

# SANTIAM PASS SKI PATROL

## Policies & Procedures Manual

# 2019

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## Preface

The Santiam Pass Ski Patrol is a volunteer, non-profit organization whose main objective is to promote safety and enjoyment for those engaging in winter sports in the Santiam Pass area.

This requires:

- 1) Establishing and maintaining a patrol of people trained and equipped to render competent Outdoor Emergency Care (first-aid) and rescue service throughout the winter season.
- 2) Conducting and/or assisting in a program of education for those engaged in winter sports on matters relating to their safety and comfort.

We have built our organization on strong leaders and dedicated patrollers, requiring a very special type of individual. He/she should be mature, able to understand the meaning of self-discipline, able to accept responsibilities, possess the ability to work with others, willing to learn, present a well-mannered and neatly groomed appearance, and last but not least, be physically fit. Besides additional specialized training requirements, the Santiam Pass Ski Patrol Executive Board considers the above mentioned characteristics as the most important attributes of a good patroller. These characteristics are weighed during the training period and refresher courses before an individual is considered for continued active membership.

**This manual is meant to supplement classroom and on-the-hill training and should be used in conjunction with *The Ski Patroller's Manual* and the *Outdoor Emergency Care* textbook both produced by the National Ski Patrol System, Inc. All first aid should be accomplished using the standards prescribed by the National Ski Patrol System's *Outdoor Emergency Care* textbook.**

## Acknowledgements

### 1978 Edition:

The authors of the 1978 version of the manual wish to recognize two manuals from which a portion of the information that follows was obtained:

- 1) Mt. Hood Ski Patrol Manual by Ernie McDonald, revised by Richard Pooley, Steve Snider and Pete Landis
- 2) Santiam Pass Ski Patrol Training Manual by Jack Rothacher

We also wish to thank John Rogers for his time and input regarding various phases discussed in this manual. Typing in the 1978 edition and illustrations used in the manual were done by Diane Bachtold.

### 1984 Edition:

Bob Freund

I wish to thank those patrollers and others who have reviewed this edition for content and errors. I also wish to thank Lon Carlson for his help in getting this manual off disk and in a form ready for printing.

### 1987 Edition:

Jack Walker

I would like to thank Bob O'Connor, John Barber, Sandy Blood, Rick Pignone, Linda Walker, Anne Greenwood, Rick Posekany, Bob Freund, and Ron Riggs for their suggestions, comments and assistance in revising this edition. A special thank you is extended to Bob Freund for the processing and printing of this edition.

### 1990 Edition:

Rick Pignone

I would like to thank Anne Greenwood, Bob Freund, Bob O'Connor, Rick Posekany, Kelly Tharp, Sandy Blood, Doug Ebeling, Terry Oberg, Linda Walker, Jack Walker, Bill Warnick, and Gus Johnson for their update of the sections in this manual. Updated typing and illustrations were done by Kelly Tharp for the 1990 manual.

### 1993 Edition:

Steve Oder

There are some tasks that are impossible to complete without the co-operative efforts of dedicated colleagues. The revision of this document is such a task. Periodically we must review our activities and decide if we need to change the way we do a thing in order to conform with what we say we do, or change what we say we do in order to conform to the way we do it. A revision such as this is both. It is not a trivial effort. A large measure of thanks is due the other members of this committee: Rick Posekany, Frank Day, and Leo Stauber. My own part is small. By far the largest effort, and the effort which indeed produced this manual, was put forth by one person. Thank you Leo.

### 2007 Edition:

Thank you Janie San Romani and Anne Greenwood for the revision and to all who reviewed their work.

### 2011 Edition:

Thank you to Stephanie Dukovcic, Shelley Urben and all of those who read and reread this manual to make it as up-to-date and comprehensive as possible. It was a real group effort.

### 2016 Edition

Thank you to Janie San Romani, Anne Greenwood and Bob Freund, as well as all others who reviewed this newest edition.

### 2017 Edition

Thank you to Anne Greenwood who reviewed and updated information in this edition.

### 2018 Edition

Thank you to Bob Freund, Shelley Urben and Anne Greenwood, as well as others who reviewed and updated this edition.

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## BY-LAWS

PREAMBLE:

The Santiam Pass Ski Patrol is a volunteer, non-profit group whose members, as agents of and on behalf of Hoodoo Ski Area and governmental agencies, assist recreationalists by providing rescue, first aid, and safety promotion services.

ARTICLE I: ORGANIZATION

Section 1: The Santiam Pass Ski Patrol shall have four sections known as the Alpine section, the Nordic section, the Patroller section, and the Professional section.

- A. The Alpine section will typically operate within the confines of Hoodoo Ski Area.
- B. The Nordic section will operate both inside and outside the developed ski area.
- C. The Patroller section will operate in and adjacent to the Base Area.
- D. The Professional section shall be composed of full-time employees of Hoodoo Ski Area employed as ski patrollers.

ARTICLE II: VOLUNTEER MEMBERSHIP

Section 1: Each applicant (except Patroller) shall pass a skiing test administered by the Training Chair or a designated representative, and be recommended for candidate status by the Training Chair.

Section 2: Before election to permanent membership, each candidate or transfer patroller shall serve in a training capacity for at least ten active skiing days with the patrol.

During the training period a candidate or transfer patroller shall demonstrate the ability to ski (except Patroller), to render first-aid under mountain and winter conditions, to assemble and handle rescue toboggans, and will be familiar with the rescue operations of the section(s) in which he or she will be patrolling. Additionally, the candidate or transfer must evidence attitudes of courtesy, cooperation, and dependability. The candidate or transfer must be recommended for membership by the Executive Board after passing on-the-hill tests administered by the Training Chair or a designated representative.

Section 3: Election to permanent membership shall be by secret ballot and shall require a three-fourths majority of the members present at a General Patrol meeting or of those responding to an e-mail ballot. An email ballot shall be considered secret as long as the ballot remains anonymous, generally through the use of a non-bias email address. Candidates shall have no voting privileges.

Section 4: Except by special waiver of the Executive Board, all active members shall meet and maintain the following minimum standards. (Inactive members shall meet the requirements of paragraphs A, C, and G):

- A. OEC First-Aid and CPR cards must be kept current. Each year the NSPS prescribed classroom first aid and on-the-hill refreshers shall be completed.
- B. Complete skiing, sled handling, or other refresher requirements established by the Executive Board.

- C. Work at the Ski Swaps for a minimum total of 12 hours per season.
- D. Have and use the prescribed clothing and first-aid equipment as appropriate to their patrol section.
- E. Participate in one other ski patrol project such as a committee, work detail, or other activity approved by the Patrol Director or Assistant Patrol Director(s).
- F. A patroller shall serve a minimum of three (or more as required because of low membership) weekend or vacation days per calendar month of operation at Hoodoo except those assigned duty days when the area is not operating, unless modified by the Executive Board.
- G. Submit the required dues at the beginning of the season.

Section 5: Any member who fails to meet the minimum standards as outlined in Section 4 of this article shall forfeit voting and season pass privileges.

Section 6: A patroller may miss up to two calendar days per season upon submitting written reason for such failure to the Executive Board, and the Board deems the reason adequate. At its discretion, the Board may request the patroller to appear before it and may require the duty days be made up.

Section 7: The Executive Board shall review Hill Chief reports monthly and upon determining that two or more duty days have been missed without adequate reason by any member shall notify such member of suspension of voting and season pass privileges for the remainder of the season.

Section 8: In the event of reoccurring or continuing failure to meet assigned duty days, the Executive Board may place such patroller on Inactive status, and the Executive Board, in its sole discretion, may condition such patroller's return to Active status upon such patroller's compliance with Section 9 of this Article II.

Section 9: Inactive members have no ticket privileges. A patroller moving from Inactive status to Active status shall meet all NSP requirements and make written application to the Executive Board, and the Executive Board must approve of such patroller's return to Active status. Any patroller moving from Inactive status to Active status shall take and pass a skiing, sled handling and first-aid problem to be administered by the Training Chair, or designated representative, if the inactive period had been longer than six months.

Section 10: Notwithstanding sections 4, 5, 6, 7, 8, and 9 of this article, the Executive Board retains the right to waive any of the herein referred to requirements for any member when special circumstances dictate such treatment; however, three-fourths vote of the Board shall be required.

Section 11: A member may be expelled from the patrol for conduct that reflects negatively on the patrol. Such an expulsion may be effective following a three-fourths vote obtained by secret ballot by those present at a General Patrol meeting provided that a quorum is present. Said member shall have the right to appear before the membership and be heard.

Section 12: The Executive Board may move any patroller to Inactive status for conduct the Executive Board deems detrimental to the welfare of the patrol by a three-fourths vote of Executive Board voting members present at any Executive Board meeting. Provided that such patroller personally appears at the next General Patrol meeting at which a quorum is present, the presiding officer shall move to expel such patroller for conduct deemed to be detrimental to the welfare of the patrol pursuant to Article II, Section 11. Unless the patroller is expelled as a member of the patrol at such General Patrol meeting, then immediately thereafter, such patroller shall be reinstated to Active status. If such patroller does not personally appear at the next General Patrol meeting at which a quorum is present, then such patroller shall automatically be expelled as a member of the patrol, effective as of the close of such General Patrol meeting, without any further action of the patrol.

### ARTICLE III: PROFESSIONAL SECTION

Section 1: The purpose of the Professional section shall be to make membership in the National Ski Patrol available to ski patrolling employees of Hoodoo Ski Area.

Section 2: In addition to being a full-time ski patrolling employee, an applicant for the Professional section must also:

- A. Possess current OEC and CPR certification as required by NSPS. Each year the NSPS prescribed classroom first-aid and on-the-hill refreshers shall be completed.
- B. Submit the required dues at the beginning of the season.

Section 3: Membership in the Professional section shall be accomplished when the requirements of Section 2 are met and does not require a vote by volunteer members.

Section 4: Membership in the Professional section shall terminate upon expiration of NSPS registration.

Section 5: None of the requirements or responsibilities listed in Article II sections 1 through 10 shall pertain to members of the Professional section.

Section 6: The Director of the Professional Ski Patrol shall be an ex-officio, non-voting member of the Executive Board.

### ARTICLE IV: MEETINGS

Section 1: General Patrol meetings shall be held following the OEC first-aid refresher; the on-the-hill refresher; within four weeks of the completion of the ski season; and at such times, dates, and places as determined by the Executive Board. A General Patrol meeting can be called by a written petition signed by a majority of the voting members.

Section 2: Patrol meetings shall be presided over by the Patrol Director, or in his or her absence, by one of the Assistant Patrol Directors, or in their absence, by the Secretary. In the event that none of these officers shall be present, a majority of the members in attendance shall elect a presiding officer pro-term. Matters presented at any meeting shall be resolved with a majority vote of the members in attendance except as otherwise provided in these By-Laws. Minutes of all business transacted shall be kept by the Secretary or in his or her absence by such members as shall be designated by the presiding officer.

Section 3: A quorum shall consist of sixty percent of the voting members of the patrol.

Section 4: The last General Meeting of the patrol during the patrol year shall occur within four weeks of the season closure of Hoodoo and will be the election meeting of the patrol.

### ARTICLE V: OFFICERS

Section 1: At the meeting prior to the election meeting of the patrol, a nomination committee consisting of three members shall be elected by a vote of the members present. The nominating committee shall select two candidates for each office in the patrol. The names of the members selected shall be presented to the patrol during the election meeting. Other members may be nominated from the floor at this meeting. The election shall be by secret ballot with the newly elected officers assuming their responsibilities on June 1.

Section 2: The Executive Board will be composed of members elected by the General membership and members appointed by the Patrol Director as follows:

- |                              |   |
|------------------------------|---|
| a) Patrol Director           | -elected for a two year term            |
| b) Secretary                 | -elected for a two year term            |
| c) Treasurer                 | -elected for a two year term            |
| d) Alpine member-at-large    | -elected for a two year term/even years |
| e) Nordic member-at-large    | -elected for a two year term            |
| f) Alpine member-at-large    | -elected for a two year term/odd years  |
| g) Patroller member-at-large | -elected for a two year term            |
| h) First-Aid Chair           | -appointed for a two year term          |
| i) Hill Chief Chair          | -appointed for a two year term          |
| j) Training Chair            | -appointed for a two year term          |

Section 3: All members of the Executive Board shall have equal voting rights except the Patrol Director who shall vote only in case of a tie.

Section 4: The Patrol Director will appoint one but no more than two Assistant Patrol Directors, with each Assistant Patrol Director to be from different sections of the patrol if more than one Assistant Patrol Director is appointed. The Assistant Patrol Director(s) will be non-voting members of the Executive Board.

Section 5: The Patrol Director shall preside at the meetings of the patrol and of the Executive Board, and shall be responsible for the implementation of the administrative affairs of the patrol.

Section 6: In the event a patrol office becomes vacant, the Patrol Director will appoint a replacement. However, if the office is an elected office, an election shall be held either at a General Patrol meeting or via an e-mail ballot to ratify the appointment if there are more than six months left in the unexpired term.

Section 7: Executive Board meetings shall be held monthly.

Section 8: Unless otherwise specified in these Bylaws, all decisions of the Executive Board shall be by a majority vote of all Executive Board members voting on a matter.

Section 9: There is no quorum requirement for any action taken by the Executive Board at any monthly meeting of the Executive Board.

Section 10: When matters requiring Executive Board decisions are time sensitive and require action before the next scheduled monthly meeting of the Executive Board, such matters will be addressed in electronic session as follows:

A) The Patrol Director will electronically notify all members of the Executive Board and all committee chairs, outlining the issue and indicating a time frame within which he/she would like the matter to be addressed, and inviting comments to be submitted via e mail to all Executive Board and committee chairs (using “reply to all” or other similar e mail tool so that all comments are sent to all Executive Board and committee chairs) from members of the Executive Board and committee chairs. The notification will include a time period for electronic discussion, and a deadline for a vote to be sent via e mail by the individual members of the Executive Board to the Patrol Director, with a copy to the Secretary. The Patrol Director shall set the time period for electronic discussion, and the deadline for the vote, taking into account the speed by which a decision of the Executive Board is needed.

