



2025 –2026

# Staff Handbook

## Ski & Ride School

This handbook will change and evolve with our staffing needs and is a supplement 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.

### Leadership Team

**Ryan Hernandez** – Director

**Cori McHale** – Assistant Director

**Eric Lundholm** – Daily Operations Supervisor

**David Binford** – Programs Supervisor

**Ryan Davis** – Support Supervisor

**Debra Rawuka** – Training Supervisor

**Office Phone: 208-255-3078**

**Ski and Ride School Cell Phone: 208-597-5887**

**Patrol Dispatch: 208-603-2173**

**Department Email: [snowsports@schweitzer.com](mailto:snowsports@schweitzer.com)**

**Ski and Ride School Portal: <https://smr.snowportal.com>**



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## Mission Statement

We strive to elevate the mountain experience by inspiring connection, adventure, and joy in everyone we meet.

## Employment Information

While there is a lot of information provided here, you can always refer to the Schweitzer Handbook, Employee Services office, or your SRS (Ski and Ride School) Leadership team to find more 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
<b>Seasonal Full Time Status</b>	Scheduled a minimum of 4+ days per week	Qualifies for 5-Day pay incentive (if committing to 5+days/week on the schedule) and Locker room storage



<b>Seasonal Part Time Status</b>	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
<b>Holiday Help (Occasional - Temporary) Status</b>	Minimum of 12 days on schedule during the season ONLY during peak days	No dependent benefits at this status Limited locker room storage

## Wage and Salary Administration

### Priority and Base Pay

Our pay and priority systems are designed to promote fairness and reward professional growth. **Full-time instructors** receive scheduling priority over part-time staff, with further prioritization determined by several factors including:

- Current **PSIA/AASI certifications**
- Tenure as a Ski and Ride School instructor
- Additional accreditations (e.g., CS, FS, SS, etc.)
- Attendance at **optional training clinics**
- **Volunteering** to work on days off or learning area setup
- **Attendance and reliability**

Priority is recalculated every pay period and posted in the locker room for transparency.

Please note that supervisors may occasionally make **priority exceptions** to best match an instructor's skills and experience with guest needs or to balance workloads. Priority means **first to receive work**, not necessarily a specific type of work.

Instructors must maintain current **PSIA/AASI membership** and **continuing education credits** to retain their certification-based pay and priority level. Lapsed memberships result in a **non-certified pay rate and status**.

Instructors are paid a **non-teaching wage (\$15.00/hr)** for duties that do not involve teaching (e.g., required preseason training or optional paid training). The only exception is lineup time, which is compensated at your regular rate.

### Base Pay Scale

Status	Hourly Rate
Current PSIA/AASI Level 3	\$25.00
Current PSIA/AASI Level 2	\$23.00
Current PSIA/AASI Level 1	\$21.00
Non-Certified Instructor	\$19.00

Senior Assistant	\$16.00
Junior Assistant	\$15.00
Non-Teach*	\$15.00

### Add-On Pay

Category	Hourly Add-On
Additional Discipline or Specialist Certification	+\$0.50 (per level)
2 <sup>nd</sup> Year Teaching at Schweitzer	+\$0.75
5 Years Teaching at Schweitzer	+\$1.25
10 Years Teaching at Schweitzer	+\$1.75
20 Years Teaching at Schweitzer	+\$2.25
5-Day Incentive (scheduled 5 days per week)	+\$1.00
Education Staff	+\$1.00
Request Pay / Trainer Pay	+\$10.00

### Moving Up in Pay

Instructors may receive a pay increase during the season upon earning additional certifications. It is your responsibility to notify leadership **by email** ([snowsports@schweitzer.com](mailto:snowsports@schweitzer.com)) with:

1. Proof of passing (assessment form)
2. Payment invoice
3. Completed **Pay Change Request Form** (available in the locker room)

Once verified, your updated certification and pay rate will take effect **the following pay period**. Leadership will also update your **priority points** accordingly.

