



# 2024-2025 Staff Handbook

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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.

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## 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,” and these classifications do not alter that status or guarantee employment for any specified period. 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 5 days per week	Qualifies for full-time pay incentive and 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 part-time pay and 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 without asking.

### Sales Office

The Ski and Ride Center Sales staff can be a useful resource for guest inquiries after a lesson if they are available to do so. Our sales staff are 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.snowproportal.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.

If all else fails, ask a supervisor!

## 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 are considered organizational clothing, they should not leave Schweitzer property. **Please leave all uniform pieces and personal items inside your locker.** If your jacket is wet, you may hang it on the dryer rack overnight (must be returned to locker once dry).

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 (2024-2025 version) 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. The only exception is during early-load clinics and for **ONE** ride up Basin Express (no other lifts) to go to the locker room to change jackets AFTER lineup.
- 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**

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. Helmets **MUST** be worn any time you are in uniform and on skis or snowboard.

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.

**Disciplinary Procedure:** In accordance with the Schweitzer Handbook (pages 30 - 41).

### [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 one of our ways 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/Sub Form **at least 1 week in advance**. This form can be found on the board next to the office door. You are required to help us find a substitute that can teach the same discipline, program, and ability level 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 WorkDay.

**Doctor's Note Policy:** In accordance with the Schweitzer Handbook (pages 21 - 23).

### 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

It is your responsibility to check for lesson assignments on the white board and SeeBooks every day 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 SeeBooks **you are required to be at the 9:15 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.

**Tardiness Policy:** In accordance with the Schweitzer Handbook (pages 21 - 23).

### In short.....

- Be on the snow and ready to work for lineup at the appropriate time and location.

- Check SeeBooks and the whiteboard for lesson assignments
- Punch time into WorkDay and select the correct program pay rates at the end of the day, BEFORE you leave the mountain.
- If assigned a PRIVATE LESSONS: you are expected to be ON Time at- 8:45 am and 12:15pm line-ups.
- Always attend the 9:15 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.

## Wage and Salary Administration

### Priority and Base Pay

Our system promotes that full-time instructors will often work ahead of part-time instructors.

Coaches are then prioritized based on several things including, professional certifications, tenure as an Ski School Instructor, additional accreditations (CS, FS, SS, etc.), and scheduled days.

Priority exceptions will occur at the Supervisor's discretion, matching the most appropriate coach to the guest's need as well as sharing the workload.

PSIA/AASI instructors must be current with dues and continuing education credits to maintain their pay and priority position. If you have let your membership expire, this will result in a non-certified pay rate and status. Instructors are paid a non-teach wage (paid at \$15.00/hr.) for tasks that do not explicitly involve teaching a lesson including all early season required trainings but not mid-season required trainings.

2024-2025 Proposed Base Pay	
Current PSIA/AASI Level 3	\$22.00
Current PSIA/AASI Level 2	\$21.00
Current PSIA/AASI Level 1	\$20.00
Non-Certified Instructor	\$18.00
2nd year. Assistant	\$16.00
1st year Assistant	\$15.00

Teach hour incentive	
100 Hours	\$50
150 Hours	\$75
200 Hours	\$100
250 Hours	\$150
300 Hours	\$200
350 Hours	\$250
400 Hours	\$300
400 Hours	\$100

24-25 Proposed Add on Pay	
Additional Current Certifications (each)	\$0.25
Each current FS or SS Accreditation	\$0.25
Each current CS Accreditation (kids are our main clients)	\$0.50
Each additional Discipline (must be checked off every year)	\$0.25
Clinic hours (per 10 <b>non required</b> hours, incl. PSIA/AASI-non exams)	\$0.25
Years Teaching	
	2nd year \$0.50
	3rd year \$1.00
	5th year \$1.50
	10th year \$2.00
	20th year \$2.50
Full Time (5+ days)	\$1.00
FT Trainer (trainer must train 1 day/week)	\$2.00
Coordinators & PT Trainer (8 full days per season)	\$1.00
Funatics/MX <u>full season</u> commitment (Supervisor approved)	\$2.00
	+10/hr.