B) A majority of the votes received by the Patrol Director by the deadline for submitting votes shall decide the matter. Once the deadline for the vote has expired, the Patrol Director will tally all votes submitted, and then communicate the results to the Executive Board, all committee chairs, and the party(s) directly affected by the Executive Board action.

C) The Patrol Director shall make a report on the matter at the next board meeting, with such report and the results of the vote to be made part of the minutes and as such become an official part of SPSP archives.

#### ARTICLE VI: BOARDS

Section 1: The Executive Board is the governing body of the patrol. It shall determine policies and assume overall operation of the patrol. Decisions of the Executive Board can be challenged at a General Patrol meeting by twenty percent (20%) of the membership in attendance at the meeting. Any issue receiving twenty percent support will then be acted upon by a majority vote of the members present at that meeting.

Minutes will be kept at all Executive Board meetings and will be available to any member of the patrol.

Section 2: An auditing committee consisting of two members appointed by the Patrol Director will review the financial records and will report at or before the October Executive Board meeting.

#### ARTICLE VII: AMENDMENTS

Section 1: These By-Laws may be amended by a majority vote at any General Meeting of the patrol provided that any such amendment shall have been presented at the preceding meeting of the patrol or published on the *Santiam Pass Ski Patrol* website ([www.santiampassskipatrol.org](http://www.santiampassskipatrol.org)) 10 days prior to voting.

#### ARTICLE VIII: NATIONAL SKI PATROL SYSTEM

Section 1: The Santiam Pass Ski Patrol is a part of the National Ski Patrol System, Inc. and as such is subject to the rules and regulations of the parent organization.

Last Amended April 10, 2011

## CHAPTER 1

### MEMBERSHIP REQUIREMENTS

#### A. CANDIDATE/TRANSFER

1. Desire to provide service to the public while skiing.
2. Pass the ski test administered by the patrol and ski area management where required.
3. Be interviewed.
4. Fill out application and pay dues to NSP, Inc.
5. Have a valid health care professional level CPR card. Currently approved CPR providers are the American Heart Association, American Red Cross, American Safety and Health Institute, Emergency Care and Safety Institute, National Safety Council, and Medic First Aid. (National Ski Patrol, Policies & Procedures, Appendix D, D.3.)
6. Have a valid *Outdoor Emergency Care* certification. (SPSP Level 2 only – see page 14)
7. Shall serve in a training capacity a minimum of ten (10) active skiing days for the patrol. This will include at least one Patrol Room Shift and one Swing Shift.
8. Pass a training examination or other tests required by the SPSP Executive Board.
9. Display an attitude of cooperation, dependability, competency, and courtesy.

#### B. ACTIVE PATROLLER: Except by waiver of the SPSP Executive Board pursuant to SPSP By-Laws:

1. Complete all Candidate/Transfer requirements and be accepted by a vote of the membership of the patrol as designated by the Santiam Pass Ski Patrol By-Laws.
2. Attend the annual *Outdoor Emergency Care* First Aid refresher. Must attend Santiam Pass Ski Patrol's OEC refresher a minimum of two out of every three years.
3. Pay annual dues at the beginning of the season.
4. Participate in the ski swaps for a minimum of twelve (12) hours.
5. Attend the annual on-the-hill refresher.
6. Complete other refresher training as designated by the Executive Board.
7. Have and use the prescribed clothing and first aid equipment as pertains to their patrol section (Alpine, Nordic, Base Patroller).
8. Participate in one other ski patrol project as approved by the Patrol Director or Assistant Patrol Director.
9. Patrol a minimum of three (3) weekend/vacation shifts each month the area operates. More shifts may be required because of low membership per patrol By-Laws.
10. Each season, attend two (2) out of three (3) Patrol meetings.
11. By the end of their first, full patroller season, successfully complete a Level 1 Avalanche course.

## CHAPTER 2

### **MEMBERSHIP CLASSIFICATIONS**

#### **A. ACTIVE STATUS**

1. Applicant A person making an application to join the patrol.
2. Transfer A registered patroller desiring to switch patrols.
3. Candidate Level 1: Applicants who do not possess current OEC and CPR cards but who have strong skiing abilities (where required) and are willing to work a minimum of two days a month with the patrol. Level 1 candidates may not participate in patient care activities. Level 2: Alpine, Nordic, or Base Patroller section applicants who possess OEC, CPR, and have passed a ski test where required.
4. Alpine/Nordic An active patroller qualified to patrol either Alpine or Nordic patrols.
5. Base Patroller An active patroller who passes all qualifications except skiing and sled handling.
6. Professional A ski patroller working as a paid employee of the ski area.
7. Senior A patroller who has passed Regional Senior Examinations testing.
8. National/LCA A Senior who has been nominated to the National Ski Patrol for an appointment for his/her contributions to the NSP.
9. Certified A professional patroller or very experienced senior patroller who has passed additional examinations.
10. Honorary Awarded to person performing unusually or highly useful service of national value to the NSP. The person need not ski or have first aid qualifications.
11. Un-Scheduled A patroller who has requested and been approved by the Board to be absent from scheduled duty for a period of time. Unscheduled patrollers are generally expected to make up missed days and perform all other ski patrol requirements.

#### **B. INACTIVE STATUS**

1. Inactive A patroller who is registered with NSP but not fulfilling on-the-hill patrolling requirements temporarily. (2 years maximum)
2. Alumni A patroller no longer patrolling but registered with NSP as an Alumnus. Alumni receive publications from NSP and can continue to take and teach courses through NSP.

## SO YOU WANT TO BE A SKI PATROLLER

The Santiam Pass Ski Patrol is composed of three sections. The Alpine section patrols the downhill slopes at Hoodoo Ski Area. The Nordic section patrols groomed cross-country trails at Hoodoo, aides the Alpine section and serves as a rescue team for incidents outside the developed ski area. The Base Patroller section staffs the First Aid Room.

Applicants for positions with the ski patrol should hold an Outdoor Emergency Care (OEC) card, or have the additional time available to complete an OEC course, and a CPR card from a NSP recognized agency. An applicant needs to demonstrate the ability to ski at a skill level appropriate for their section and should be willing to patrol at least three weekend shifts per month as well as some weekday shifts during the Christmas and spring vacation periods. In addition to commitments at the ski area, applicants should be able to attend ski patrol meetings, work parties and annual fund raising events. In other words, you need substantial free time to devote to the sport of skiing and the people involved in skiing.

Patrollers are expected to arrive early enough on assigned duty days to be dressed and ready to ski by 8:15 a.m. The patrol day involves many physical activities and continues until all trails have been "swept" at the end of the day and all patrollers are checked in. After an end-of-day critique Alpine, Nordic, and Base Patroller are dismissed unless there is a search and/or rescue underway.

Applicants will be required to show their OEC card, if they have one, and CPR card. Alpine and Nordic applicants will be administered a ski test by the patrol to determine if the applicant possesses the skiing ability to be accepted as a candidate or transfer. Once accepted into candidate/transfer training, full registration dues are required to be paid. If an OEC course is needed, course fees will also apply. Contact the Patrol Director of the Santiam Pass Ski Patrol for current National Ski Patrol and OEC related fees.

Training will proceed as rapidly as the candidate/transfer's ability allows and can include such things as sled handling, First Aid Room procedures, winter emergency care and many other aspects of ski patrolling. For advancement to basic patroller, the candidate/transfer is required to patrol-in-training at least ten weekend shifts, pass a practical first aid examination, a written procedures examination and a practical sled handling examination (Alpine only). Each candidate/transfer may take the examinations when they feel qualified. Once all exams have been passed, and ten training shifts have been completed, the general membership of the patrol votes on whether or not to accept the candidate/transfer as a full member. Upon acceptance, the new patroller is required to purchase a patrol parka and a fully stocked first-aid belt/pack/vest.

A word about attitudes: The ski patrol at Hoodoo exists to serve the skiing public as a competent, caring rescue organization. Proper attitude toward the patrol and the public during training and throughout a ski patroller's career is most critical in determining the length of that career. We are proud of our reputation and rapport with both the clientele and management of Hoodoo Ski Area and do not want it damaged by inappropriate actions of uncaring ski patrollers.

The training may be difficult, the work will be hard, and you may not hear "thank you" many times, but the rewards will come in the smiles and relieved expressions from the people you help. Ski patrol training will give you increased self-confidence to handle emergency situations in a calm, objective manner. Ski patrolling is an avocation which may change your life.

Submit application to: Patrol Director and/or recruiter. Check the Santiam Pass Website at: <http://www.santiampassskipatrol.org> for contact information.

## CHAPTER 3

### **APPLICANT/CANDIDATE/TRANSFER**

#### **SELECTION AND TRAINING**

##### **1. PRE-SELECTION ADVERTISING**

Advertising for volunteer patrollers should be instituted throughout the year. In this way interviews may be conducted for Level 1 and Level 2 applicants. The advertising need not be restricted to the Santiam Pass area, but should be spread throughout all communities having potential ski patrol candidates. Any person requesting information regarding membership should have the two LEVELS explained.

**LEVEL 1:** Alpine, Nordic or Base Patroller section applicants who do not possess a current OEC Card and are willing to work two (2) days a month with the patrol in activities other than patient care. A Level 1 Candidate is defined to be from the time they join until the time our patrol completes the next scheduled OEC course unless otherwise modified and approved by the board.

**LEVEL 2:** Alpine, Nordic or Base Patroller section applicants who possess OEC and CPR (Chapt. 1-A.4, SPSP P&P's) cards, and have passed the ski test where required.

Prospective candidates should be:

- Given a list of the requirements for patrol membership.
- Given an interview (may be by phone) and dates of the ski exam.
- Listed by name, address, telephone and e-mail with the Patrol Director.

It is important that all patrollers realize that we actively recruit in the Base Patroller, Nordic and Alpine sections with the purpose of obtaining patrollers of superior caliber. The first aid instructors in the patrol should be notified of any new candidates so they may begin to organize an OEC course.

##### **2. APPLICANT SKI EXAMINATION AND INTERVIEW**

It needs to be emphasized that any person being accepted onto the Santiam Pass Ski Patrol as a candidate should have ample time for volunteer activity and be able to pass a ski test, where applicable. The specialized first aid training and sled handling will be taught during the training period. In addition it is very important to examine each applicant's motivation behind the application to join the patrol. Only when a person is found who exhibits both good skiing ability and a healthy attitude toward volunteer work should he/she be accepted as a candidate.

The skiing examination should be conducted on a variety of terrain having varied conditions. The following areas need to be evaluated:

#### **ALPINE**

- A. Skiing strength and stability
- B. School Figures: Side-slipping, kick-turns, snowplow, and emergency stops
- C. Skiing ability in the moguls, unpacked, and broken-up (crud)
- D. General free-skiing ability

#### **NORDIC**

- A. Skiing the Nordic terrain of the Hoodoo Ski Area and surrounding Nordic trails on "Nordic" ski equipment.
- B. School Figures: Diagonal stride, double pole plant, skating, skating turn, skate-glide left 50' and right 50'.

After passing the ski test, where applicable, each successful applicant needs to be interviewed and the following points investigated:

- Reason for joining the ski patrol.
- Years of skiing experience.
- Related outdoor experience.
- Occupation and how it will allow weekend/weekday skiing.
- Number of years the person expects to remain an active patroller.
- Any additional attributes the applicant may possess.

### 3. CANDIDATE/TRANSFER SELECTION

Prior to conducting the interview and test, the Executive Board should determine how many new candidate or transfer patrollers can be accepted. The maximum number for that year cannot be surpassed. After the ski exam and interview, it needs to be determined how many qualified candidates the patrol has. If there are more candidates than spaces, then only the top candidates will be accepted while the others will be rejected for that year, but they will be encouraged to reapply. If not enough qualified applicants can be found to fill the vacant positions, then only those qualified shall be accepted. All other applicants shall be rejected and informed of their deficiencies.

### 4. IN-SERVICE TRAINING

Beginning with the onset of candidate training, each candidate or transfer shall patrol-in-training at least ten weekend shifts and pass a practical first aid examination, and a written procedures examination. In addition, Alpine and Nordic candidates will need to pass a practical sled handling examination to be taken with both a loaded and unloaded sled. Each candidate or transfer may take the examinations when he/she feels qualified. The practical exams will be taken with a minimum of two judges.

### 5. CANDIDATE/TRANSFER RESPONSIBILITY AND LIMITATIONS

- Should be assigned to an on-duty patroller (preferably a Senior) at all times.
- Only run a sled while training with an on-duty patroller.
- Work injury incidents only under the direction of an on-duty patroller (Level 2 only).
- Perform other jobs as assigned.

Special training sessions should be accomplished using patrollers who are not assigned during a given day. Patrollers who are assigned have the responsibility to cover the hill.

A member who desires to transfer from Base Patroller to Nordic or Alpine shall have served a total of three (3) seasons as a Base Patroller (including the Candidate year) prior to becoming an Alpine or Nordic Member.



# Level 1 Candidate Program

## Recruitment

Contact is made between Recruiter & applicant. Discuss responsibilities and program expectations.  
If applicant makes 2nd contact with Recruiter, Recruiter will mail, fax, or email SPSP information, application and reinforce responsibility of being a patroller and an applicant.

## Ski Along I

Patrollers will be assigned for ski along. Patroller will fill out evaluation for review and give to review committee.\*

## Ski Along II

Patroller will be assigned for ski along. Patroller will fill out evaluation for review and give to review committee.  
If two positive evaluations, applicant may take ski test. If further evaluation is needed, schedule a third ski along.

## Ski Along III

Patrollers will be assigned for ski along. Patroller will fill out evaluation for applicant and give to review committee.  
If Santiam Pass standards are not met, suggest to applicant that patrolling is not for them.

Good Bye

OR

## Ski Test

Review committee will schedule a ski test. If applicant cannot meet standard they may reapply if skiing skills improve to area standards. If ski test standard is met, applicant may continue for an interview.

Good Bye

## Interview

Review committee will conduct interview. If positive feedback, applicant may register with National Ski Patrol.