### Moving Down in Pay

Pay rates may be adjusted if an instructor no longer meets the qualifications for their current rate. Examples include:

- Expired PSIA/AASI membership
- Incomplete continuing education requirements
- Change in employment status

Accommodation may be made in case of **injury, illness, or other unforeseen circumstances**.

## Line-Up Pay

Instructors will receive **15 minutes of pay** for each lineup they attend **on time**. These minutes cover guest greetings, class organization, and pre-lesson coordination.

If you are late to lineup, your assigned lesson may be reassigned to another instructor.

## Priority

Priority determines **who receives assignments first**, not necessarily what kind of work is assigned. Instructors must be prepared to teach any lesson for which they are trained or certified.

Supervisors may adjust daily assignments based on:

- Guest demand
- Instructor fatigue or lesson load
- Staff punctuality and reliability

## No-Show Private Lessons

If a private lesson guest fails to arrive and you are not reassigned during that timeframe, you will be **paid for the full scheduled duration** of the lesson.

Enter your time in **Workday** as usual (using your assigned or request rate) and note that it was a no-show.

If you are reassigned during the no-show period, record only the time not covered by the reassignment. You will not receive duplicate pay for overlapping times.

## Entering Pay

At the end of each day, enter your work hours in **Workday**. Be sure to select the correct rate. Do not clock in and out throughout the day; instead, record your total hours once your work day is complete. Be sure to enter your time before leaving the mountain or going free-skiing.

Visit **Workday Online Training** for step-by-step instructions on entering your time.

## Director and Supervisor Offices

Our department operates with an open-door policy—both in philosophy and in practice. Doors are typically kept open to encourage communication, collaboration, and approachability.

If a door is closed, please respect that as a signal that the occupant is unavailable or requires privacy.

Also, remember these areas serve as personal locker space and professional workspaces. Do not borrow, move, or use any items without first obtaining permission from the owner

## Working with Ski & Ride Center Sales Staff

Our Ski & Ride Center Sales team can be a valuable resource for guest inquiries following a lesson, provided they are available to assist. However, please keep in mind that our sales staff are frequently managing multiple responsibilities, including guest interactions, phone calls, and other tasks.

Be considerate and use discretion before requesting their help. It is not their responsibility to determine or communicate instructor assignments. If you have a question regarding your next lesson or assignment, please contact your supervisor directly.

Additionally, do not use or access the sales team's workstations or computers. Staff computers are available for use in the Administrative Office and, in a limited capacity, the Locker Room.

## Performance Evaluations

Our goal is to provide each team member with a written performance evaluation at least once during the season. These evaluations are part of your personnel file and are designed to offer constructive feedback and recognize your contributions—not to serve as a disciplinary tool.

Performance evaluations are also a wonderful opportunity for open dialogue. We encourage you to share your thoughts, ideas, and feedback with your leadership team during this process so we can continue to grow and improve together.

## Department Communication

We do not expect you to know everything—but we *do* expect you to know how to find the information you need. When a guest asks a question, avoid saying “I don’t know.” Instead, use the following resources to find the answer:

- **Instructor Information Portal:** <https://smr.snowproportal.com/>  
This private site contains updates on training opportunities, department messages, and other important resources.
- **Schweitzer Website:** <https://www.schweitzer.com/>  
Visit for general resort information, event details, and product offerings.
- **Alterra Field Guide:** [Field Guide](#)  
Visit for general resort information, employee resources, and real-time information updates

And if you still cannot find the answer—**ask a supervisor!** We are all here to support each other and ensure our guests have the best possible experience on the mountain.



## Personal Appearance / Uniform Policy

Presenting a professional and polished image has a direct impact on our guests' experience. While we value individuality, all employees are expected to use good judgment and maintain a neat, well-groomed appearance while on duty. Failure to follow these guidelines may result in disciplinary action, up to and including termination of employment.

