Mountain Magicians and MX All-Mountain	Colburn Triple Lakeview Triple	These 2 lifts are appropriate for All Mountain riders and are harder for small kids to load. Easier way down = North Ridge > Little Blue Ridge Get back to front = exit left off chair to Heath's View>Gypsy>Midway

Programs

We offer a wide variety of lesson programs through the Snowsports School. It is likely each year that some of these programs may change slightly, be eliminated completely or new programs developed. We will convey changes to programs as thoroughly as possible, however it is your responsibility to peruse the brochure/website and make note of the changes. It is to your advantage to have some knowledge of what we offer so that you may better serve your guests.

When you are scheduled to work a multi-week program (Mountain Xplorers, Funatics, Nice Turns) you are expected to work the entirety of the program. These programs have priority over any potential private request lessons, so please discuss this with any guest that may want to book a lesson with you.

Snowsports School Cancellation Policy: 100% product charge for cancellation within 48 hours. Full refund for more than 2 days' notice.

Group Lessons

Ski - Ages 5-12 - Levels 1 to 4

Adults 13+ - Levels 1 to 2

Snowboard - Ages 5-12 - Levels 1 to 4

Adults 13+ - Levels 1 to 2

Where we meet: Snowsports School Meeting Area Sign

When: offered daily

AM Lesson line-up is at 9:45a, lesson departs at 10:00a / ends at 12:00p

PM Lesson line-up is at 12:45p, lesson departs at 1:00a / ends at 3:00p

Private Lessons

Ages 3+

Levels: All abilities

Where to meet: Private Lesson area

Line-up is 15 minutes prior to the lesson start time

2 hour - Available 9:00a, 11:00a or 1:30p
(up to 3 people)

Half Day (3 hours) - Available 9:00a, 9:30a,
or 12:30p (up to 5 people)

Full Day (6 hours) – Available at 9:00a or
9:30a (up to 5 people)

Late Day Special (1.5 hours) – Available at
2:00p (up to 2 people)

1 hour – available for 3 and 4 year olds or adaptive lessons



You should have access to review your assigned private guest information on your schedule. To make their experience successful try to reach out to them the night before and give them the White Glove service they deserve. Help them learn where to go in the morning, what time they should leave Sandpoint to make it on time, where to grab an amazing cup of coffee on their way up... anything to make their experience seamless.

Nice Turns

Ages 14+ (but most students are in the 50+ range)

Levels: 5-9+

Where to meet: Private Lesson area

When: 3 hour lesson Monday through Friday at 9:00am

6 week session starts in January

4 week session starts in March

What: Nice Turns is a 1 day a week program for adults who want to improve their skiing in a multi-week group setting. Guests are grouped together by ability and will ski with the same group and coach for the whole program.

Mountain Xplorers

Ages 6-13 Skiing

Levels: Levels 4-9+

Where to meet: In front of the Yurt

When: Weekends and select Holidays

AM Lesson line-up is at 8:15a, connect with kids at 8:45a, lesson departs at 9:00a / ends at 11:30a

PM Lesson line-up is at 12:15p, lesson departs at 12:30p / ends at 3:00p



What: This is a flexible multi-week program for children that have advanced beyond a wedge. Students can attend any weekend and holiday period for 2 lesson sessions any day. Program includes coaching, a Schweitzer season pass, public race course privileges, and gear check.

Funatics

Ages 7-14 Skiing and Snowboarding

Levels: 2-9+

Where to meet: Snowsports School Meeting Area Sign

When: Saturday OR Sunday January 6/7, January 20/21, January 27/28, February 3/4, February 10/11, February 24/25, March 2/3, March 10

Lesson line-up is at 8:15a, lesson departs at 9:00a / ends at 3:00p

What: This 8-week program focuses on skill development, mountain safety, mileage, and fun! Program includes coaching, a Schweitzer season pass, public race course privileges, and gear check. This is a Full Day lesson with a supervised lunch break.