Good Bye

## Register with National Ski Patrol

The applicant may register with National Ski Patrol, pay current national, division and region fees and move to candidate status.

OEC

NO OEC

Participate in Training as Level 1

OEC Certification

Level 2 Training

\*Review committee: Recruitment Chair and those assigned by Patrol Director

## CHAPTER 4

### **SANTIAM PASS SKI PATROL EXECUTIVE BOARD**

(See By-Laws for voting members)

#### A. ELECTED OFFICERS OF THE SANTIAM PASS SKI PATROL EXECUTIVE BOARD INCLUDE:

1. Patrol Director: 2 year term  
Presides at meetings of the Executive Board and Patrol; acts as liaison between the patrol and area management. Candidates for this position need to be approved by the area manager.
2. Secretary: 2 year term  
Responsible for keeping minutes of all meetings and keeping the records of the patrol including the Errata Sheet of changes for the Procedures Manual.
3. Treasurer: 2 year term  
Maintains financial records.
4. TWO (2) Alpine Members-at-Large: 2 year term (non-concurrent)  
Experienced advisors providing the Executive Board with direct input from the Alpine patroller point of view.
5. Nordic Member-at-Large: 2 year term  
Experienced advisor providing the Executive Board with direct input from the Nordic patroller point of view.
6. Base Patroller Member-at-Large: 2 year term  
Experienced advisor providing the Executive Board with direct input from the Base Patroller point of view.

#### B. APPOINTED OFFICERS OF THE SANTIAM PASS SKI PATROL EXECUTIVE BOARD INCLUDE:

1. Up To Two Assistant Patrol Directors: From different sections of the patrol.
2. First-Aid/Outdoor Emergency Care (OEC) Chair: 2 year term.
3. OutdoorEmergency Transportation (OET) Chair: 2 year term.
4. Hill Chief Chair: 2 year term.  
Organizes the Hill Chief Committee. Maintains records of patroller on-the-hill coverage.
- 5.

#### C. EXECUTIVE BOARD DUTIES AND RESPONSIBILITIES IN DETAIL:

##### Patrol Director

This person is elected by the members of SPSP for a two year term and is responsible for the following:

- Appointing a First-Aid Chair, a Hill Chief Chair, a Training Chair, and one but no more than two Assistant PD's
- Is a non-voting member of the Executive Board except in the case of a tie, where he/she gets one vote
- Presides over meetings of the patrol and of the Executive Board
- Is responsible for the implementation of the administrative affairs of the patrol

- Acts as the liaison between the patrol and area management
- Attends Region meetings and the PNWD Convention
- Fills vacant positions with appointments, or holds an election if an elected position becomes vacant and there are more than six months left in the unexpired term.

#### Secretary

This person is elected by the members of SPSP for a two year term and is responsible for the following:

- Holds one vote on the Executive Board
- Records meeting minutes at executive board meetings and general patrol meetings
- Types up minutes
- Posts minutes on the SPSP website
- Distributes a PDF of minutes to all board members for E board minutes and to all patrollers for general patrol minutes
- Is responsible for writing thank you cards, when appropriate
- Keeps the records of the patrol including the Errata sheet of changes for the Policies and Procedures Manual
- Shall preside at a Patrol meeting in the absence of the Patrol Director and Assistant Patrol Director(s).

#### Treasurer

This person is elected by the members of SPSP for a two year term and is responsible for the following:

- Holds one vote on the Executive Board
- Maintains the financial records of the Santiam Pass Ski Patrol (SPSP)
- Receives SPSP dues and other revenues as may be acquired by the SPSP
- Transmits registration reconciliation forms as well as the National Ski Patrol System (NSPS) dues, the Pacific Northwest Division (PNWD) dues and Oregon Region dues to the PNWD Controller
- Disburses the funds of the SPSP as directed by the SPSP Executive Board
- Upholds and utilizes the SPSP reimbursement policies
- Presents a current financial report at each Executive Board meeting held
- Presents a current financial report at each General Membership meeting held
- Prepares and submits financial reports as required by the PNWD.

#### Alpine Members-At-Large

This person is elected by the members of SPSP for a two year term (there are two people in this position, one elected on an odd year and one on an even year) and is responsible for the following:

- Each Alpine Member-At-Large holds one vote on the Executive Board
- Represents the interest of the Alpine patrollers at Executive Board meetings
- Brings specific concerns to the Executive Board that have been presented by an alpine patroller.

#### Nordic Member-At-Large

This person is elected by the members of SPSP for a two year term and is responsible for the following:

- Holds one vote on the Executive Board
- Represents the interest of the Nordic patrollers at Executive Board meetings
- Brings specific concerns to the Executive Board that have been presented by a Nordic patroller
- In conjunction with the training chair, is responsible for making sure the Nordic ski test is up-to-date and that there are ample Nordics able to give the test.

#### Base Patroller Member-At-Large

This person is elected by the members of SPSP for a two year term and is responsible for the following:

- Holds one vote on the Executive Board
- Represents the interest of the Base Patrollers at Executive Board meetings
- Organizes and/or facilitates patrol room set-up and take-down for each season.

#### Assistant PD (up to two)

This person is appointed by the Patrol Director and is a non-voting member of the Executive Board. He/She is responsible for the following:

- Remind board members about upcoming meetings at least a week in advance
- Get the number of attendees to the host of the meeting and to the treasurer
- Collect and bring any reports to the Executive Board meeting
- Assist the Patrol Director in whatever capacity they require
- Shall preside at a Patrol meeting in the absence of the Patrol Director
- Shall keep track of Inactive patrollers, and let them know the rules and requirements for reactivation
- Encourage retiring patrollers to maintain a continued affiliation with our patrol through the National Ski Patrol as an NSP Alumni member.

#### First-Aid/Outdoor Emergency Care (OEC)

This person is appointed by the Patrol Director for a two year term and is responsible for the following:

- Holds one vote on the Executive Board
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- OEC Instructor and Patrol Refresher
  - Register the refreshers with National
  - Organize and run the refreshers
  - Get all the instructors assigned topics/responsibilities
  - Determine the format for the refreshers making sure all the requirements are covered
  - If using the hybrid format, advise the patrol when on-line refresher is available
  - Make all the needed arrangements for the patrol guests taking the refresher
  - Reserve the location
  - Turn in the course completion form within 2 weeks to National.
- OEC classes
  - Register the class with National
  - Determine the class agenda
  - Get all the instructors assigned responsibilities
  - Create the midterm scenarios and test
  - Get the final test and scenarios from National and set up the final for the class
  - Turn in the course completion form within 2 weeks to National
  - OEC – Module of the Senior Program (OEC-MSP)
  - Determine who is interested in doing Senior Module of OEC
  - Let the OR Region Senior OEC Advisor know who is planning to participate in the Senior Module of OEC
  - Organize the training for the candidates
  - Make sure all the needed paperwork is completed and turned into the OR Region Senior OEC Advisor
  - Attend the Senior Module of OEC clinic and final.
- CPR Classes
  - Find instructors
  - Set up dates and locations for the refresher.

#### Outdoor Emergency Transportation (OET) Chair

This person is responsible for the following:

- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- Coordinates Senior OET training
- Coordinates Get Wet Sled Refreshers.

### Hill Chief Chair

This person is appointed by the Patrol Director for a two year term and is responsible for the following:

- Holds one vote on the Executive Board
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- Organizes the Hill Chief Committee
- Responsible for training and refreshing of Assistant Hill Chiefs and Hill Chiefs
- Arranges On-the-Hill Refresher each year
- Prepares list of Get Wet activities for all disciplines
- Maintains records of patroller shift coverage in conjunction with the scheduler. Reviews attendance records weekly.

### Training Chair:

This person is appointed by the Patrol Director for a two year term and chairs a committee which is responsible for the following:

- Holds one vote on the Executive Board
- Prepare a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget to cover the cost of providing training materials and services not covered by other budget items (i.e. OEC or Hill Chief)
- Maintain records of all persons undergoing initial patroller training (Candidates) to allow contact with those individuals and to track their training progress
- Accept responsibility for patrol interface with new personnel once they have passed the requirements to become a Candidate patroller (i.e. ski test, interview, paid dues and registered with NSP)
- Develop/review a written training program outline for Alpine, Nordic, and Base Patroller (both Level 1 and Level 2)
- Develop a schedule as to when the topics and sessions listed in the training program outline will be presented and arrange for instructors to present those sessions
- Supervise or conduct the training topics and sessions listed in the training program outline. Coordinate with other patrollers to provide specific training topics as appropriate
- Report to the Executive Board at its monthly meetings on the progress of the Candidates specifically noting any observed or reported problems that individuals or the entire Candidate class might be having.

## CHAPTER 5

### SANTIAM PASS SKI PATROL STANDING COMMITTEE CHAIRS – APPOINTED

#### A. APPOINTED STANDING COMMITTEE CHAIRS OF SANTIAM PASS SKI PATROL INCLUDE: (Committee chairs are not on the Executive Board and therefore are not voting members)

1. Awards Responsible for coordination for all awards and presentations.  
(Patrol, Divisional and National)
2. Banquet/Social Responsible for the banquet and social functions for the patrol  
and for Division related activities.
3. Telecom/Tech Responsible for advising, purchasing and maintaining the on  
hill communication devices.
4. First-Aid Supplies Responsible for the purchasing and stocking of First-Aid  
Room supplies and for the removal at the end of the season.
5. Maintenance Responsible for maintenance of rescue equipment and facilities.
6. Construction Responsible for construction projects.
7. Recruitment Responsible for maintaining and coordinating recruitment of  
new Candidates and Transfers.
8. Search and Rescue Responsible for maintaining and coordinating SAR equipment.
9. Ski Swap Corvallis SPSP's liaison with Corvallis Ski Swap, Inc.
10. Ski Swap Eugene SPSP's liaison with Eugene Ski Swap, Inc.
11. Website Responsible for updating and maintaining the SPSP website.
12. Scheduler Responsible for scheduling patrollers duty days.

#### B. STANDING COMMITTEE CHAIRS – APPOINTED/ DUTIES AND RESPONSIBILITIES IN DETAIL:

##### Awards

This person is responsible for the following:

- January/ February – work with the Banquet chair to determine date, location, cost, invitations, theme, etc. for the Spring Award Banquet
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- First of March – Pass out award nomination forms to all patrollers. Bring them in hard copy to the mountain and make sure they get on the website
- Contact last year's nomination winners – they are your committee for that year. Assign one to assist/take care of engraving on award plaques, one to assist/take care of procuring items for the banquet raffle, and one or two to assist you with shopping for the awards along with wrapping them and setting up the banquet

- Purchase awards – Board members; Patrol Director; Nomination winners; appropriate pins – service years, instructors, etc.; pig out award; angel; band-aid; ski swap helpers; guests; owner; General Manager; the paid PD; certificates of appreciation; bedpan; sled handlers; snowmobile; and any others you deem appropriate
- Save all receipts for reimbursement
- Make sure whoever is in charge of the engraving gets the names and has a contact for getting that job done. They will need to bring the awards down from the hill and engrave, preferably prior to the banquet. Then bring the awards (new winner's names covered) to the banquet.
- Provide any previous contact info to the person in charge of procuring prizes. Many places kindly donate – Bergs, Play It Again, etc.
- Order pins and certificates from the NSP website – [www.nsp.org](http://www.nsp.org) Members section
- Wrap all awards and print certificates
- Work with Banquet chair on theme colors, decorations, etc. and in getting out invites
- Arrive early and set up the awards
- Emcee the banquet along with the banquet chair
- After the banquet go to the PNWD website ([www.nsp-pnwd.org](http://www.nsp-pnwd.org)) and get the nomination form for that year's Outstanding Patroller. Complete the form (with the winner's help) and write or have someone else write a letter of recommendation. Turn in to the Oregon Region Awards Advisor by the deadline which can usually be found on the Oregon Region website ([www.nsp-oregon.org](http://www.nsp-oregon.org))
- Bring any leftover awards to the fall refreshers and pass out there
- Constantly be on the lookout for prospective award winners – merit stars and more. Forms can be found on the PNWD website, details about specific awards can be found in the NSP P and P's. ([www.nsp.org](http://www.nsp.org))

#### Banquet/Social

This person is responsible for the following:

Social:

- Potluck - Send out advance notice for the monthly pot luck
- On the Hill and "In Town" Refreshers -
  - Contact the appropriate chair to get numbers on anticipated participants
  - Arrange for the coffee maker, hot water maker, coffee/tea/cocoa makings are brought up, to Hoodoo
  - Check coffee, etc... to be sure supplies are adequate
  - **HAVE THE COFFEE READY WHEN THE PATROLLERS ARRIVE!**
  - Procure snacks, other refreshments, appropriate table service and condiments
  - Set them out
  - Clean up after event
- Saves all receipts for reimbursement.

Awards Banquet:

- Odd years "formal", even years family
- Coordinate planning with the Awards Chair
- Meet with the Executive Board to set the date
  - Usually the banquet is held the week before or after Mother's Day
  - Meet with the Executive Board no later than the February board meeting. It gives more time for options in selecting venues.
- Ask patrollers for input
- Send patrollers an email advising them to mark their calendar for the date
- Contact various venues for availability, cost, menu selection, dress codes, golf, etc.
- Submit findings to the Executive Board for selection
- Meet with the venue and finalize agreement and dates. Then meet later as needed
  - They will want the number of people anticipated
- Have a golfer make arrangement for golf

- Arrange with the treasurer regarding RSVP's and payment (from patrollers and to the venue)
- Co-host with the Awards Chairman
- Saves all receipts for reimbursement.

#### Telecommunications & Technology Chair:

This person is responsible for the following:

- Prepare a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget to cover maintenance and repair of telecommunications equipment
- Ensure licenses and letters of agreement for radio operation are current and cover the operational needs of the patrol
- Monitor radio operation to ensure it conforms to the conditions under which the license(s) and letters of agreement have been granted
- Ensure computer software is up-to-date and maintain subscriptions approved by the Board.