Funatics/MX (Full season commitment)

Private Request by name (only for PR hours)

### 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 incentive 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 Privates are 1 request hour for each hour taught.

For example: 3hr Request = 3 Request Hours

25 req. hours = \$25	50 = \$50	75 = \$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 rate determined by accumulating points in the Master Data information found below (see end of handbook for a copy of the Master 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).

#### Moving Up in Pay

Staff may increase pay during the season if they acquire additional certifications. It is your responsibility to share your certification updates with leadership, via email, to have your pay rate change take effect. Leadership will then update your Master Data entries and pay rate with HR. This pay change will be processed on the pay period following the receipt of your certification update.

#### Moving Down in Pay

Pay rates may decrease if the staff member doesn't meet the qualifications for their current rate. Examples include: PSIA/AASI dues are not current, Continuing Education Units are not current, or you change your employment status. Accommodation may be made for injury, illness, or other unforeseen events.



### **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**

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 conversation with leadership or a daily warm up, followed by meeting and greeting the guests. If you are late, maybe your lesson will be re-assigned to another instructor.

### **Coach Rank**

Rank determines who is the first to be given work, not necessarily a certain kind of work. 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 the full duration of the private lesson. Enter your time in WorkDay 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. If you are re-booked within the timeframe of the no-show lesson, only enter the amount of time that you missed out on. You will not be double-paid for the same timeframe.

### **Entering Pay**

At the end of the day, enter your time for that day on WorkDay. Please do not clock in and out during the day, and make sure to enter your time each day before leaving the mountain or going out to free-ski.

Visit your workday account to review the online training for entering time in WorkDay.

## **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 as many lessons as you would like and choose the coach you would like to shadow. For returning instructors, shadow lessons are unpaid.



**1<sup>st</sup> 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 during your first season. A supervisor will assign you to a coach to shadow.

We will provide occasional paid 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, optional 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 PSIA-AASI regional 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 of this information is clearly described inside the training logbook front cover.

**Optional Training Incentive:** Instructors will receive a \$.25 pay rate increase for every ten hours of optional training attended. This includes PSIA-AASI educational events, but not exams.

## Lesson Experience

### Assistant Instructor Staff

Assistant instructors are a great asset to Kids Lessons. They are helpers to lessons and are essentially doing on-the-job training to become an instructor.

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 (within visibility of the Instructor)
- Taking a child for a restroom visit (within visibility of the Instructor)

DO NOT split your group and assign students to an assistant. Do not put them into a situation that will be beyond their scope, leading to an unsuccessful lesson for both the student and the 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.
- Not to be used for Funactics lunches.
- 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, or an assistant, 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 those doing set-up, but staff are more than welcome to bring them out 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? ▼

<b>1</b>	Never skied or snowboarded before
<b>2</b>	<p><b>SKI</b> Can stop and turn both directions across the hill</p> <p><b>SB</b> Can stop and use a falling leaf to change direction</p>
<b>3</b>	<p><b>SKI</b> Comfortable stopping and making wedge turns on green terrain (Musical Chairs)</p> <p><b>SB</b> Comfortable turning onto heel side edge • Working on turning onto toe side edge</p>
<b>4</b>	<p><b>SKI</b> Beginning to parallel turn on green and easier blue terrain (eg: Musical Chairs or Midway)</p> <p><b>SB</b> Links turns (heel to toe and back) on green terrain</p>
<b>5</b>	<p><b>SKI</b> 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><b>SB</b> Confidently links different turn sizes and shapes on all green terrain and easier blue terrain</p>
<b>6</b>	<p><b>SKI</b> 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><b>SB</b> 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>
<b>7</b>	<p><b>SKI</b> 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><b>SB</b> 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>
<b>8</b>	<p><b>SKI</b> 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><b>SB</b> 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>
<b>9</b>	<p><b>SKI</b> Smoothly and confidently skis the entire mountain, exploring more difficult lines • Learning different strategies in the hardest terrain and snow conditions</p> <p><b>SB</b> 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>
<b>9+</b>	<p><b>SKI</b> 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><b>SB</b> 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.