Kinder Kamp

Ages 4-6 years old Skiing (all kids wear a colored vest to differentiate them for the Lift Operators)

Levels: 1-8

Where to meet: Pick up students at the back door of Kinder Kamp

When: Daily

AM Lesson line-up is at 9:45a, lesson departs at 10:00a / ends at 12:00p

PM Lesson line-up is at 12:45p, lesson departs at 1:00p / ends at 3:00p

What: This is a split lesson and daycare combined program. Some coaches will work the program and remain on staff in Kinder Kamp from 9 to 3. Kinder Kamp student should always ride a chairlift with an adult.

School Groups

Ages 6-17 Skiing and Snowboarding

Levels: 1-9+

Where to meet: Snowsports School Meeting Area Sign

When: Monday through Friday (excluding holidays)

AM Lesson line-up is at 8:50a, lesson departs at 9:00a and 10:30a

PM Lesson line-up is at 12:20p, lesson departs at 12:30p and 2:00p

What: This is a 1.5 hour lesson for local schools. Great program to get you guaranteed work for at least 4.5 hours.



Safety

Safety is everyone's job at Schweitzer Mtn. Resort. By maintaining a clean locker room, we can better ensure our safety in our space. By maintaining your equipment, you can better ensure your safety on the snow. By adhering to the "Responsibility Code" you can better ensure your safety, the safety of your students and the safety of other guests on the mountain.

Your Responsibility Code- Updated in 2022

YOUR RESPONSIBILITY CODE

- 1** Always stay in control. You must be able to stop or avoid people or objects.
- 2** People ahead or downhill of you have the right-of-way. You must avoid them.
- 3** Stop only where you are visible from above and do not restrict traffic.
- 4** Look uphill and avoid others before starting downhill or entering a trail.
- 5** You must prevent runaway equipment.
- 6** Read and obey all signs, warnings and hazard markings.
- 7** Keep off closed trails and out of closed areas.
- 8** You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
- 9** Do not use lifts or terrain when impaired by alcohol or drugs.
- 10** If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

**Know and Obey the Code.
It's Your Responsibility.**

If you need help understanding the Code, please ask an employee.

Park Smart

For more information visit: www.TerrainParkSafety.org



Your lessons should not go through the parks until you have completed your required on-snow training.

Update - In Snowsports School we do not teach inversions, meaning we don't teach our students to FLIP.

Separated Student Procedure

Loose Moose – Always refer to the student as a Loose Moose not lost. When you determine you have a student on an independent study session, you need to report to a Supervisor IMMEDIATELY.

How to Avoid a Loose Moose:

- Discuss with your class where to go and what to do if they separate from the class.
- Give specific instructions on where the group is stopping.
- Usually have your students follow you, spend a lot of time looking over your shoulder.
- Never ski/ride around a corner or over an edge without first making sure all the students know where you are going.
- Do not panic when you become separated. Think logically as to what may have happened and call the Snowsports Supervisor Phone 208-597-5887 immediately.
 - Have a clear description of the student: Color of jacket, color of helmet, their name, point last seen, and a likely scenario as to where they may have gone.

When you determine you have a Loose Moose:

1. Check your surroundings for the Moose
2. Ask your class where the Moose went or was last seen
3. Go to your designated meeting location
4. Call the Supervisor Cell 208-597-5887
5. Go to where the Supervisor tells you to go

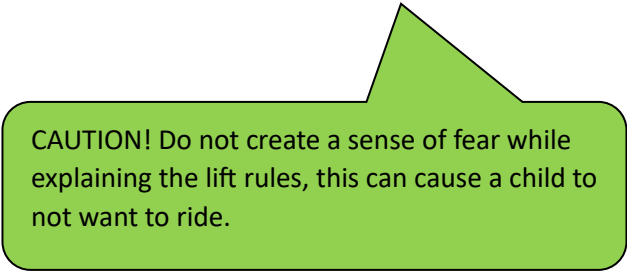
Reacting quickly can mean the difference between us finding them first versus the parents. If the student is a child, our policy is to communicate the situation to their parents as soon as the lesson is over. We would rather they heard our version and have time to ask questions than to have the 7-year-old try to explain it on the way home and them calling us two days later to voice their concerns. Communicating with your supervisor when things like this happen will make it considerably easier for us to help you explain an unfortunate situation to a parent.