#### 1. Radio System operation and maintenance

- Portable Radios including Speaker-Mic, antenna, battery and battery chargers
- Remote Base station including antenna, feedline, electrical power, and control wiring
- Control Units including control wiring and back-up power
- Lightning protection for radio and control wiring.

#### 2. Telephone System operation and maintenance

- Telephone instruments
- Wiring and protection devices to point of presence of Hoodoo's telephone system.

#### 3. Computers and Servers operation and maintenance

- First-Aid Room computer including keyboard, mouse, and displays
- Office computer including file maintenance
- KVM switch including keyboard, mouse, monitor, and connecting cables
- Weather computer coordinate with Bill Freund on software issues
- Weather Access Point including computer, router, access point and cables (coordinate with Michael Mays)
- Server(s) including file backup and maintenance
- Coordinate with Hoodoo for access to the Hoodoo data network.

#### 4. Wireless Bridge Network operation and maintenance

- Wireless Bridges including power and cabling (coordinate with Bill Freund)
- Ethernet switches
- Video encoders (coordinate with Bill Freund)
- Video cameras including network cameras (coordinate with Bill Freund)
- Administration and Maintenance of IP address scheme
- Shelters for various equipment located on-the-hill.

#### 5. Weather Station operation and maintenance

- Weather instruments at top of Hoodoo Butte
- Data logger including interface circuitry and short-haul modems
- Remote temperature and rainfall sensor
- Snow Depth Sensor including power distribution and communication cabling.

#### 6. Avalanche Transceivers

- Account for patrol owned transceivers including periodic operational check (Tx & Rx)
- Prepare transceivers for summer storage including removal of batteries

- Receive and investigate reports of equipment loss or malfunction. Initiate corrective action up to the level of the Telecommunications budget line item
- Interface with Hoodoo Mountain Resort on matters related to radio and telephone operations.

### First-Aid Supplies

This person is responsible for the following:

- Responsible for First-Aid supplies order management as well as other consumable supply items required for day to day operations of the Santiam Pass Ski Patrol
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- The First-Aid Supplies Chair will actively manage inventory levels, place orders with selected vendors, setup and manage vendor billing accounts and strive to manage supplies inventory on a First In First Out (FIFO) basis to avoid wasting inventory due to expiration
- Will keep accurate records and verify expenditures with the SPSP Treasurer, as well as provide invoicing of expenditures to the Patrol Director in order to achieve reimbursement.

### Maintenance

This person is responsible for the following:

- Prepares a budget line item and presents it to the Executive Committee for inclusion in the patrol's annual budget
- Coordinates with a retail snowmobile shop to drop-off and pick-up of our snowmobiles
- Stores the snowmobile trailer
- Keeps and maintains the snowmobile trailer
- Pulls the snowmobile trailer using personal vehicle to Hoodoo (at least twice a year and sometimes in inclement weather)
- Coordinates any repairs or corrects damages during the ski season
- Drives up to Hoodoo after snow melt to conduct a walkthrough of all the patrols facilities
- Contacts all members through email of summer work parties
- Schedules and coordinates work parties, materials, etc.

### Construction

This person is responsible for the following:

- Works in conjunction with the Patrol Director and possibly with area management to determine construction needs
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- Organizes and facilitates construction work parties.

### Recruitment

This person is responsible for the following:

- Generally the initial contact person for anyone interested in becoming a patroller for SPSP- usually through the website but occasionally up at the area, word of mouth, etc.
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- Maintains contact with interested people – provides them with dates for “ski alongs” and for the ski test
- Answers questions, provides feedback, and directs people of interest accordingly
- Helps coordinate the ski tests – ensures that enough testers are available, that score sheets are at the mountain, that qualified interviewers are available, and that the Hill Chief of the shift is aware of the test
- Provides ongoing communication and motivation and is the point person for those who are interested
- May use additional marketing skills:

- Pass out the SPSP brochure (located on the website) to ski shops, have them available at the ski swaps, ensure a stack of our brochure is at the area
- Ensure that ski test dates get on the SPSP website and possibly advertise the ski test dates in local newspapers, ski shops, etc.

### Search and Rescue (SAR)

This person is responsible for the following:

- Oversees SAR training for Hill Chiefs and other interested patrollers
- Prepares a budget line item and presents it to the Executive Board for inclusion in the patrol's annual budget
- Coordinates SAR training with the appropriate SAR agency/ies.

### Ski Swap – Corvallis

This person is responsible for the following:

- Acts as liaison with Corvallis Ski Swap Inc. (CSSI)
- Needs to be willing to rotate as an officer of Corvallis Ski Swap Inc.
- Attends the various planning meetings of CSSI
- Reports back to SPSP as needed.

### Ski Swap - Eugene

This person is responsible for the following:

- Acts as liaison with Eugene Ski Swap Inc. (ESSI)
- Needs to be willing to rotate as an officer of Eugene Ski Swap Inc.
- Attends the various planning meetings of ESSI
- Reports back to SPSP as needed.

### Webmaster

This person is responsible for the following:

- Maintenance of the SPSP website – [www.santiampasssskipatrol.org](http://www.santiampasssskipatrol.org)
  - Troubleshoot site problems
  - Assist patrollers in accessing the webpage
  - Update the calendar with pertinent information
  - Keep information and pages and photos on the site up to date and fresh
  - Upload current forms/documents on the site such as the SPSP Roster
  - Update patroller information on the site
- Familiarize him/herself with the website program, or proposing a change to the board
- Familiarize him/herself with the site host – Site5, or proposing a change to the board.

### Scheduler

This person is responsible for the following:

1. Creates Spreadsheet for the Season to track patrollers participation:

Steps To Creating next year's Spreadsheet:

- Create new folder for new year, copy previous years' spreadsheet to here and rename it
- Delete all schedule data from spreadsheet
- Check <http://www.hoodoo.com/events.htm> for the new season schedule
- Add all dates for new season. Discuss with PD special dates including:
  - Season start date, Christmas, Christmas break, first night chair, New Years, MLK and Presidents Day holidays, Spring break, last night chair, end of season
- Add candidates/remove patrollers as indicated by Patrol Director and training team. Update HC and AHC status for all patrollers.

## 2. Creates Monthly Schedules:

### Steps to Creating Monthly Schedule:

- Send out an email around the first of the month (before the month being schedule), requesting reply by the 10<sup>th</sup>
- As the replies come in, Add H / A / X as indicated for all patrollers (i.e. 'X' for 1<sup>st</sup>, 'x' for 2<sup>nd</sup>, and '.' for 3<sup>rd</sup> choice). AX for Base Patroller, T for training. Get info from stragglers if necessary
- Update planning formulas to add in previous months data to reflect expected duty days completed
- Once data from all patrollers is in, start planning the schedule
- Resolve Nordics to give 2 shifts coverage as much as possible, then resolve Base Patrollers to provide 2 shifts coverage
- Fill out missing Auxiliaries with AX shifts in Nordic and Alpine
- Plan out Week day shifts
- Resolve days with minimal coverage before days with fuller coverage
- Then review schedule to eliminate 3 day weekends as much as possible
- Then review individual schedules to eliminate unwanted combinations as per their listed preferences
- Then assign Swing Shift slots
- Remove 'x's, reducing high count days
- Assign HC necessary 'A' duty where no A's are available
- Reduce HC's with highest values, dropping where duplicate days are available
- Eliminate all '.'s, converting to X's where necessary
- Reduce count of those patrollers with most days patrolled to minimum
- Eliminate extra Alpine shifts until no patroller has an excess of 1 shift
- Assign ('H') for swing shift lead patroller
- Double check everything to guard against errors
- Save the month as a PDF and email to all patrollers
- Upload the PDF to the website.

## CHAPTER 6

### **HILL CHIEF REQUIREMENTS AND RESPONSIBILITIES**

The Hill Chief holds one of the most important positions on the patrol since it is that patroller's job to ensure proper hill coverage and efficient operation of the patrol during an assigned shift. The Hill Chief (HC) reports to area management and needs to be aware of and responsive to the needs of management as well as the skiing public. Alpine patrollers on the patrol 2 years or more may be eligible to be a candidate for Assistant Hill Chief (AHC). New candidates for the AHC position will be trained by acting as an Assistant Hill Chief for an appropriate number of shifts. The number of members on the Hill Chief committee and the frequency of their assignments shall be determined by the Hill Chief Chair with Executive Board's approval and concurrence of area management.

The Hill Chief is responsible for the ski area's National Ski Patrollers performance on a given day. To ensure the smooth operation of the Alpine section, the Assistant Hill Chief will normally be responsible for maintaining rotation and other details of the daily operation on-the-hill. This allows the Hill Chief flexibility to attend to major incidents such as SAR or out-of-area responses.

In addition to the other functions of supervising the patrol on a daily basis, the Hill Chief will be part of the risk management team for the ski area by ensuring that all required forms and paperwork are accurately and completely filled out.

When dealing with an occurrence of this kind, the following guidelines should be observed:

- Keep all conversations with the person quiet and private.
- Involve as few persons as possible.
- If there is a complaint against a particular individual, do not involve that individual, but ensure that they do not leave the premises.
- Do not discuss the topic beyond the point where it is established that the person takes issue with our actions.
- You are the channel through which area management takes command of the situation.
- Defer immediately to Hoodoo management and staff.
- Inform management that someone is taking issue with our actions.

If a person taking issues with any action performed by any patroller, paid or volunteer, or by an employee is referred to you, immediately notify the area representative closest in line to the General Manager. In most situations this line will be the Pro Patrol Director or Mountain Manager. If neither of these people is immediately available, notify the General Manager. Discussion with the visitor shall take place only in the presence of the General Manager or in his absence, with his delegate.

After-sweep meetings should **not be** conducted in the presence of a client of any kind. If a bed is occupied or a walk-in is in the First Aid Room, clear the Day Room of family and other non-patrollers and conduct the meeting in the Day Room.

## RESPONSIBILITIES OF THE HILL CHIEF ARE AS FOLLOWS:

### I. OPENING

- A. Hill Chief will arrive by 7:45 a.m., remove any personal gear and ensure that the First Aid room is clean and ready for business.
- B. Open the radio cabinet, inventory radios and check for green charging lights. Record malfunctions in logbook and report same to Communications Chair.
- C. Read entries in the *Pass Down Log* since your last duty day.
- D. Check the entries in the Equipment Check Out Binder.
- E. Check *Ski Patrol Voice Mailbox: 541-822- 3799, ext. 6612*, for messages (possibly from patrollers who are not able to be at the area on their assigned duty day or who may arrive late).
- F. Check with Area Management for:
  - (a) run closures
  - (b) races scheduled
  - (c) lift closures
  - (d) obstacles or hazards
  - (e) scheduled events
- G. Visiting Patrollers – Check their registration card and their current OEC and CPR cards.
- H. Consult with the Assistant Hill Chief prior to the morning briefing.
- I. Deliver/Send the *Ticket List* to the office.

### II. DURING THE DAY

- A. You are one of the patrollers as well as the Hill Chief. Be on the hill early to complete your opening assignment, observe special problems, and monitor training. Monitor First Aid Room activity throughout the day to ensure no problems are developing.
- B. Should the length of lift lines warrant it (>10 minutes), authorize cutting those lines.
- C. Insist on completeness in filling out INCIDENT REPORTS. Injury description should be specific. Check forms early in the afternoon to ensure completeness before patrollers leave the area.
- D. If possible, during the morning, ski with the AHC to review opening assignments for completion and correctness. During the afternoon meet the Swing Shift Hill Chief to facilitate afternoon Sweep and passing responsibility for hill coverage to Swing Shift.
- E. In the event of an Emergency Response, assume the Incident Command (IC) role or appoint another qualified patroller to assume those duties.

### III. CLOSING

- A. Check with the Rental Shop.
- B. Organize a review of the day's operation.

- C. Complete the day's *Ski Patrol Daily Log* and check all Incident Reports for correctness and completeness. Collect all First Aid Refusal Forms. Record Candidates, Nordics, and visiting patrollers as well as training accomplished. **This is our only record!**
- D. In the event of a possible Emergency Response (i.e. Search), hold all patrollers.
- E. Close and lock the radio cabinet after determining that all equipment listed on the inventory sheet (i.e. radios, Avalanche Transceivers) is present.
- F. Ensure that the floors are clean and all trash has been removed from the patrol facility. Unplug any unnecessary kitchen appliances. Ensure that upper floor of South Lodge is clean.
- G. Dismiss all patrollers.
- H. If paper reports are used, file reports per the following distribution:
 

Incident Report:	ALL COPIES - Ski Area
Ski Patrol Daily Log:	ALL COPIES - Ski Area
Ski Patrol Activity Log:	ORIGINAL - Ski Area
Daily Attendance Report:	EMAIL – Hill Chief Chair, Patrol Director, (Located under Hill Chief Report in the email
- Scheduler accounts)
  - J. Make sure all keys are returned to the key locker.
  - K. BE SURE ALL DOORS (INCLUDING SLED SHED, UPPER FLOOR OF SOUTH LODGE AND HALLWAY) ARE LOCKED OR BARRED UPON LEAVING!

**RESPONSIBILITIES OF THE ASSISTANT HILL CHIEF ARE AS FOLLOWS:**

**I. OPENING**

- A. Assistant Hill Chief arrives between 7:30 a.m. and 7:45 a.m.
- B. Open sled shed. Organize sled distribution to respective lifts as necessary.
- C. Read entries in the *Pass Down Log* since your last duty day.
- D. Ensure all duty slots are filled. Ensure that all assigned patrollers have arrived in time for the 8:15 a.m. morning briefing and are on the hill by 8:30 a.m. to complete opening assignments.
- E. Make sure all candidates, transfers, ski-alongs and visiting patrollers are on the duty board and assigned to ski with an experienced patroller.
- F. In consultation with the Hill Chief, schedule time for those patrollers wishing to participate in first aid and/or sled handling problems to improve skills.
- G. Ensure the Ticket List for candidates, transfers, and patrollers is completed.
- H. Hold morning briefing at 8:15 a.m.
- I. Ensure completion of opening assignments (including sign and activity logs) and supervise the inventory of all on-hill first aid equipment, sleds, and other equipment noting any needed repairs or replacements. AED goes to Dispatch.