### 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.

Ability	Chairlift	Terrain / Trail Names
1 <sup>st</sup> Timers	Magic Carpet Creekside Express	Happy Trails Enchanted Forest
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 <sup>st</sup> run = Gypsy>Midway 1 <sup>st</sup> 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 <sup>st</sup> 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. If there is a potential conflict, you must speak with a supervisor before making any promises to a guest.

**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 9:15a, lesson departs at 9:30a / ends at 11:30a

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

### Private Lessons

Ages 3+

**Levels:** All abilities

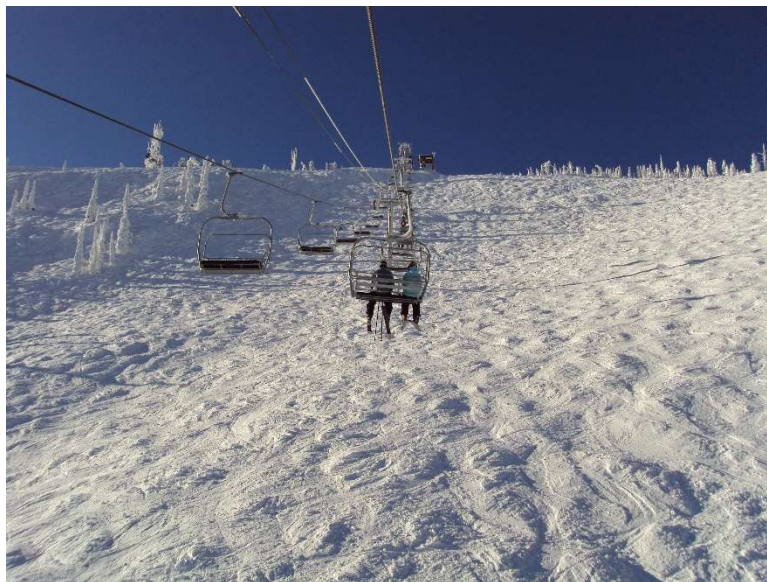
**Where to meet:** Private Lesson area

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

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

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

Adaptive (2 hours) - Available at 9:00a, 10:00a, 1:00p, or 1:30p.



Kinder Kamp Private (1 hour) – Available at 9am for 3 and 4 year olds in Kinder Kamp ONLY.

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 Sunday through Friday, and Sunday, 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 8:30a, 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 4/5, January 11/12, January 25/26, February 1/2, February 8/9, February 22/23, March 1/2, March 8/9  
Lesson line-up is at 8:30a, 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 an orange 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 12:30p

PM Lesson line-up is at 12:45p, lesson departs at 1:00p / ends at 3:30p

**What:** This is a split lesson and daycare combined program. Kinder Kamp students should always ride a chairlift with an adult.

### **School Groups**

Ages 6-17 Skiing and Snowboarding

**Levels:** 1-9+

**Where to meet:** The Dish

**When:** Monday through Friday (excluding holidays)

AM Lesson line-up is at 9:15a, lesson departs at 9:30a and 11a.

PM Lesson line-up is at 12:45p, lesson departs at 1:00p and 2:30p

**What:** This is a 1.5 hour lesson for local schools. It is a great program to get you guaranteed work each week.



## 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](http://www.TerrainParkSafety.org)



Your lessons can not go through the terrain park until you have completed your required on-snow Park SMART training. 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 (have a meeting point).
- Give specific instructions on where the group is stopping.
- Usually have your students follow you, unless you are skiing off-piste on in an area where tree wells are a danger. Spend a lot of time looking over your shoulder.
- Count our kids every time before and after riding the chairlift.
- Never ski/ride around a corner or over an edge without first making sure all the students know where you are going.
- Take a picture of your group (used only for internal use to identify child who is missing).
- Do not panic when you become separated. Call the Snowsports Supervisor Phone 208-597-5887 **immediately**.
  - Have a clear description of the student: Color of jacket, color of helmet, their name, general age, 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, send the picture
5. Go to where the Supervisor tells you to go
6. When a loose moose call is received, all available ski and ride school staff will begin searching the base area, lodges, and terrain where the Moose is most likely to be.