Chairlift Safety

Prior to taking your lesson to the chairlift please consider the following:

- Group size and ability
- Weather conditions and visibility
- Time frame (plan on the first time down Creekside taking an hour)
- Age of kids you have, 6 years old and under must ride with a competent adult and wear a vest to differentiate them to the Lift Operators.

When taking your group to the chairlift for the first time, take a moment to stand and watch people unload explaining the process before you head down the Bunny Hill. Once you get to the bottom of Creekside Express explain what the comfort bar is and if they are supposed to pull it



CAUTION! Do not create a sense of fear while explaining the lift rules, this can cause a child to not want to ride.

Helmets

NEW - Employees who are required to ski or ride while in uniform or in connection with their job duties are required to wear a helmet. Helmets must be worn as intended (i.e., chin strap must be utilized), and the only graphics, designs, stickers, etc. on the helmet that are acceptable are those promoting the Company, and which are otherwise appropriate and aligned with the Company's Anti-Harassment Policy and Company's Employee Appearance Standards. This helmet must be compliant with ASTM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent substitute or replacement for ASTM F2040-06.

Should you not have your own personal helmet you can check one out or purchase one through the Company Store.

Equipment - Updated

Student's equipment should NEVER be adjusted by and uncertified technician. If you have a student that arrives on snow with equipment that does not fit their boots or bindings that constantly pop off, please have that student return to rentals to get their equipment corrected.

Coaches ski and ride equipment should be of modern technology and in good repair. It is expected that skiers get their bindings tested at the repair shop to confirm they are in proper working order. We are allowed 2 pairs of our teaching skis to be tested in the repair shop for free. Should your skis or boots fail the test, your leadership team will be informed and you will need to find equipment that passes the test to work on.

Blood Borne Pathogens - Updated

Sometimes the workplace brings surprises when we least expect it. That includes coming in contact with blood or other bodily fluids in which you will be forced to deal directly with (vomiting, bleeding, etc.). In case that happens, we want you to be prepared to protect yourself from bloodborne pathogens and other infectious materials that can be hazardous to your health.

To minimize your exposure wear appropriate personal protective equipment (PPE). This may include gloves, protective eye goggles or a mask. If you have not been trained on the proper use of PPE, do not clean up a mess involving blood or bodily fluids. Notify your supervisor and he or she can find someone who is adequately trained in safe cleanup methods.

In place of physically assisting your student, give them tools to assist themselves. For example, have the student hold napkins or snow against their own face if they have a nose bleed.

Tree Wells and Snow Immersion Suffocation (SIS) - Updated

<https://www.deepsnowsafety.org/>

A tree well is a void or depression that forms around the base of a tree and contains a mix of low hanging branches, loose snow and air. These voids can be hidden from view by the tree's low hanging branches. Most Tree Well/ SIS accidents have happened during or just after big snow storms or storm cycles in ungroomed terrain.

WHAT TO DO IF YOU GO DOWN - Yell or use whistle to get your partner's attention. Do whatever you can to keep your head above the surface of the snow and if possible, keep your feet below the level of your head. If you become immersed, make a space around your face and protect your airway – resist the urge to struggle. If possible, use your cell phone to call ski patrol or the resort's emergency number.

WHAT TO DO IF YOUR PARTNER GOES DOWN - More than half of all SIS victims were with partners that did not see them go down. Lose sight of your partner and you could lose your friend. If you lose contact with your partner, assume they need help. In dense tree areas or in poor visibility, ski or ride short pitches and stop to regroup often, leapfrog down the hill and stay within sight of your partner! Call for additional resources by using a whistle or yelling for assistance and if you are able, call ski patrol. Go directly for your partner's airway, and keep it clear, be careful not to knock more snow into the hole. Determine where the head is and tunnel in from the side.