- J. Report that ski patrol is ready for guests on lifts to the Lift Supervisor.
- K. Arrange for Backside Safety check.

## II. DURING THE DAY

- A. Open Dispatch and initiate rotation for constant hill coverage.
- B. Ensure coverage for the entire alpine ski area including Dispatch.
- C. Monitor changing conditions.

## III. CLOSING

- A. Organize sweep for Hodag and the rest of the ski area. (All patrollers should have sweep assignments, but fill in gaps with Nordics or extras.)
- B. Collect Dispatch Log and Daily Log sheets (if used, vs. electronic logs) from Dispatch and bring to First Aid Room.
- C. Ensure all patrollers have returned from sweep.
- D. Alert the Hill Chief of hazards or other information for entry in the *Pass Down Log & Daily Log*.
- E. Account for all radios and accessories as well as other equipment listed on the radio cabinet inventory list.
- F. Organize a clean-up of the ski patrol facility. Hang equipment needing to dry, sweep floors in all rooms, and empty trash containers. Assign a patroller to go upstairs with the person/people who used it to make sure it is clean and the doors are locked.
- G. Make sure all keys are returned to the key locker.
- H. Check out with the Hill Chief before leaving the ski area.

### **CORPORATE PASSES – see Chapter 25 for additional information**

Hoodoo Ski Area grants SPSP four Corporate Passes per day. These passes are designed to be used by those patrollers who would not obtain any benefit from receiving a family season pass (for example only: no spouse or kids; no spouse or kids that ski or ride; spouse or eligible children are SPSP patrollers or employees of Hoodoo). Usually, one pass is granted to a patroller per day, however if no other patrollers are using the Corporate Passes on a specific day, more than one pass may be used by a patroller (up to four passes). First priority is given to patrollers who are on duty that specific day. Next priority is given to patrollers who have used the Corporate Pass the least.

The request of a Corporate Pass for a day is accomplished by contacting the Hill Chief for that particular day if the day is a weekend or a holiday when SPSP is on duty. The Hill Chief of the day lists the patroller's name and the visitor's name on the Ticket List for the desired day. If a Corporate Pass is to be used midweek, the patroller requesting the pass needs to contact the SPSP Patrol Director who will then contact the Ski Area Office to make arrangements. The Patrol Director maintains an updated list of the patrollers who are eligible for the Corporate Pass.

## CHAPTER 7

### **PUBLIC RELATIONS**

Remember that as a patroller – Base Patrollers, Alpine, or Nordic – you are representing an organization which serves the skiing public. Inside the ski area we work for the area operator to fulfill part of his obligation to the Forest Service. Outside the ski area we are a trained search and rescue asset of the county sheriff. PLEASE BE COURTEOUS!

1. All patrollers should be neat in appearance wearing patrol approved attire and groomed to meet patrol standards.
2. All patrollers should be on the lookout for hazards and correct or mark them per area policy.
3. Don't reprimand others in public or show off.
4. Learn the area intimately so as to advise skiers of slope conditions on a day-to-day basis. Take time to assist skiers in distress or answer questions.
5. All patroller's criticisms or disagreements should be aired at end-of-the-day critiques or patrol meetings and not in public.
6. All patrollers should be aware of 2015 Oregon Statutes 30.970-30.990, "Skiers assume certain risks, Notice to ski area operator of injury to skier, Duties of skiers, Operators required to give notice of duties and the Ski Areas **Reckless Skier Policy**."

## CHAPTER 8

### MORAL AND LEGAL OBLIGATIONS

1. Encourage and promote the safe aspects of skiing.
2. Serve the area operator as a trained and efficient rescue crew.
3. Serve the public in the rescue and first aid treatment of injured skiers.
4. Our responsibility to the injured skier ends only when that skier is delivered to another responsible person.
5. As stewards of public safety, Santiam Pass Ski Patrollers are morally obligated to report any suspected child abuse to the proper authorities.

Phone Info Verified 10/2016

<b>County</b>	<b>Daytime phone numbers</b>	<b>Office hours</b>	<b>After hours phone numbers</b>
Linn County	541-757-5019 local 866-303-4643 toll free (Dedicated child abuse hotlines)	Monday through Friday 8 a.m. to 5 p.m.	911 or local law enforcement agency: Linn County Sheriff 541- 967-3950 non-emergency 24/7 Linn Co Sheriff toll free 800-884-3911 Albany Police 541-917-7680 Lebanon Police 541-451-1751 Sweet Home Police 541-367-5181
Deschutes County	541-548-9499 local (Dedicated child abuse hotline)	Monday through Friday 8 a.m. to 5 p.m.	911

## **CHAPTER 9**

### **RELATIONSHIPS WITH AREA MANAGEMENT AND EMPLOYEES**

As a member of the Santiam Pass Ski Patrol, each patroller has the opportunity and obligation to promote the Santiam Pass area generally and Hoodoo Ski Area specifically. In addition, it is our responsibility to help out whenever we may be able. However, it is important that each patroller remember the following rules:

1. If you have any disagreement whatsoever with the area, its employees, the ski patrol, or the Hill Chief, do not attempt to deal with the problem solely by yourself.
2. If you are approached by an employee or the area manager concerning a problem dealing with the ski patrol, please direct him to take up the problem with the Hill Chief or Patrol Director.
3. Please help lift operators replace safety gates, maintain ramps and run-outs, pack snow, and control lift lines when necessary.
4. Break lift lines only when responding to an incident or when directed to do so by the Hill Chief or lift operator, and break the line only at the gate marked for this purpose.
5. All complaints between the Santiam Pass Ski Patrol and ski area management are to be conveyed through proper channels. The Patrol Director is the patrol's agent in any such discussions.

The following pages are copies of the Agreements with Hoodoo Ski Area for the current year:

## HOODOO SKI AREA AND SANTIAM PASS SKI PATROL

### Operating Policy

1. It is recognized by Santiam Pass Ski Patrol that the Ski Area Manager may approve or disapprove membership in the Ski Patrol, Patrol Director Nominees, and appointments of Hill Chief and Hill Chief Chair. To foster a harmonious relationship between ski patrol and area management, it is hoped that these decisions will be made judiciously and in active consultation with the Patrol Director or designated representative.
2. Santiam Pass Ski Patrol will, as practicable, meet the ski patrolling needs of the area on weekends, designated vacation days and holidays, and for night skiing as decided during a conference of the Area Manager and the Patrol Director or their designated representatives prior to the season start.
3. Santiam Pass Ski Patrol will provide the following patroller levels:
  - A. A minimum of one (1) Nordic patroller, assisted by other patrollers, per weekend day from the beginning until the end of the ski season.
  - B. Six (6) Alpine patrollers per weekend day from the beginning until the end of the ski season.
  - C. A minimum of one (1) Base Patroller, assisted by other patrollers, on duty in the First Aid Room each weekend day from the beginning to the end of the ski season.
  - D. Three (3) patrollers, two (2) of which shall be Alpine patrollers, for each Saturday night that there is night skiing.
  - E. Two (2) patrollers on the following designated vacation days and holidays:
    - Christmas Break
    - MLK Day
    - President's Day
    - Spring Break
4. The extent of a Young Adult Patroller program will be established prior to the beginning of the season in active consultation with and under the approval of Area Management.
5. If additional coverage is deemed necessary by the Hill Chief in consultation with Area Management, unscheduled Santiam Pass Ski Patrollers skiing in the area will be utilized first. If yet additional coverage is required, paid staff patrollers shall be used.
6. Active consultation shall be maintained by Santiam Pass Ski Patrol's Executive Board through the Patrol Director with Area Management concerning new applicants and transfers (Alpine, Nordic, Base Patroller, and Student). The Area Manager or his designated representative is invited to attend all training and testing sessions conducted by Santiam Pass Ski Patrol.
7. A weekly meeting between the Patrol Director and the Area Manager, or their designated representatives, will try to be held each Saturday or Sunday. When practicable, the Patrol Director may attend regular Hoodoo staff meetings in lieu of the weekend meeting.
8. Santiam Pass Ski Patrol will provide eight (8) patroller shifts to render first aid services at summer events run by Hoodoo as established prior to the end of the ski season.
9. Each patroller (Alpine, Nordic, and Base Patroller) shall receive a season pass for him or herself. A spouse and dependent children may each receive a season pass for a processing fee of \$20.00. Student patrollers will not

be allowed family ticket privileges. Patroller and family season passes will be forfeited if the patroller fails to complete all refresher training (OEC first aid, On-the-Hill, Get Wet, etc.) within the time period designated by the Hill Chief Chair and the Executive Board. In addition, the Santiam Pass Ski Patrol shall receive four (4) “Corporate” Passes per day.

10. Members of Santiam Pass Ski Patrol will receive a twenty-five percent (25%) discount at the ski shop operated at the ski area. Only the patroller may make purchases at the ski shop. Patrollers are required show their pass at time of purchase.

11. Members of Santiam Pass Ski Patrol will receive a twenty-five percent (25%) discount at food services operated at the ski area. Only the patroller may make the purchase of food services. Patrollers are required show their pass at the time of purchase.

12. Santiam Pass Ski Patrol, its Officers, Directors and Members shall be named as an additional insured on Hoodoo Ski Area’s Liability Insurance Policy.

13. The relationship between Santiam Pass Ski Patrol and Hoodoo Ski Area shall be governed by the provisions of the most current “*Joint Statement of Understanding Between the National Ski Patrol and the National Ski Areas Association*” (Revised October 2016), a copy of which is hereto attached as Exhibit “A”.

The provisions of this document have been mutually agreed upon through active consultation between Ski Area Management and Santiam Pass Ski Patrol, and shall remain in effect until revoked or modified.

AGREED DATE:

Matthew McFarland, Manager  
Hoodoo Ski Area

Shelley Urben, Director  
Santiam Pass Ski Patrol

## EXHIBIT “A” – Revised as of 2011

### **JOINT STATEMENT OF UNDERSTANDING BETWEEN THE NATIONAL SKI PATROL SYSTEM, INCORPORATED AND THE NATIONAL SKI AREAS ASSOCIATION, INC.**

**THIS JOINT STATEMENT OF UNDERSTANDING** sets forth the agreement and understanding between the National Ski Areas Association, Inc. (hereinafter “NSAA”) and the National Ski Patrol System, Incorporated (hereinafter “NSP”) and NSP’s local patrol registration units. This Joint Statement of Understanding is intended to define the relative positions of general ski area management and the ski area’s local NSP registration units. It is recognized that matters which may not be covered in this Joint Statement of Understanding may develop from time to time, and that such matters may, by written mutual agreement, be the subject of a further expansion of this Joint Statement of Understanding.

It is recognized and acknowledged between the parties to this Joint Statement of Understanding that individual groups of volunteer patrollers may form and/or belong to a local NSP registration unit (hereinafter “Patrol”). However, any NSP patroller or group of patrollers performing ski patrol services at a ski area in the United States is subject to the following:

1. A Patrol, once established at a given ski area, is under the supervision and control of the ski area management and must abide by the policies and procedures established by that ski area’s management. It is specifically agreed and understood that NSP does not control the patrol activities of patrollers while they are patrolling at their respective ski areas.

2. The NSP Patrol Representative of any Patrol shall, if required by area management, certify that all NSP patrollers at that ski area have completed the training and educational requirements established by the National Ski Patrol and have met all Outdoor Emergency Care (OEC) requirements.

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Joint Statement of Understanding between NSP and NSAA (2011)

3. Management at a ski area shall, at all times, have the right to approve the selection of the NSP patrol representative, and that representative shall be the agent of management. Management shall likewise have the right to dismiss the NSP patrol representative or any patroller at any time. If requested by area management, NSP shall confirm management's decision in this regard.

4. NSP and NSAA recognize the importance of educating lift evacuation participants as to appropriate lift evacuation techniques adopted by the ski area. The establishment of policies and procedures for lift evacuation, lift evacuation training and the selection of equipment to be used in conjunction with such evacuation or training is the sole responsibility of ski area management. Patrollers will participate in lift evacuation and lift evacuation training only as directed by ski area management.

5. Both the NSP and NSAA agree that incident investigation and documentation is an important element of patrol activity. To that end, ski area management is responsible for establishing any procedure for compilation, retention, authorized disclosure of and controlled access to information and documentation relating to any incident. As such, no patroller shall make any statement regarding any incident to anyone, other than as required by law, without prior authority from ski area management. All inquiries concerning patrol activities or accidents shall be referred to area management or its appointed representative.

6. It is recognized that ski area management ultimately supervises and controls patrolling activities of individual NSP members and NSP Patrols at each ski area. As such, it is understood, and it may be asserted, that the ski area bears legal responsibility for patrolling activities that fall within the scope of duties of the Patroller. It is also understood and agreed that NSP provides educational training to individual patrollers in the classroom and on the slopes, including, but not limited to, toboggan handling training, OEC certification and annual refreshers. To the extent that

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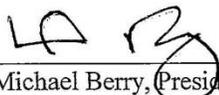
Joint Statement of Understanding between NSP and NSAA (2011)

claims are made against individual ski areas relating to activities over which ski area management has ultimate supervision or control, it is agreed that the ski area should make no claim or demand or bring suit against NSP or its directors, officers, employees or members. Likewise, to the extent that the basis for any such claim relates to areas of educational training of individual patrollers by NSP on or off the slopes, NSP should not make any claim or demand or bring suit against individual ski areas, their directors, officers or employees or NSAA or its directors, officers or employees, regardless of any claim made against them.

7. It is specifically understood and agreed between the parties that nothing herein, and nothing contained in any individual agreement between the NSP and individual ski areas based on this Joint Statement of Understanding, shall in any way vary the clear non-employee status of individual volunteer patrollers. In fact, it is expressly understood between the NSP and the NSAA, as well as the membership of both organizations, that the volunteer patrollers are not and have not been employees, but agents when acting within the scope of their assigned duties, in view of the voluntary nature of their patrolling services.

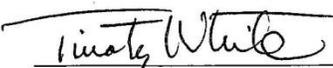
8. This Agreement shall continue to remain in effect for a period of five (5) years from the date of the Agreement or until modified, in writing, by the parties.