7. After 15 minutes, if the search is unsuccessful, Ski patrol, lift ops, and public safety will be notified to assist with the search. In there are additional circumstances, like deep snow conditions, ski patrol may be notified earlier to help with the search.

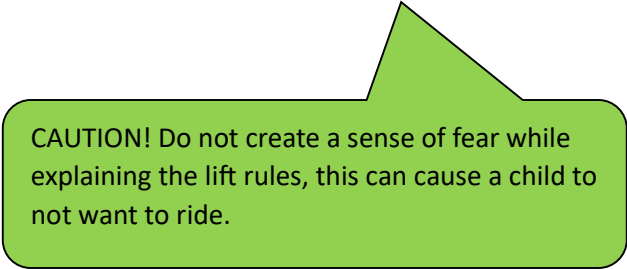
Reacting quickly can mean the difference between us finding them safe and a myriad of worst-case scenarios. If the student is a child, our policy is to communicate the situation to their parents as soon as the lesson is over. We would rather they hear it from us and have time to ask questions than to have the child try to explain it on the way home. 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.
  - Group Lessons: red and green vests
  - Private Lessons: Yellow vests
  - Kinder Kamp: Orange vests
- **ALL instructors and students are required to use the comfort bar, if the chair lift has one.**

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 how they are supposed to use it.



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

## Equipment

Student's equipment should NEVER be adjusted by an 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 facilitate that student returning to rentals to get their equipment corrected. Supervisors can help with this if you have other students.

Instructors' ski and ride equipment should be of modern technology and in good repair. It is required that skiers get their bindings tested at the repair shop to confirm they are in proper working order. We are allowed 2 pairs of 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.

Ski and Snowboard – If you have stickers or other markings, ensure the only graphics, designs, stickers, etc. are acceptable, promoting the Company, and which are otherwise appropriate and aligned with the Company’s Anti-Harassment Policy and Company’s Employee Appearance Standards.

### **Blood Borne Pathogens**

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 the tools to assist themselves. For example, have the student hold napkins or snow against their own face if they have a nosebleed.

### **Tree Wells and Snow Immersion Suffocation (SIS)**

<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 snowstorms 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) if needed.
4. Call the Snowsports Supervisor Phone 208-597-5887
5. Stay with your student, but do not move them until ski patrol arrives
6. If you only have one student, remain with them. If you have other students, remain with your class and continue the lesson once patrol indicates that you are free to go.
7. As soon as possible, fill out an Instructor Comments Form and Incident Diagram, and hand it to a supervisor for review.
8. 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*, to assist in getting ski patrol.
- Mountain radio channel 1
- Mountain Dispatch phone extension, 2258
- Phones are located at the top and bottom of each chairlift.

### **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.

Please refer to the Schweitzer Employee Handbook for information regarding Worker's Compensation. 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 and "almost" 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! 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**

Please ask parents for permission to take photographs and videos of their children. Do not post photos or videos of children 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. The only exception is to communicate with a supervisor, director, or parent of a student. Cell phones may be used to contact ski patrol or other mountain operations personnel with respect to an injury or other immediate safety concern as well. At no time should your cell phone ring out loud during a lesson, meeting, training, or clinic.



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 on loud 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 ski/boot room. **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 or Venmo \$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.

In accordance with 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 find your spot at the beginning of the season and make sure to put your name on it. Please be aware that you 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 and ride school office 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 and temp. 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 that other staff have access to them. You can find current manuals in the Supervisor's Office. Please check these 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.

## **Pro-Deals**

Many of our coaches are reps for companies, ask around the locker room for the most current representatives and available Pro-Deals. You are also given access to Expert Voice as part of your employment. Feel free to ask a supervisor or admin for advice on accessing these deals. Finally, if you are a PSIA-AASI member, you are provided with access to special deals through the national PSIA-AASI website.