### Uniforms

Your company-issued uniform includes a **jacket/shell and a name tag**. If needed, the Company Store can also provide a **helmet and black pants**. Uniforms are checked in and out through the Company Store.

When your uniform becomes dirty or damaged, please return it to the Company Store for professional cleaning or repair. **Do not wash uniforms at home**, as this will void the uniform warranty.

Uniforms are considered organizational property and should **not leave Schweitzer premises**. Please store all uniform pieces and personal items inside your locker. If your jacket is wet, you may hang it on the dryer rack overnight—just be sure to return it to your locker once dry to make room for others.

Uniforms must be returned on your final day of work; otherwise, you may be charged for replacement costs.

All instructors are required to wear the **Ski and Ride School uniform (2025–2026 version)** while teaching and adhere to the following standards. Additional Ski and Ride School School tops (purchased from the school) may be worn as part of the uniform when paired with your Schweitzer name tag.

### Uniform Standards

- Uniforms are for **on-duty use only**. They may not be worn while skiing or riding off the clock, except during early-load clinics.
- Uniforms must be **appropriately sized** and worn properly (pants at the waist, zippers and pockets closed).
- Inner layers should not hang below the uniform top.
- Uniform and personal clothing must be clean, in good condition, and free of visible stains, tears, or duct-taped repairs.
- **No smoking, drinking, or off-duty activities** are permitted while wearing the uniform.
- **Headwear** such as ball caps, beanies, or helmets may be worn if they are in good condition and appropriate in appearance (either plain, or Schweitzer branded). Headwear should be worn above the eyebrows, not covering the eyes.

### Grooming Standards

- Hair should be clean, neat, and not cover facial features.

- Facial hair should be trimmed and maintained; please avoid starting a new beard mid-season.
- For safety, earrings and facial piercings must be **studs or closed-gauge loops**.
- Tongue rings are permitted as long as they **do not impede speech**.
- Use perfume or cologne sparingly.
- Good hygiene is expected at all times; excessive or unpleasant odors will not be acceptable

## Mountain Safety & Conduct

At Schweitzer, safety, professionalism, and integrity are at the heart of everything we do. Whether you are teaching, assisting guests, or enjoying your own time on the mountain, your behavior and adherence to our standards help ensure a positive experience for everyone. The following policies outline expectations for safety, conduct, and personal responsibility while representing Schweitzer Mountain Resort.

### Safety

Safety is everyone's job at Schweitzer Mtn. 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

- 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 cannot go through the terrain park until you have completed your required on-snow Park SMART training. In Ski and Ride School we do not teach inversions, meaning we do not teach our students to FLIP.

## Helmets

All employees who ski or ride as part of their job duties or while in uniform are **required to wear a helmet**. Helmets must be worn and fastened properly (chin strap secured) and must comply with ASTM F2040-06 Standard Specification for Helmets Used for Recreational Snow Sports or any subsequent equivalent standard.

Only graphics, stickers, or designs that promote Schweitzer Mountain Resort—or are otherwise appropriate and consistent with the **Anti-Harassment Policy** and **Employee Appearance Standards**—are permitted.

If you do not have a personal helmet, one may be checked out through the **Company Store**. Helmets must be worn **any time you are in uniform and on skis or a snowboard**.

## Separated Student Procedure

**Loose Moose** – Always refer to the student as a Loose Moose not lost. When you determine you have a Loose Moose, **you need to report to a Supervisor IMMEDIATELY via the Sup Cell.**

### How to Avoid a Loose Moose:

- Clearly establish a meeting location with your class where to go if they separate from the class. The bottom of the lift you are currently riding is always the best spot since there are employees at the bottom of every lift. Constantly reiterate.
- Give specific instructions on where the group is stopping.
- Usually have your students follow you, unless you are skiing off-piste 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 and at stopping locations.
- Never ski/ride around a corner or over an edge without making sure all students are with you.
- Take a picture of your group (used only for internal use to identify a child who is missing).
- Do not panic if 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 think 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. Call the Supervisor Cell 208-597-5887, clearly communicate description of the student
4. Go to your designated meeting location
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 to search 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. If 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 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. 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.