Injury Procedures

Student Injury

1. Protect the injured student from any further hazards. Place a person or equipment **uphill** from the injured person to warn other guests and avoid having someone accidentally add another injury to the situation.
2. Keep your class together
3. Call Patrol 208-603-2173 (direct line to patrol dispatch)
4. Call the Snowsports Supervisor Phone 208-597-5887
5. Stay with your student, but do not move them until ski patrol arrives

6. As soon as possible fill out an Instructor Comments Form and Incident Diagram and hand it to a Supervisor for review
7. If reasonable, follow up with the injured party **after** consulting with your supervisor or director

Other ways to contact patrol:

- Use capable bystanders to assist in getting ski patrol.
- Use adult students, *only in an emergency situation*, assist in getting ski patrol.
- Mountain radio channel 1
- “Talk about” radios, channel 9- 11
- Mountain Dispatch phone extension, 2258
- Phones are located at the top and bottom of each chair lift

Personal Injury

1. Keep your class together
2. If needed, Call Patrol 208-603-2173 (direct line to patrol dispatch)
3. Call the Snowsports Supervisor Phone 208-597-5887. Depending on the severity of your injury a coach may come take over your class.
4. Fill out an Injury Report form with a Supervisor.
5. Fill out an Accident Investigation form with a Supervisor.

Please refer to the Schweitzer Employee Handbook for information regarding Worker’s Compensation. To qualify you must first be seen at North Idaho Orthopedics and Sports Medicine and fill out a Claim Form. Once you are seen by the medical team, be sure to submit a return to work release form from the Doctor to your Supervisor.

Personal Near-Miss

Report **all** injuries even if they seem “minor” at the time. Did you tweak your back lifting a student up? Did you slip outside? Please let us know!

NEW - Fill out a Near-Miss Incident form with a supervisor and we will turn it in to the Health and Safety Manager.

Photography of Minors

NEW – Please ask parents for permission to take photographs and videos of their children. Any photos you take, please do not post to social media without parental consent.

Hazard Communication

We use cleaning solutions to sanitize our yurt and locker room. If you do not know how to use these chemicals please review the Safety Data Sheets (SDS) or find a supervisor to explain the chemical in question. Team Members that have not been trained to handle chemicals in the workplace – **SHOULD NOT DO SO** – even if they think they know how to handle them.

Fire Extinguisher

Be aware of where fire extinguishers can be found around the mountain. You never know when you might need to use it.



Cell Phone Use

Personal cell phone use is strictly forbidden during lessons or other work assignments, this includes text messaging. Cell phones may be used to contact ski patrol or other mountain operations personnel with respect to an injury or other immediate safety concern. You may also use your cell phone when asked to be available for possible lessons. At no time should your cell phone ring out loud during a lesson, meeting, training, or clinic.



NEW - Please do not give your students unrestricted access to your cell phone. These students may access items on your phone that are not appropriate. Additionally, your students should not be playing games on your phone. You should use any down time with your students to interact with them and create memorable experiences. There are ways to use your phone in a lesson setting: take video or photos (with parent's permission) to show them specific body movements you want them to improve on, or maybe show them a video progression on a trick in the terrain park.

Please do not leave your cell phone turned on and unattended in the locker room. Please be considerate of other employees when talking on your cell phone in our locker room. It can be perceived as inconsiderate of those occupying the same space. If possible, please step outside of the locker room or find a private area (ski /snowboard room, the deck) to have your phone conversation.

Benefits

Locker Room Use

The Snowsports School locker room is our home and workspace all winter. With 110+ people on staff it is imperative that we set out some basic rules to ensure that we share this space effectively.

Anybody employed by the Snowsports School has access to the locker room and tuning room. **Please do not invite other department employees, friends, or family inside.**

It is the responsibility of all staff members to maintain a clean shared space. On a daily basis, please clean up after yourself and help your team by cleaning the dishes, sink, garbage, floor, microwave, counters, refrigerator, tuning bench, etc. If everyone does one thing, the place won't get out of hand!