**NATIONAL SKI AREAS ASSOCIATION, INC.**

  
\_\_\_\_\_  
Michael Berry, President

Date: 10-7-2011

**NATIONAL SKI PATROL SYSTEM, INCORPORATED**

  
\_\_\_\_\_  
Timothy White, Executive Director

Date: 10-7-2011

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Joint Statement of Understanding between NSP and NSAA (2011)

## HOODOO SKI AREA AND SANTIAM PASS SKI PATROL CONTINUED

### Patroller Recognition Policy (Gold Pass Program)

1. Goal: The goal of this program is to recognize the achievements of active members of Santiam Pass Ski Patrol who, through no fault of their own, can no longer perform normal patrol duties. This recognition, to be approved of and awarded by the Hoodoo Management, would be in the form of an annual season pass for the lifetime of the patroller.
2. Recommendation: Any active patroller may nominate a qualified ex-patroller for this special recognition by submitting the nomination in writing to the ski patrol's Executive Board. Board members vote on the recommendation at their next regular monthly meeting, and pass the request on to Hoodoo Management for approval.
3. Qualification: To be eligible for consideration, a patroller needs to have patrolled at Hoodoo as a volunteer for a minimum of five (5) consecutive years, and be unable to continue patrolling due to health limitations, personal reasons, or to an accident.
4. Ski Pass: Once approved the individual is required to have the season pass form filled out and picture taken on or before January 1 of the season for which the pass is requested. There will be an annual \$20.00 processing fee. The individual may have only one season pass per ski season.
5. The provisions of this document have been mutually agreed upon through active consultation between Ski Area Management and Santiam Pass Ski Patrol, and shall remain in effect until revoked or modified.
6. By separate agreement, Reed Lacy, scheduler for Santiam Pass Ski Patrol, will receive eight (8) adult lift tickets to be used at his discretion during the current ski season.

AGREED DATE:

Matthew McFarland, Manager  
Hoodoo Ski Area

Shelley Urben, Director  
Santiam Pass Ski Patrol

Patrollers Covered by this Program as of October 2016:

D.J. Miller (deceased)	Kelly Tharp
Ray Hart (deceased)	Leo Stauber
Del Ditter	Bob O'Connor (deceased)
Terry Smith (deceased)	Sandy Blood
Dale Ledyard	Ted Templeton
Tom Maddock	Jim Dagata
Lorraine Adams	Steve Oder
Doug Chambers	

## **Snowmobile Agreement**

1. Area Management agrees to allow qualified members of Santiam Pass Ski Patrol to operate the snowmobiles belonging to the ski patrol within ski area boundaries so long as such operation conforms to the procedures and restrictions set forth by the patrol and Area Management.
2. The snowmobiles belonging to the Ski Patrol may be used by employees of Hoodoo Ski Area if the area's machines are inoperative and permission has been granted by the Area Manager. If the Ski Patrol's machine is damaged while being used by an employee of the Ski Area, the Area will fully pay the repair or replacement cost. The ski area is not responsible for damage to the machine caused by volunteer members of Santiam Pass Ski Patrol.
3. The provisions of this document have been mutually agreed upon through active consultation between Ski Area Management and Santiam Pass Ski Patrol, and shall remain in effect until revoked or modified.

AGREED DATE:

Matthew McFarland, Manager  
Hoodoo Ski Area

Shelley Urben, Director  
Santiam Pass Ski Patrol

## Radio Equipment Agreement

1. Santiam Pass Ski Patrol is allowed to operate its radio equipment within the radio system licensed to and operated by Hoodoo Ski Area under the license WXM 870 and is subject to the same operating requirements as the licensee.
2. Santiam Pass Ski Patrol agrees to allow Hoodoo Ski Area to program the frequencies 155.295 MHz and 155.160 MHz (licensed as KLR 257) into radios owned by the ski area and operated by its employees only for the purpose of conducting ski patrol related communications. Such communication would include life-safety communication as well as direct communication with members of Santiam Pass Ski Patrol and employees of Hoodoo Ski Area who are employed as ski patrollers. Ski area employees are prohibited from using these two frequencies to conduct personal or routine ski area business.
3. Santiam Pass Ski Patrol agrees to make available its radio communication equipment for use by employees of Hoodoo Ski Area under the following conditions:
  - A. Base Station: In the event of a failure of Hoodoo Ski Area's repeater, the base station belonging to Santiam Pass Ski Patrol may be used to provide ski area communications. Secure housing for the base station atop Hoodoo Butte will be provided.
  - B. Portable Units: The Ski Patrol's portable units maybe be used by ski area employees only during emergency situations (chair lift evacuations, search, rescue, etc.) as deemed necessary by the area manager; and should these radios be damaged during such emergency use, Hoodoo Ski Area will pay for all parts and labor to immediately repair the unit at an authorized Motorola Service Center. Employees' access to Santiam Pass Ski Patrol's radio cabinet may be authorized only by the ski area manager.
  - C. Education: Any employees of Hoodoo Ski Area using radio equipment belonging to Santiam Pass Ski Patrol will be instructed in its proper operation and care before using the equipment.
4. In the event the base station, control units, portable units, or accessories are lost or damaged beyond economical repair while being used by an employee of Hoodoo Ski Area, or having been checked out by the area manager to a non-employee, Hoodoo Ski Area will replace the radio equipment within 60 days with a unit of the same type having the same accessories as the lost or damaged unit. Hoodoo Ski Area will not be held responsible for loss or damage caused by a volunteer member of Santiam Pass Ski Patrol.
5. Violation of any of the above conditions will be sufficient grounds to revoke or suspend this agreement in part or in total. The privilege of using the radio equipment of Santiam Pass Ski Patrol may be withdrawn at anytime by action of the Executive Board after consultation with area management.
6. The provisions of this document have been mutually agreed upon through active consultation between ski area management and ski patrol, and shall remain in effect until revoked or modified.

AGREE DATE:

Matthew McFarland, Manager  
Hoodoo Ski Area

Shelley Urben, Director  
Santiam Pass Ski Patrol

## CHAPTER 10

### **SIGN-UP FOR PATROLLING**

Each patroller shall submit a list of the preferred holiday, swing-shift or weekend days to the person responsible for scheduling. Each patroller in the Alpine, Nordic and Base Patroller sections shall submit a minimum number of duty days per month requested by the scheduler. Requests for days not to be assigned will also be accepted. As much as possible the patroller's selection will be followed. If no selection is made, the patroller will be expected to patrol on the days assigned. Any request to be relieved of the number of required duty days for the month, or to be unscheduled or inactive needs to be brought before and approved by the Executive Board. When training, such as OEC-Module of the Senior Program(MSP) takes place, the trainer is completing a duty day. The trainee is not completing a duty day.

**IT IS THE RESPONSIBILITY OF EACH PATROLLER TO BE PRESENT ON THOSE SHIFTS ASSIGNED OR TO HAVE ARRANGED A SUITABLE REPLACEMENT.**

#### Voicemail

The patrol has a voice mailbox on the Hoodoo telephone system: **Extension 6612**. You can be connected to 6612 by the office staff if you call Hoodoo (541-822-3799) during regular business hours. Outside normal business hours, the line is answered by an automated attendant and you can directly dial 6-6612. The purpose of the voice mailbox is to allow patrollers to leave messages for the Hill Chief if they will be late or have *not* arranged for a replacement to cover their assigned duty day.

## CHAPTER 11

### **VISITING PATROLLERS**

Visiting patrollers will be limited to two in any one day, unless special arrangements have been made with Area Management. Each patroller wishing to patrol while visiting Hoodoo Ski Area shall meet the following requirements:

1. Each patroller is required to show up to patrol at or before the regular start-up time of 8:15 a.m.
2. Each patroller is required to have with him or her, a properly equipped first aid belt/pack or vest, Parka (or other uniform), and other accessories necessary to carry out a patrol duty day.
3. Each patroller is required to show the Hill Chief a current OEC card, a current CPR card, and a current NSP card.
4. Each patroller is required to be available for sweep.
5. Each patroller is required to ski with a member of the Santiam Pass Ski Patrol.
6. Each patroller's name will be placed on the **Ticket List** and the patroller(s) will be taken to the area office for a day pass. Each visiting patroller will also be listed on the **Ski Patrol Daily Log**.

### COMPLIMENTARY PASSES FOR PATROLLERS

The giving of a complimentary pass for a visiting patroller who does not wish to patrol for the day, will be given subject to current management policy.

## **CHAPTER 12**

### **DAILY ASSIGNMENTS AND HILL COVERAGE**

#### **DAILY ASSIGNMENTS**

The patroller's daily assignment will be determined by the numbered position on the sign-up board located in the First Aid Room. These will be selected on a first come basis except for the Hill Chief and the Assistant Hill Chief who appear on the monthly sign-up schedule located on the Santiam Pass Ski Patrol website. The Positions of 7 and 8 will be filled only after positions 1 to 6 are filled.

#### **OPENING ASSIGNMENTS**

##### **(Unless otherwise directed by the HC or the AHC)**

1. HC - Assigned by AHC
2. AHC - Get key to open Dispatch building– open dispatch; report “patrol is ready” to open to Lift Operations Supervisor.
3. Manzanita - Get key to open Manzanita Patrol Building, open Manzanita Patrol Building, report to AHC that the patrol is ready to open Manzanita lift/then check and prepare Manzanita sleds, signs, lines, fencing, bamboo, Blue tubes, top of ER sled. Check/reset light pole and tower pads.
4. Ed Chair - Get key to open Ed Patrol Building, open Ed Patrol Building, report to AHC that the patrol is ready to open Ed lift/ then check Ed chair and Midway – sleds, signs, lines, fencing, and bamboo. Check/reset light pole and tower pads.
5. Green Chair – avalanche probe tube, sleds, signs, lines, fencing and bamboo. Check/reset light pole and tower pads.
6. Top of Green, first bump
7. As assigned by AHC (Backside safety check)
8. As assigned by AHC (Backside safety check)

If extra personnel are available, or after initial opening assignments are completed, form teams to do a Backside safety check and complete cornice work. The following also needs to be checked:

Top of the Wall – Summit Ridge – Schuss Chute – Big Dipper

9. In Area Nordic – Nordic trails, snowmobile from Sugarpine
10. In Area Nordic –Nordic trails, Autobahn Trail for snowmobile,
11. Out of Area Nordic
12. Out of Area Nordic
13. Base Patroller 8 a.m. to 12:30 p.m.;– with the afternoon Base Patroller, completes the First Aid Room checklist
14. Base Patroller 12:30 p.m. to 5 p.m.; - with the morning Base Patroller, completes the First Aid Room checklist

15. Swing Shift – HC

16. Swing Shift

17. Swing Shift

The AHC may assign a patroller to put out signs using the snowmobile prior to morning briefing.

## **SWEEP**

### HODAG SWEEP

Hodag lift closes at 3:30pm. The AHC shall assign patrollers to be in place on Over Easy at that time to place closure signs on runs that go below Over Easy and reach the bottom of Hodag. Commence sweep of Hodag promptly at 3:30pm.

100 Acre Woods	4 – Trail Closed signs
Leap of Faith	2 – Trail Closed signs
Hodag’s Horn	2 – Trail Closed signs
Dante’s Vision	1 – Trail Closed sign
Impossible Dream	2 – Trail Closed Signs
Rabbit’s Run	1 – Trail Closed Sign
Hodag’s Tail	Barrier line and sign

### SWEEP ASSIGNMENTS (except Hodag)

1. **HC** Murkwood – Dive – Red Road – **BOTTOM OF DIVE** - <Both Upper and Lower Midway Chutes> Clear to Midway - Schuss Chute – Headwall (SLOW sign)
2. **AHC** Green Sleds - <Crater> - Backside –Art’s Alley- <Hayrick>, <lower half of Face>-<Gripper and Angel’s Flight>  
**HOME RUN**
3. Mambo – Impossible Dream above Over Easy - **BOTTOM OF DIVE** – Over Easy (Summit Ridge) – lock Manzanita Patrol Building and check sleds - Hesitation - <Blue Valley>-<Over Easy><Three Creek> - Over Easy <Hesitation> (SLOW signs)
4. Grandstand –Red Valley- <Upper Midway Chute and wait for clear signal from Bottom of Dive> - Midway Sled and SLOW sign - <Lower Midway Chute> - Midway Flats – Powder Valley –  
**HOME RUN**
5. Over Easy - <Upper Leap of Faith>-<Upper Impossible Dream> - **BOTTOM OF DIVE** – Big Dipper - <Top of the Wall>-<Blue Valley>-<Frank’s Flight>
6. Face - <Crater>-<Gripper> - Ed sleds, lock Ed Patrol Building- <Angel’s Flight> - Slalom-<Dooba’s Descent>-**HOME RUN**
7. To Be Assigned
8. To Be Assigned

9. Sweep Nordic Trails – put away snowmobile

10. Sweep Nordic Trails

11. To Be Assigned

12. To Be Assigned

NOTES: **RUN NAME IN CAPITAL LETTERS** denotes meeting place <> denotes visual check.

## HILL COVERAGE

Of paramount importance, with respect to hill coverage, is the idea that there exists a minimum response time to any reported incident while maintaining adequate “on-the-hill” patrolling. Rather than place each patroller under a strictly regulated system, it is our hope that each patroller realizes the importance of the above two aspects of hill coverage and will endeavor to ski in such a way as to cover several runs in one trip down the mountain.

### I. PROCEDURE: (Weekend day)

#### A. NUMBER OF PATROLLERS

The patrol, on weekend days, shall consist of:

Alpine Patrollers: Minimum of six (6) with the ideal being eight (8), including the Hill Chief and Assistant Hill Chief;

Nordic Patrollers: Minimum of one (1), with the ideal being two (2)

Base Patrollers: Minimum of one (1), with the ideal being two (2)

#### B. MORNING BRIEFING

Each Alpine and Nordic patroller shall be booted and ready to ski by 8:15 .m. each weekend day. Each patroller shall select a slot on the duty board, and in so doing, will be assigned a radio, lunch time, storage cubical, and work assignments. The morning briefing will be held in the First Aid Room to acquaint patrollers with special information for that day.