**\*If you do not immediately contact the supervisor cell, disciplinary action may be taken\***

## Ski and Ride School Chairlift Safety Policies

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 trip down Creekside taking an hour)
- Age of kids you have, 6 years old and under must ride with a competent adult and wear a Ski and Ride School vest to differentiate them to the Lift Operators.
- You may have no more than 3 “vests” with you on the chair. Position one “vest” on each side of you and the third closest to the lift operator.
- If you have more than 3 “vests” in your group, you will need to find a competent adult from the lift line and ask them to assist by taking one child with them. Explain that they are obligated to make sure that the child remains seated, and the comfort bar is used properly.
- If they are not already aware, make sure that a supervisor knows that you have more than 3 “vests” in your group. We will always try to provide our own assistance with lift riding whenever possible.
- **ALL instructors and students are required to use the comfort bar, if the chair lift has one.**
  - **Regardless of whether you have students, you are ALWAYS required to put the bar down when you are in uniform, on the clock, or in training.**
- You may ask the lift operators to slow the lift down when loading or unloading Creekside Express. Please do so by verbally communicating with the lift operator at the loading zone, or by giving a “thumbs down” signal to the operator in the shack just before you arrive at the unloading zone. **Please be mindful that this slows down the lift (and lift line) for everyone. Only do this if necessary. Our guests will always be a little nervous when using a lift for the first couple of times. It is your job to instill as much confidence in them as you can to avoid slowing the lift down.**

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 Happy Trails. Once you get to the bottom of Creekside Express, move to the side to avoid creating a traffic jam and explain what the comfort bar is and how to use it. Also, take a moment to watch others load and explain the process



## Equipment

A student's DIN settings 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 graphics, designs, stickers, etc. are acceptable, promoting the Company, or are otherwise appropriate and aligned with the Company's Anti-Harassment Policy and Company's Employee Appearance Standards.

## Blood Born Pathogens

Sometimes the workplace brings surprises when we least expect it. That includes contact with blood or other bodily fluids 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, goggles, or a mask. If you have not been trained in 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 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 a 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 Ski and Ride School 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 Ski and Ride School Supervisor Phone 208-597-5887. Depending on the severity of your injury, a coach may come to 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 into the Risk and Safety Manager.

### 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.**

### Fire Extinguisher

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



## Personal Conduct

As a Schweitzer Mountain Ski and Ride School member, you represent yourself, your team, your department, and the resort. Whether you are on the mountain or in the base area, your professionalism, attitude, and interactions have a direct impact on the guest experience.

We expect all employees to behave in a way that reflects Schweitzer's core values of respect, integrity, and excellence. Lead by example—show teamwork, courtesy, and enthusiasm in every interaction.

**Disciplinary procedures** related to conduct will follow the policies outlined in the **Schweitzer Employee Handbook (pages 30–41)**.

## Cell Phone Use

Personal cell phone use during lessons or other work assignments is only allowed for communication with a supervisor, director, ski patrol, parent of a student, or Field Guide. Make sure your ringer is set to silent.

Never give your students unrestricted access to your cell phone. They may access items on your phone that are not appropriate. That said, there are ways to use your phone in a lesson setting: take video or photos (with parents' permission) to show them specific body movements you want them to improve on or maybe a video progression for a new trick!

Please do not leave your cell phone on loud and unattended in the locker room. 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 to have your phone conversation.

## 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.**

## Free Skiing & Riding Privileges

One of the great benefits of being part of the Schweitzer team is the opportunity to enjoy the mountain! Employees are welcome to ski or ride on their days off or between work assignments, as long as they are **not in uniform**.

While you are enjoying your time on the slopes, please remember that you continue to represent **the Ski and Ride School** and **Schweitzer Mountain Resort**. Your actions reflect our shared values of professionalism, respect, and community—both on and off the clock. Guests and coworkers notice how we carry ourselves, so make good choices, model safe behavior, and always represent the resort with pride.