Employees are encouraged to avoid bringing expensive items or personal possessions that have sentimental value to work and to take all precautions to safeguard all such items and possessions if brought to work. Employees who bring any kind of personal items and possessions to work do so at their own risk. The Company accepts no responsibility for any items or possessions that are stolen, lost, or damaged in any way. Additionally, we reserve the right to open and inspect Employees' office desks, drawers, lockers, cabinets, computers, and related equipment as well as any of their contents, effects, articles, or files, with or without advance notice or consent.

Drink Fridge

We provide a team drink fridge in the locker room. It is expected that you will pay the Hat \$2 for any beverage you partake of. These beverages are for our team only, remember there are \$2 beers available at several base area locations as well.

Pulled directly from the Schweitzer Handbook...

Permitted Use of Alcohol in the Workplace at Company Authorized Events

On occasion, alcoholic beverages may be served on- or off-Company premises, in conjunction with an authorized Company event. At such functions it remains the Team Member's responsibility to consume alcohol responsibly and in moderation. Any authorized alcohol consumption in the workplace must be done once a Team Member's work shift is completed for the day. Alcohol may not be consumed in locker rooms, in work areas, or in offices unless expressly approved by an authorized Manager or Director.

NOTE: Team Members under the legal drinking age are prohibited from consuming alcohol.

Atmosphere

Although sometimes stale and ripe, the general atmosphere of our locker room is a pleasant one. We need to be consistently aware of the language we use and the types of conversations that we engage in. We need to respect the values and morals of our co-workers and keep our egos in check with regards to tips and lesson assignments.

Boot Racks

Boot rack spots are available to almost all our staff. Please choose one spot at the beginning of the season, write your name on it thus designating it as yours for the season. Please be aware that you may only have 1 boot rack spot.

Ski/Board storage

The ski/board storage space is available to all our staff, but ONLY our staff. There is a clipboard in the ski storage room with your assigned rack number. Most of you will be sharing rack space with additional coaches. Please do not move other people's equipment!

5-day/week Full Time Coaches	3 primary discipline items and 1 secondary discipline item
4-day/week Full Time Coaches	2 primary discipline items and 1 secondary discipline item
3 & 2-day/week Part Time Coaches	2 items TOTAL (primary and secondary)
1 day/week SWAT Coaches	1 primary discipline item

Tuning Bench

The tuning bench is available to all our staff. Please be considerate of the time you take to tune your equipment so that everybody has a chance to use the space. You must provide your own tools, borrowing items without prior permission is unacceptable. The only "community" equipment is that in the drawers and a couple of wax irons. If you are not sure if it is a "community" use item, ask someone before using it. Clean up after yourself every time!

Library

We have a library stocked full of current and former PSIA/AASI manuals and videos. Please do not keep materials longer than 3 days so other staff have access to them. You can find Current Manuals in the Supervisor Office, please check it out on the clipboard. Items on the shelf in the locker room are available without checking out.

Computer

Company telephones (including mobile phones), computers and e-mail systems are to be used for Company-related business purposes only. At no time is it appropriate for staff to access a computer without prior approval from a supervisor.

The mountain is equipped with wireless internet service which you may access with your personal computer. There is also an employee computer located in Employee Services, this computer is for the entire staff of Schweitzer so please be respectful and brief if others are waiting. The computer located in the main locker room is for access to employee schedules and to punch in and out. Please use hand sanitizer before and after using the computer.

Pro-Deals

Many of our coaches are reps for companies, check out the bulletin board for the most current representatives and available Pro-Deals.