#### C. ROTATION

Each patroller shall rotate ski runs and sled hill to insure full coverage of the mountain. Should bunching occur, each patroller shall take it upon him or herself to attempt to spread out. **BUT, ABOVE ALL, ENSURE THAT ALL AREAS REMAIN ADEQUATELY PATROLLED.**

As each patroller reaches the top of Green Chair or the current Dispatch location, she/he shall look to see if Dispatch needs to be relieved. If another patroller is in sight on a ski run, the patroller arriving on top should elect to ski a different run. If no other patroller is seen, select a different run than last skied.

In order to provide better coverage on the runs most frequently skied by novices, the Hill Chief may establish a “bump” at the top of Manzanita Chair. The bump will start and stop at the direction of the Hill Chief. Each patroller arriving at the top of Manzanita Chair will wait until relieved by the next patroller, unless he/she is needed at an accident in which case she/he shall proceed to the indicated site. Should two patrollers arrive at the top together, only one patroller need to wait on the bump – the other shall be encouraged to continue skiing in rotation.

D. DISPATCH RESPONSIBILITIES

- Remain near enough to the Dispatch radio and phone to answer calls.
- If a call for assistance is received by Dispatch and no patroller is available to respond, Dispatch will respond after turning dispatch responsibilities over to Base. The next patroller to arrive at Dispatch will assume the responsibility of Dispatch from Base.
- Dispatch will coordinate the disbursement of patrollers to calls for assistance.
- Dispatch will maintain records in the *Dispatch Log* and *Ski Patrol Daily Log*.
- Dispatch will answer radio calls to Hoodoo from units outside of the ski area's radio network (i.e. ambulance, county sheriff, ODOT, Forest Service).

E. PATROLLING

Each patroller shall be encouraged to ski alone or with an assigned Transfer/Candidate/Visitor having a radio to connect him/her with the rest of the patrol. Patrollers may ride the lift with a fellow patroller if they split on the runs to maintain more efficient coverage. Patrollers are encouraged to use single skiers in the lift line as chair partners.

F. CUTTING LIFT LINES

Two conflicting ideas present themselves:

- A patroller is useless standing in line at the bottom of the chair lift.
- Customers do not like to see people cutting lift lines.

Each lift shall have a specific gate at the head of the line through which the line is to be cut. The norm will be to stand in the regular line unless the Hill Chief or lift operator determines that it would be appropriate to cut the line. If a line is to be cut, attempt to pair up with a single in the regular line or wait for another patroller. Wait for a break in the line or, if no one volunteers a space, nicely ask if you can go in front of a couple. Most importantly, wait for a couple of minutes at the head of the lift line so people will see you waiting there. **DON'T BUNCH UP AT THIS SPECIAL GATE!**

The following conditions warrant cutting a lift line:

- An emergency
- A long line with a wait in excess of ten minutes
- Transportation of a sled
- Instruction to do so by the Hill Chief or other authority.

G. BREAKS

Each patroller shall be encouraged to minimize the number and length of time spent taking breaks. When a patroller wishes to take a break, he/she should check the number of patrollers already on break. Patrollers are encouraged to use DISPATCH for breaks.

H. LUNCH

Each patroller shall be assigned a specific one hour in which to eat lunch. To ensure proper coverage on the hill, patrollers are encouraged to finish early enough to be out of the patrol facility before the next patroller on lunch arrives. Similarly, patrollers should remain on the hill until their assigned lunch hour arrives. Patrollers are encouraged to use DISPATCH for lunch. This will greatly relieve congestion in the Day Room.

I. FIRST AID ROOM DUTY

Although the First Aid Room is usually staffed by Base Patrollers, on occasion Alpine or Nordic patrollers may be assigned to be the First Aid Room patroller. Upon assuming your assignment in the First Aid Room, insist on being filled in on all information concerning patients, radio, supply situation, etc. so that we may maintain continuity from one attendant to

the next. Be sure to fully brief your replacement on all of these factors before you are relieved.

J. **SWEEP PROCEDURES**

Hodag lift closes at 3:30pm. The AHC shall assign patrollers to be in place on Over Easy at that time to place closure signs and sweep runs that go below Over Easy and reach the bottom of Hodag.

At the conclusion of each weekend day shift, the daily Alpine patrol shall meet at a place specified by the Assistant Hill Chief, usually the top of Green Chair. It may be prudent, however, to have two patrollers remain at the top of Green Chair while other patrollers are assembling if another assembly location is chosen. When released by the Assistant Hill Chief, each patroller shall proceed to his/her assigned run, clear or place all appropriate signing, and ski the run calling “CLOSING” and listening for a response. Signs and fencing used during the day shift should be placed off the packed runs at sweep to allow grooming machines to work during the night unimpeded.

Skiers encountered should be advised that the area is closing for the day, and if they wish to remain on the hill they do so at their own risk. During inclement weather or if inclement weather is approaching, all skiers will be asked to leave the hill. If a skier is trying to get down, the patroller will remain behind that skier and provide whatever assistance is necessary – including calling for a snowmobile/sled ride if necessary.

Patrollers shall meet at their designated points and remain at those points until all expected patrollers have arrived before proceeding on with the remainder of sweep.

Extreme vigilance is necessary – particularly in reduced visibility – to ensure that all runs, adjacent areas, and connecting trails are clear of injured or inexperienced skiers.

Nordic patrollers will ensure all of Hoodoo’s cross-country trails that were open to the public are swept in accordance with prescribed practices.

K.. **NIGHT SKIING (Swing Shift)**

Patrollers assigned to cover Saturday night skiing are to be on the hill by 2:00 p.m. One of the patrollers will act as Hill Chief for the operational purposes and to interface with ski area management. That person should make contact with the Day Shift Hill Chief to facilitate a smooth transition.

A separate **Ski Patrol Daily Log** should be filled out for Swing Shift. Dispatch may be shifted to Manzanita Patrol Building or can remain in the First Aid Room if staffed by a patroller.

Bump shall be established at the top of the Manzanita Lift or in the Manzanita Patrol Building.

Since there are a limited number of patrollers, it is strongly advised that not all patrollers be on the lift at the same time in the event a lift evacuation is necessary. Swing shift patrollers shall carry a headlamp or some other means of auxiliary lighting to work first aid in dark or shadowed areas.

At the conclusion of the evening, the swing shift patrollers will meet at the Manzanita Patrol Building. Only lighted runs will be swept and any closure signs or barriers will be removed to allow grooming machines to operate unimpeded.

## II. PROCEDURE: (Weekday)

On those weekdays when volunteer patrollers are providing additional coverage to supplement the paid-patrol, volunteers take their direction from the duty pro-patrollers. Although many of the same procedures set forth in this publication will be observed, patrollers should remain flexible with regard to assignments, schedules and hill coverage procedures.

If a patroller is skiing at the area mid-week, it is courtesy to notify the pro-patrol you are there. They may request you carry a radio even though you are not patrolling. Also, it helps with building security to know who is in the ski patrol facility throughout the day.

## CHAPTER 13

### **FIRST AID ROOM PROCEDURES**

*The philosophy that skiers should be provided an emergency room facility and that the facility should provide a place for the injured to stay while members of their party continue to ski should be discouraged. Our job as patrollers is to provide first aid, stabilize the patient's condition, and then provide evacuation to a point at which the patient can be transported to an emergency facility for treatment. It should be our job to encourage timely transport to a facility where definitive care can be administered.*

#### **I. BASE PATROLLER'S DUTIES**

The First Aid Room patroller assigned the duty shall provide first aid for those patients who walk into the First Aid Room. In addition the patroller shall be in charge of the operations of the room and will direct any care being administered therein. When a patient is brought in by sled, the First Aid Room patroller will obtain the necessary facts from the lead patroller and from the patient. The other patroller(s) shall repack the sled and return it to the hill thereby returning to on-the-hill duty. The lead patroller, with the First Aid Room patroller, will care for the patient and stabilize his/her injuries. *This will be accomplished under the direction of the First Aid Room patroller who shall have supervisory authority while on duty.* The lead patroller will be responsible for filling out the Incident Report regarding observations and actions taken on-the-hill and the First Aid Room patroller shall review the report and finish any other information needed (e.g. time of departure, etc.).

While on the hill skiing, the expectation of Base Patrollers is to be vigilant of radio traffic and reports of incidents, and be prepared and ready to assist in the First Aid Room as needed.

The Base Patroller will remain on duty until all patients from the day shift are clear.

#### **II. LOGISTIC/CUSTODIAL DUTIES**

##### **A. SLEDS**

All incoming sleds should be promptly returned to the hill. This is normally the responsibility of the second patroller on the sled. It is the First Aid Room patroller's responsibility to make sure sled packs are made up prior to a sled being brought in.

##### **B. TRAINING**

If personnel are involved in training, the First Aid Room patroller should be kept informed of their location and radio channel they are using so they may be called upon in emergencies.

##### **C. CLEANLINESS**

The First Aid Room patroller should ensure cleanliness in the First Aid Room during the hours of operation. For example:

1. Walk-in Center – Clean counter and backsplash surfaces with disinfectant solution.
2. Lavatory – Clean the sink and toilet, and ensure that the rest of the area is spotless.
3. Beds – Keep clean and free of personal gear.
4. Day Room – Keep clean. Permit no cups or trash to lie about. Clean the counter tops. Remove standing water from the floor.

5. Personal – The First Aid Room patroller should ensure that she/he and assistants are clean and sanitary for first aid duties. Wash your hands *before* coming on first aid duty as well as *before* and *after* treating a patient.
6. General Area – Keep the floor clean and dry. Ensure general tidiness of the whole area and do not let personal gear lie adrift in the First Aid Room.
7. Food – Lunches are to be eaten in Dispatch, the area dining rooms, or the Day Room. No lunches are to be eaten in the First Aid Room. No dishes are to be washed in the walk-in center sink during hours of operation.
8. Shower – During hours of ski area operation, the shower is not to be used for personal hygiene purposes. It may be used in conjunction with first aid procedures (e.g. flood irrigation).

D. PEDESTRIAN TRAFFIC

Traffic problems are considerable and should be actively monitored and dealt with as follows:

1. Visitors – Visitors should be kept to a minimum at all times, especially children. When a patient is brought into the First Aid Room, ask those with him/her to wait outside until the extent of the injury can be determined and the patient is stabilized. This makes the first few moments less confusing. Brief visits to make arrangements for transportation are allowed. A parent may stay with a young child to help reassure the child and keep him or her calm.
2. Day Room Use – Although our First Aid Room is designed to provide easy access to the Day Room, our policy is to encourage all patrollers to use the double doors on the north end of the building or the parking lot entrance instead. Patrollers should use the back doors unless they are dealing with a patient or on official patrol business. **FAMILY MEMBERS SHOULD USE THE BACK DOORS.**
3. Sick People – Occasionally people will take advantage of the ski patrol's services by asking them to care for a sick member of the family while they enjoy a day of skiing. Other times people will wish to sleep off a hangover, headache or other problem. **SUCH USAGE IMPAIRS THE REAL FUNCTION OF THE FIRST AID ROOM AND SHOULD BE MINIMIZED.**

III. FIRST AID PROCEDURES

A. PREPARATION FOR INCOMING PATIENTS

1. Location of Supplies and Equipment - Know where everything is located and be sure everything is returned to its proper place after use. Note any low or missing supplies on the **Shopping List.**
2. Knowledge of Procedures - All equipment (e.g. oxygen, hypothermia re-warming gear, etc.) and all emergency procedures (e.g. heart attack, back splinting, etc.) should be mastered before the need arises. Use slack periods to refresh yourself.
3. Beds – Ensure a bed is ready quickly when informed that a patient is incoming.
4. Wounds – Ensure the walk-in center is stocked and ready at all times. This should be done after the area has been cleaned as previously explained and reviewed at the end of the day.

5. Special Preparations – When informed by radio, telephone, or messenger that an unusual accident is arriving, be sure to contact the Hill Chief immediately. The Hill Chief may contact Area Management and/or Law Enforcement personnel.

## B. WHEN THE PATIENT ARRIVES

1. Assist in bringing the sled into the First Aid Room and placing the patient on the first available bed. The bed nearest the Nordic Ready Room should be open for this purpose.

2. Briefing – The patroller on duty in the First Aid Room should be briefed on the injury and the condition of the patient by the patroller responsible for care on the hill.

3. Introduce yourself to the patient if appropriate to the circumstances.

4. Treatment for Shock – Make the patient warm and comfortable and generally treat for shock. The head of the bed should **NOT BE RAISED** until you have determined that the patient isn't likely to go into shock. Be aware that with a leg injury the weight of the raised torso may increase the level of pain. Remove loose snow, wet gloves, and other wet clothing which can be quickly removed without undue motion. Sacks are available to place small personal equipment in, to prevent it from being lost in the shuffle.

5. Reassessment – The First Aid Room patroller and the patroller from on-the-hill should undertake and complete a thorough reassessment to verify the injuries and check for any unnoticed injuries. Additionally they should take a short medical history to ensure that there are no medical problems that also need to be addressed (e.g. diabetes, cardiac problems, epilepsy, etc.). Once this has been done the First Aid Room patroller and the patroller will see to it that all the patient's first aid needs are met. If the patroller is urgently needed on the hill, the First Aid Room patroller will immediately take over care and treatment of the patient after being briefed by the patroller.

6. Boot Removal – It is our policy to remove boots from injured legs in the warmth of the First Aid Room even though they may have been loosened on the hill. Removal improves the circulation and warmth, and generally allows splints to fit better. It is easier before swelling takes place and is usually done more carefully by ski patrollers knowledgeable of ski boot design than by hospital personnel. Patrollers should be experienced in taking off the many different kinds of boots now being used by the skiing public. It is strongly recommended that during slack times in the First Aid Room a patroller practice taking off boots with which he/she may be unfamiliar. When dealing with an injured patient it is a good idea to “practice” by removing the boot from the uninjured leg first.