## Staff Scheduling

### Season-Long Schedule

Your schedule is created based on your **availability form**. Please review your **SeeBooks schedule** at the start of the season and promptly follow up with a supervisor if you notice any discrepancies. Once the schedule is finalized, the expectation is that you will be on the mountain, ready to work on those assigned days.

Be sure to check SeeBooks each evening for your **anticipated start and end times** the following day. Because most guests book lessons within 48 hours, instructor schedules frequently change the day or night before.

Permanent schedule changes must be approved by a supervisor. Requests must be submitted via the appropriate form on the instructor portal, **at least two weeks in advance**, and the change must be discussed and approved before adjustments appear in SeeBooks.

## Absences


### Planned Absence

If you need additional time off, submit the appropriate form on the instructor portal **at least two weeks in advance**. For requests made closer than two weeks, we will do our best to accommodate, but we ask that you assist in finding coverage for your shift.

Time off from your regular schedule cannot be guaranteed, but we are committed to supporting a **healthy work-life balance** whenever possible.

### Unplanned Absence

If you are unable to work due to illness or emergency, call the **supervisor cell phone** before **8:00 a.m.** and leave a message if no one answers:

 **(208) 597-5887**

If you are sick, please remember to **request sick pay through Workday**.

## Tardiness, Doctor's Note, and No-Call No-Show Policies

### Tardiness Policy

We will abide by a three-strike policy for non-emergency tardiness. If you are more than 5 minutes late for a given line-up, due to a non-emergency issue, it will count as a strike. You may be asked to provide “proof” for emergency issues if you have been late more than once. On your third strike, you will be formally written up and required to meet with leadership team member(s) to develop a plan for improvement. If the pattern continues, you will face other disciplinary actions including season pass/work suspension, schedule changes, or termination.

### Doctor's Note Policy

If you are absent or unavailable for a scheduled work shift performing your regular duties, more than three times for a singular reason, you may be required to provide a doctor's note to both excuse your absence and return to work. This policy is not intended to be disciplinary, but rather to ensure your safety and the safety of others in the workplace. If you refuse to comply with this policy, disciplinary action may be taken.

### No-Call No-Show Policy

A “No-Call No-Show” is an absence in which the leadership team is not notified of your situation 30 minutes or more prior to the start time of your scheduled shift. Only the most extreme circumstances in life justify a no-call no-show. You get one. If this happens more than once, you will **immediately** face formal disciplinary procedures that can range from a formal write-up/coaching session to season pass/work suspension or termination.



## Peak Days

During **peak periods**, additional staff coverage is required. Please avoid scheduling personal vacation during these high-demand dates whenever possible.

Peak days include:

- Winter Break (two weeks)
- Martin Luther King Jr. Weekend
- Presidents' Weekend and the following week

## Daily Expectations

- Review **SeeBooks** and the **whiteboard** each day upon arrival for your lesson assignments.
- Be at all assigned **lineups 15 minutes before lesson departure** to greet guests and receive instructions.
- If you are marked as "Available for Group/Private" and not assigned a specific lesson, you must attend the **9:15 a.m.** and **12:30 p.m.** group lineups unless directed otherwise.
- You are considered **off duty** unless you are teaching, in lineup, in a clinic, or on another assigned task.
- You may ski or ride during downtime, but only **out of uniform**.
- If a work assignment arises, you will be notified via **phone, text, SeeBooks, or in person**.

## In Short...

- Be on the snow and ready for lineup at your assigned time and location.
- Check **SeeBooks** and the **whiteboard** daily for lesson updates.
- Clock in and out through **Workday**, selecting the correct pay rate.
- For **Private Lessons**, be at lineup at **8:45 a.m.** and **12:15 p.m.** (with a 5-minute grace period for back-to-back lessons).
- Always attend **9:15 a.m.** and **12:30 p.m.** group lineups unless released by a supervisor.
- Respond promptly when contacted for assignments.
- Check out with a supervisor before leaving for the day.
- After completing a private lesson, **check in immediately** in case another assignment is waiting.