Valuable Data Worksheet

<p>Current Season Schedule</p> <p><input type="checkbox"/> <24 days (1 day/wk) = 0</p> <p><input type="checkbox"/> 25-51 days (2-3 days/wk) = 1</p> <p><input type="checkbox"/> 52-64 days (4 days/wk) = 2</p> <p><input type="checkbox"/> 65+ days (5+ days/wk) = 3</p> <p>This is the number of days you are on the schedule for a current season</p>	<p>Primary Discipline _____</p> <p>Additional disciplines 1 point for each, up to 4 max.</p> <p><input type="checkbox"/> Snowboard</p> <p><input type="checkbox"/> Alpine</p> <p><input type="checkbox"/> Telemark</p> <p><input type="checkbox"/> XC Skate</p> <p><input type="checkbox"/> XC Classic</p> <p><input type="checkbox"/> Freestyle</p> <p><input type="checkbox"/> Adaptive (sit ski)</p> <p>Additional discipline points are given after teaching/tech skills are checked off by a supervisor or trainer and are based on written department standards.</p>	<p>Certification (must be current)</p> <p><input type="checkbox"/> Level 1 = 1</p> <p><input type="checkbox"/> Level 2 = 4</p> <p><input type="checkbox"/> Level 3 = 7</p> <p>Additional Certifications</p> <p><input type="checkbox"/> Level 1 = 1</p> <p><input type="checkbox"/> Level 2 = 4</p> <p><input type="checkbox"/> Level 3 = 7</p> <p><u>Additional credentials/points</u></p> <p><input type="checkbox"/> Children's Specialist 1 = 1</p> <p><input type="checkbox"/> Children's Specialist 2 = 1</p> <p><input type="checkbox"/> Senior Specialist 1 = 1</p> <p><input type="checkbox"/> Senior Specialist 2 = 1</p> <p><input type="checkbox"/> Freestyle Specialist 1 = 1</p> <p><input type="checkbox"/> Freestyle Specialist 2 = 1</p> <p><input type="checkbox"/> Divisional staff = 1</p> <p><input type="checkbox"/> USSA or other = 1</p>
<p># of years' experience _____</p> <p><input type="checkbox"/> 1st year = 0</p> <p><input type="checkbox"/> 2nd year = 2</p> <p><input type="checkbox"/> 3rd/4th year = 4</p> <p><input type="checkbox"/> 5th/7th year = 6</p> <p><input type="checkbox"/> 8+ years = 8</p> <p>This includes the current season.</p>	<p># of years at Schweitzer _____</p> <p><input type="checkbox"/> 1st year = 0</p> <p><input type="checkbox"/> 2nd year = 1</p> <p><input type="checkbox"/> 3rd year = 2</p> <p><input type="checkbox"/> 4th year = 3</p> <p><input type="checkbox"/> 5th year = 4</p> <p><input type="checkbox"/> 6th year = 5</p> <p><input type="checkbox"/> 7th year = 6</p> <p><input type="checkbox"/> 8th year = 7</p> <p><input type="checkbox"/> 9th year = 8</p> <p><input type="checkbox"/> 10th year = 9</p> <p>This includes the current season.</p>	<p>Clinics (from last season) _____</p> <p><input type="checkbox"/> 6-9 clinics = 1</p> <p><input type="checkbox"/> 10+ clinics = 2</p> <p><input type="checkbox"/> 20+ clinics = 3</p> <p><input type="checkbox"/> 30+ clinics = 4</p> <p><input type="checkbox"/> 40+ clinics = 5</p> <p><input type="checkbox"/> 50+ clinics = 6</p> <p>This is the number of clinics you attended last season.</p>
<p>Request Hours _____ (from last season)</p> <p><input type="checkbox"/> 6-9 hours = 1</p> <p><input type="checkbox"/> 10+ hours = 2</p> <p><input type="checkbox"/> 20+ hours = 3</p> <p><input type="checkbox"/> 30+ hours = 4</p> <p><input type="checkbox"/> 40+ hours = 5</p> <p><input type="checkbox"/> 50+ hours = 6</p>	<p>Subjective Score(from last season)_____</p> <p><input type="checkbox"/> Not Meeting Expectations = 0</p> <p><input type="checkbox"/> Meeting Normal Expectations = 1</p> <p><input type="checkbox"/> Well above Expectations = 2</p>	<p>Last season teaching hours _____</p> <p>New / Certified Staff Grace</p> <p>Points_____</p> <p>Total Points_____ Pay</p> <p>Grade*_____</p>

*Remember, when determining your pay grade: Start with how many points you have and then make sure you meet all the other criteria in that pay grade.