## Training

Training is at the heart of what we do. It is how we grow as professionals, elevate our teaching, and continue to deliver the exceptional mountain experience that defines the Schweitzer Ski and Ride School. Whether you are new to instructing or a seasoned professional, ongoing learning helps us connect, inspire, and lead with confidence.

### Paid Training

All instructors are required to complete designated preseason training before teaching lessons. Training includes both **indoor and on-snow components**, and participation is mandatory. Dates and details are provided prior to the start of the season.

You may not begin teaching until all the required training is completed.

Returning instructors are paid their **non-teaching rate** for mandatory preseason training. You are also encouraged to **shadow lessons** throughout the season to continue developing your skills. Returning instructors may shadow as many lessons as they wish, but shadowing time is **unpaid** unless otherwise specified.

**First-season instructors** must attend **New Hire Training**, which includes both indoor and on-snow sessions. During your first season, you will also be paid to **shadow two lessons** assigned by a supervisor.

### Unpaid Training

Ongoing, optional training is available throughout the season for instructors who wish to enhance their skills or pursue specific goals. The **clinic calendar** is posted on the Instructor Portal, where you can register for sessions.

If you need to cancel your registration, please do so at least **24 hours in advance**. Repeated no-shows may result in disciplinary action.

A **training board** in the locker room lists upcoming clinic topics, dates, times, and clinic leaders. You will also find **PSIA-AASI regional calendars, applications, and articles** posted there.

All official clinics are recorded in the **Training Logbook** located in the supervisor's office. Clinic leaders are responsible for accurately completing the logbook, including:

- Clinic leader's name
- Clinic topic and description
- Date and time of clinic
- Participants' first and last names (and duration of attendance)

This documentation helps us track training progress, professional development, priority points, and optional training pay hours throughout the season.

## Optional Training Incentives

Every instructor can receive up to **18 hours of non-teach pay** for optional training during the season. Some optional training examples are: Fast-Track Academy, Park SMART clinics, and weekly clinics.

Instructors earn **priority points** for attending optional training clinics. These points contribute to your priority ranking each pay period—rewarding your commitment to professional growth and continuous learning.

## Lesson Experience

At Schweitzer Ski and Ride School, we provide exceptional experiences. We prioritize experience over progression – Every. Single. Time.

### Assistant Instructor Staff

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

Their role can include:

- Serving lunches and snacks to kids in group lessons.
- Supervising students in the yurt that are unable or unwilling to ski with the group for short periods of time.
- Pick up fallen kids, put back on gloves, goggles, etc.
- Assist the coach in keeping students learning and entertained while keeping the groups together
- Taking a child for a restroom visit (restrooms by the dish only)

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.

### Kids' Yurt

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 group lesson participants. It is not intended to be a space to just “hang out.” It is a wonderful 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.
- Assistants and Full Day group lesson instructors and students should be the **only** people in the yurt between the hours of 11am and 1pm.
- Not to be used for Funactics, MX, School Group, or Private 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 serving the cocoa, snacks, and lunches as we do not want guests in the food service area. Use cold water to cool off cocoa if needed.

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 easier/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.

### Set-up and Tear-Down

On weekends and holidays, assistants will be responsible for set-up. On regular, mid-weekdays, instructors will be scheduled and paid to assist in the set-up of the learning area and magic carpet.

**Every instructor whose lesson ends at 3pm will be responsible for helping with tear-down and cleanup of the learning area and yurt.** No exception. This is something we do as a team. When you finish wrapping up with your students, you help with tear-down until the job is done. Many hands make light work. You are being paid 15 minutes extra for this.

### Lesson Locations

Terrain choice is everything. We, as instructors, should always be able to make better terrain decisions than our guests. When our guests do not understand why we are skiing or riding a certain kind of terrain, it is our job to educate them and explain the "why" behind our decisions. Safety will almost always be at the heart of this decision. If the answer is not safety, it is quality of experience.

### The Dish

The dish area is a part of the learning experience. The flagged/fenced area 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. Get students 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.*
3. Teach them how to get up from a fall.
4. Once students can make direction changes and stop, move them to the Magic Carpet. Never before.

### Magic Carpet Surface Lift (SUNKID)

- 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 their 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, do not 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
Levels 2-4	Magic Carpet Creekside Express	Happy Trails Chapel, Overnighter Trail, Troll Trail
Levels 4-5	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
Levels 5-7	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
Levels 7+	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

# Schweitzer Snowsports

## ▼ Which level fits best? ▼

1

Never skied or snowboarded before

2

**SKI** Can stop and turn both directions across the hill

**SB** Can stop and use a falling leaf to change direction

3

**SKI** Comfortable stopping and making wedge turns on green terrain (Musical Chairs)

**SB** Comfortable turning onto heel side edge • Working on turning onto toe side edge

4

**SKI** Beginning to parallel turn on green and easier blue terrain (eg: Musical Chairs or Midway)

**SB** Links turns (heel to toe and back) on green terrain

5

**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

**SB** Confidently links different turn sizes and shapes on all green terrain and easier blue terrain

6

**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

**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

7

**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

**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

8

**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

**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

9

**SKI** Smoothly and confidently skis the entire mountain, exploring more difficult lines • Learning different strategies in the hardest terrain and snow conditions

**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)

9+

**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

**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



## Programs

We offer a wide variety of lesson programs through the Ski and Ride 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 (Funatics, School Groups, Freestyle Camp, 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.

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

### Group Lessons

Ski - Ages 6-12 - Levels 1 to 9

Adults 13+ - Levels 1 to 6

Snowboard - Ages 6-12 - Levels 1 to 9

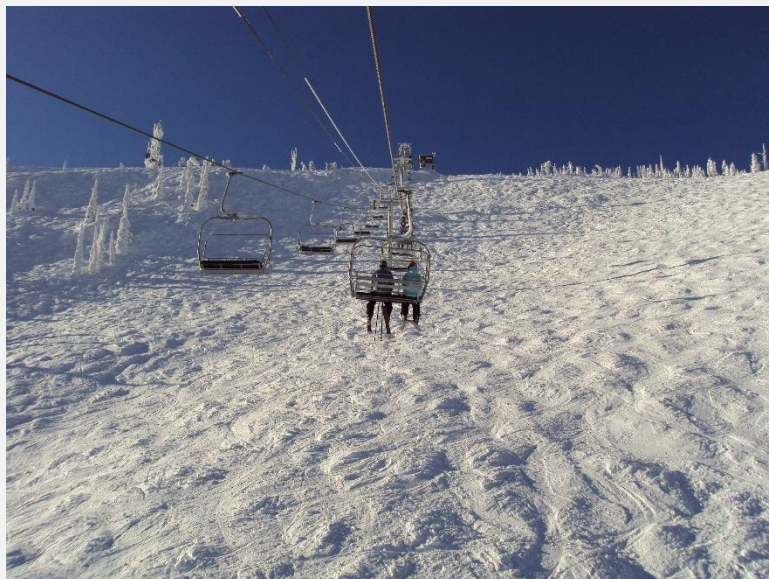
Adults 13+ - Levels 1 to 6

**Where we meet:** Ski and Ride School Meeting Area Sign

**When:** Offered daily (advanced kids and intermediate adults are only offered on weekends and holiday periods)

AM Lesson line-up is at 9:15am, lesson departs at 9:30am / ends at 11:45am

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



### Private Lessons

Ages 3+

**Levels:** All abilities

**Where to meet:** Private Lesson area outside of the Ski and Ride Center

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

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

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

Adaptive, Nordic, and Walk-Up (2 hours) - Available at 9:00am, 10:00am, 12:30pm, or 1:30pm.

- Regular 2-hour privates (not Nordic or adaptive) can only be booked in advance by returning request clientele. (1 participant max for adaptive, 5 for regular and Nordic)

You should have access to review your assigned private guest information on your schedule. To make their experience successful, 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.

**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 and Snowboarding

**Levels:** All Levels

**Where to meet:** The Dish

**When:** Weekends and Holiday Periods

AM Lesson line-up is at 9:15am, lesson departs at 9:30am / ends at 11:45am

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

**What:** This is a flexible multi-week program for children. Students can attend any weekend and holiday period for 2 lesson sessions any day. MX participants are in the same groups as regular group lesson students. The program includes lessons, a Schweitzer season pass, public racecourse privileges, and gear check.

## Funatics

Ages 7-14 Skiing and Snowboarding

**Levels:** 2-9+

**Where to meet:** Outside of The Dish

**When:** Saturday OR Sunday January 3 – March 8 (minus MLK and Presidents weekends)

Lesson line-up is at 8:45am, lesson departs at 9:00am / ends at 3:00pm

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

## 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 9:15am; lesson departs at 9:30am and 11am.

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

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

## Ski and Ride School Specific Benefits

### Locker Room Use

The Ski and Ride 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.

Anyone employed by the Ski and Ride School has access to the locker room and ski/boot room. **Do not invite other department employees, friends, or family inside.**

All staff members are responsible for maintaining a clean shared space. Every day, 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 will not 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 stolen, lost, or damaged. 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 that 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 we engage in. We must respect the values and morals of our co-workers and keep our egos in check regarding tips and lesson assignments.

## Library

We have a library stocked full of current and former PSIA/AASI manuals and videos. You can find current manuals in the Training Supervisor's Office. Supplementary materials and former manuals are on the bookshelf in the locker room. Please check ALL items out on the clipboard in the office BEFORE taking them home.

## Computers

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 at 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 exclusive deals through the national PSIA-AASI website.

## Equipment Stipend

All certified, full-time (4+ days/week) instructors in their second season (or more) of employment with the Ski and Ride School are eligible to be reimbursed for up to \$500 of expense when purchasing equipment needed to do your job. This includes helmet, goggles, gloves, skis, snowboards, boots, socks, and base layers. You are only eligible to receive this reimbursement if you did not use it the previous winter. If you do not use all \$500, you still have to wait until you are eligible again (use it or lose it). To claim your reimbursement, you must fill out the equipment reimbursement form and attach itemized receipts, then submit these documents to payroll/timekeeping in the Accounting office.

- Forms will be given to you by the SRS Director or Assistant Director upon your request.
- You are required to submit your documents before the end of January.
- Payout can take up to 2 pay periods to process.

## PSIA – AASI Reimbursements

All instructors are eligible to be reimbursed for their PSIA-AASI annual membership dues. In addition to this, Instructors will be reimbursed for exam fees, provided that the certification received is operationally relevant (pertains to a lesson type that we teach) and the instructor successfully meets the standard for that certification (passes). In order to be reimbursed, an instructor must:

- Send an email to [snowsports@schweitzer.com](mailto:snowsports@schweitzer.com) with payment invoice and (if applicable) passing assessment form attached.
- Forms will be given to you by the SRS Director or Assistant Director upon your request.
- You are required to submit your documents before December 21st.
- Payouts will happen mid-January.

### Ski/Board storage

The ski/board storage space is available to all SRS staff, but ONLY our staff. This includes some Kinder Kamp instructors. 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!

4 & 5-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

### Boot Racks

Boot rack spots are available to almost all SRS staff. Boot spots are not to be assigned to individual staff members. Please be aware that you should only have 1 pair of boots on the rack at a time, unless you teach more than one discipline on a given day.

### Tuning Bench

The tuning bench is available to all SRS 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 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!