7. Changing Splints – Whether or not a splint is to be changed depends on the severity of the injury and the pain associated with it. Injuries of a more minor nature are usually changed from a quick splint to a cardboard splint (in the case of a leg) or perhaps a plaster splint in the case of the lower arm or wrist. More serious injuries will remain in the quick splint or possibly a vacuum splint to minimize movement. Do not overlook the possibility of an open fracture!

8. Incident Reports – The Incident Report forms provided by the insurance carrier of the ski area (long form) need to be filled out whenever a patient arrives by sled, when area equipment is involved in an accident or if it is a serious incident. Be sure to question walk-ins thoroughly because they may easily become a serious incident. The form should be started by the patroller in charge at the accident site and completed by the First Aid Room patroller. In the case of serious incidents, the risk management investigator (Hill Chief or area representative)

needs to be informed and additional forms completed to secure important information relating to all phases of the incident. The following points need emphasis:

- a. Fill the Incident Report form out completely. Every blank should contain a mark, including the comment section. N/A is an acceptable abbreviation for “Not Applicable”. Do not use a slash mark.
- b. If a physician attends the patient, have him legibly write his report on the bottom or back of the form. Make sure to get the physician’s full name, address and phone number. Append other page if necessary.
- c. Note any comments or unusual circumstances on the bottom of the form.
- d. Notify the risk management team investigator (Hill Chief, Lift Supervisor, Mountain Manager or General Manager in that order) if a lift is involved or the injury may result in litigation.
- e. Before treatment of any area employee notify the patient’s Supervisor. (see Walk-In Patient, Chapter 12.D.2.a-d)
- f. Use Incident Report forms in numerical order. If one is lost, notify the Hill Chief. Voided reports will be retained as if they were completed forms, so do not throw out a form that was accidentally ruined or filled out incorrectly.
- g. All copies of the Incident Report form are to go to the ski area. When the First Aid Room Patroller has completed the entire form and the patient is still in the First Aid Room, it should be placed in the “Patient Here” file. Once the patient leaves, the form should be placed in the “Patient Gone” file.
- h. **No copy of the Incident Report will be given to the patient or the patient’s party. They can, however, obtain a copy from the ski area’s insurance company and contact information for the insurance company will be provided if requested.**

**INCIDENT REPORT FORMS ARE NOT CONSIDERED PUBLIC INFORMATION AND THEREFORE INFORMATION CONTAINED ON THEM IS NOT TO BE RELEASED WITHOUT PERMISSION OF SKI AREA MANAGEMENT.**

9. Keep checking to see if the patient is comfortable and warm. Many considerations will help the patient feel at home – a magazine, a hot water bottle, an ice pack for the fresh injury to control swelling, bed adjustment, an offer for toilet assistance by a patroller of the appropriate gender, or simply conversation during slack periods. Generally food and drink should be avoided since they may interfere with later medical treatment and they may cause toilet problems during transportation home. Check to see if the patient feels nauseous; if so, make appropriate provisions. With head injuries, plan on the patient being nauseous.

10. Check Distal Pulse – Ensure that when an injury is located in an extremity or involves a joint, an adequate pulse is found distal to (beyond) the point of injury. Repositioning may be necessary for adequate circulation. If no pulse can be found, call the Hill Chief and initiate emergency transportation procedures.

**C. INCIDENT FOLLOW-UP AND TRANSPORTATION**

In addition to the points in the preceding paragraph, the following items need consideration:

1. Information – Inform parents or responsible members of the patient’s party of the nature of the injury and its implications. If the patient is of responsible age, he/she should also be informed. The bus chaperon should be informed if the patient is a bus rider, and in the case of minor children injured early in the day, parents may be notified to allow them to come to the area and transport the child before the bus leaves. If this occurs, it is imperative that the bus driver or chaperon is notified!

2. Tagging Equipment – Ensure that the patient’s skis, boots, poles, and other equipment are bundled together. Bags are available to hang on the beds into which small personal items such as goggles, glasses, socks and gloves may be put. Do not allow Hoodoo rental skis to be removed from the First Aid Room by anyone other than rental shop employees or ski patrollers. Notify the rental shop, by phone, that the patrol has some of their equipment and that they should come to the patrol room and pick it up. The rental shop may need our Incident Form number.

3. Transportation – Arrange transportation as quickly as possible. Encourage parents or responsible friends to take the person to medical attention as soon as possible. Often transportation arrangements should commence as soon as the patient arrives so that he/she may be taken directly to medical aid. We are not running an emergency room.

4. Instructions – Ensure careful and clear instructions regarding any specific injury or problem are given to a responsible person. If in doubt as to their ability to remember, provide the instructions in writing and make a photocopy of them. Retain the copy and give the original to the patient’s party. There are maps available in the file cabinet showing the location of St. Charles Hospital in Bend, and St. Charles Hospital in Redmond. These can be given to the driver if they are going to the east side.

5. Movement to a Vehicle – Before moving a patient to a waiting vehicle ensure that the patient has no potential toilet problems and that all equipment and additional personnel are loaded into the vehicle. Usually a backboard, a short leg-board (pizza board), or a wheelchair provide the best movement to a vehicle waiting nearby. The back board and the short-leg board are smooth, so the patient may be slid easily into the seat and the board removed. When the vehicle is not nearby, such as a bus, an intermediate vehicle will have to be used, or a minimum of four people should be used to carry the patient. Record the time of departure, license number, and other pertinent information of the car or vehicle in which the patient leaves.

6. Review the entire Incident Form before the injured person(s) leaves the area to make sure you have completed the form correctly and gotten ALL of the information you need.

7. Serious Cases – In more serious case (e.g. heart attack, breathing difficulties, recurring bleeding, head injuries) an ambulance may be called or a patroller may accompany the patient to medical aid. Area management will approve calling the ambulance if necessary. Should an ambulance be called, begin filling out the neural watch sheet and ensure it is appended to the Incident Report form. Make sure area management has approved release of any documentation requested by the ambulance crew.

#### D. WALK-IN PATIENT

A person walking into the First Aid Room should be greeted and any problems identified and cared for.

1. Seriousness – The fact that the patient walked in is no indication that her/his injury is minor. Patients with serious cuts, broken legs, head injuries, internal injuries and even heart attacks have walked in.

2. Area Employees – When any area employee walks in complaining of injury or sickness:
  - a. Contact the employee’s supervisor or area management.
  - b. Treat the injury or illness
  - c. Notify management of the treatment recommended
  - d. Decide the best course of action in joint conference with the area manager. *Do not discuss Worker’s Compensation or any other form of insurance with the employee.*
3. Visitors – They too should be greeted and instructed as to privileges, etc. If the First Aid Room is busy, or the patient is being treated, all visitors except parents or spouses should be asked to wait outside until the room quiets down or you are finished with the patient’s immediate care. Remember – The number of visitors in the First Aid Room should be kept to a minimum.
4. Wounds – It is the policy of National Ski Patrol that body substance isolation (BSI – e.g. non-latex gloves) is to be used at **ALL** times when dealing with blood or secretions. Treatment of wounds should be carried out per OEC procedures.
5. Disposal of contaminated gauze or other materials – Any contaminated gauze or other material should be double bagged in plastic bags and disposed of in the **RED Bio-Waste Canisters**. When treatment on the patient has been completed the contents of the RED Bio-Waste Canister should be sealed and placed in the Bio-Waste container at the head of the Exam Table. The work area should be cleansed with the appropriate bleach or disinfectant solution.
6. Over-the-Counter Medication – **DO NOT** give any over-the-counter medication even if specifically requested.
7. Walk-In Incident Form – Fill in the minor injury information on the walk-in form hanging in the Walk-In Area. Include the date, patient’s name, injury, first aid rendered, and the patroller’s name or first name initial and printed last name. If the patient will likely not be seeking further medical attention and does not involve area equipment, then filling out the short form instead of the long form is acceptable. When completed and patient has left, place form in the “Patient Gone” file.

E. **BACK-UP PROCEDURES**

A patroller who is alone in the First Aid Room and requires assistance should call the Base Patroller to assist. If no Base Patroller is available then an in-area Nordic or Candidates who have completed their OEC course should be called. If no in-area Nordic or Level 2 Candidates are available, then an available Alpine Patroller should be called in to assist.

F. **MISCELLANEOUS**

1. Train candidates and basic patrollers as requested by the Training Chair.
2. Promote a relaxed but business-like atmosphere in the First Aid Room. Use a calm but firm voice on the radio and telephone. Present a positive image to anyone who may come in with questions or is visiting.
3. Keep refreshed with the first aid manuals, the *Outdoor Emergency Care Manual* and refresher course outlines. Keep updated on emergency procedures by reviewing the emergency procedures notebook and other materials available in the First Aid Room.

4. Note on the **Ski Patrol Daily Log** any supplies or equipment which might be needed. There is also a *Maintenance Log* on the desktop of the computer for noting any equipment that is broken or in need of repair. There is a *Shopping List* on the desktop of the computer for items which might need to be ordered.

5. Relieve and be relieved properly and promptly. Ensure that you know the following information before taking over, and that your relief knows the same information before you leave:

- a. Disposition of any sleds that need to be returned to the hill.
- b. Provide information on all patients, including injury, and expected departure time.
- c. Any unusual situations or special circumstances.
- d. Any unusual status of equipment, personnel or supplies.

6. Ensure there is no smoking by anyone, anywhere in the patrol facility.

7. Remind patrollers that they are to use the north or back doors to enter the Day Room when on lunch or break, **NOT THE FRONT DOOR** of the First Aid Room!

8. Check for snow and ice build-up in front of the doors into the First Aid Room and out the back door into the parking lot. Keep the entryway to the First Aid Room clear of skis, poles, snowmobiles, etc.

G. Equipment sent with a patient - At times it is in the patient's best interest that equipment belonging to the ski patrol or an individual patroller be sent off of the mountain with the patient. While some materials are considered disposable, equipment like crutches, splints, backboards, blankets, etc. need to be tracked to ensure they have been properly returned.

1. Anytime equipment is sent with a patient, arrangements should be made for its return. This might be a verbal agreement by the patient or his/her party to return the equipment later in the day or within the next couple of days, but should also be written.

2. To help in tracking "loaned equipment," there is a thin, red binder on the desk containing two-part NCR forms. Whenever any equipment is sent with a patient, fill out one of the forms. The **White** copy remains filed in the notebook while the **Yellow** copy goes to a responsible person in the patient's party or ambulance crew.

3. Several patrollers throughout the state have indicated they would be available to recover equipment sent into their home towns. A list of these patrollers is in the front of the red binder. Notify one of these patrollers if there is equipment sent to a hospital in their area. Give her/him an inventory of the material they are expected to recover.

4. Whenever equipment is returned to the ski area, check the red binder for the **White** copy of the form. Complete the form indicating what equipment was returned and make comments about its condition. If all equipment has been recovered, file the form in the back section of the binder. If not all the equipment was returned, bring this to the attention of the Hill Chief and the Maintenance Chair.

## CHAPTER 14

### **FIRST AID SUPPLIES AND EQUIPMENT**

The following first aid supplies are listed by items required and their respective locations on the hill:

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#### **GREEN SUPPLY BAGS LOCATED ON BACKBOARDS & CLAM-SHELLS**

- 1 - Grey wool blanket
- 1 - Roll 1" zonal cloth tape
- 1 - V-Vac unit with catheter
- 1 - Adjustable cervical collar or 3 - sized collars - (regular, short neck & no neck).
- 1 - Pediatric cervical collar
- 2 - 2" wide straps or 1 set of spider straps.
- 3 - Foam pads for head

#### **BACKBOARD SETUPS ARE LOCATED:**

- Top of Green Ski Patrol building
- Top of Ed Ski Patrol building
- Midway – lift building
- Manzanita Ski Patrol building
- First Aid Room

#### **CLAM-SHELL SETUPS ARE LOCATED:**

- Top of Green Ski Patrol building
- Top of Ed Ski Patrol building
- Manzanita Ski Patrol building
- First Aid Room

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#### **RED OXYGEN PACKS**

"D" Oxygen tank, regulator, wrench & 1200psi minimum tank pressure.

1 - V-Vac Suction Unit w/tip, adapter and spare cartridge

1 - 500 ml of water

3 - sizes oral airways

Nasal Airways, several sizes

1 - Pair scissors & hacksaw blade

2 - Non-rebreather mask

2 - Nasal cannula & Misc. oxygen tubing

1 - Bag-Valve-Mask

Misc. trauma supplies

BP Cuff and Stethoscope & pulse oximeter

Triage Tags

Small notebook and pencil

#### **RED O<sub>2</sub> BACKPACK LOCATIONS:**

- Top of Green Ski Patrol building
- Top of Ed Ski Patrol building
- Midway – lift building
- Manzanita Ski Patrol building
- First Aid Room

AEDs are located at the Top of Green Ski Patrol building or wherever Dispatch is located and in the First Aid Room

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## **TRACTION SPLINT LOCATIONS**

Top of Green Ski Patrol building  
Top of Ed Ski Patrol building  
Midway – Lift Building  
Manzanita Ski Patrol Building  
First Aid Room

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## REQUIRED FIRST AID BELT SUPPLIES

The following items are **REQUIRED** and expected to be carried by each patroller when skiing on duty. The required as well as optional equipment may be carried either in a first aid belt, pack, or vest belonging to the patroller. Each patroller is expected to furnish his or her first aid supplies initially, and refill as necessary from supplies in the First Aid Room.

- \* 2 - Pair (minimum) of **NEW** disposable gloves (Minimum 1 pair non latex)  
(replace frequently to maintain usability)

- \* 4 - Triangular bandages (ready for use)

- \* 1 - 4-inch self-adhering roller gauze (bandage)

- \* 1 - 3-inch self-adhering roller gauze (bandage)

- \* 10 - Sterile gauze pads (5 each of 2 sizes)

- \* 1 - 5X9 Surgipad

- \* 10 - Band-aids

- \* 1 - Roll adhesive tape (1 inch or 2 inch)

- 2 - Wire splints (3 inch X 36 inch, pre-padded or Sam Splints)

- Several plastic storage bags

- 1 - Flashlight

- 1 - Pocket mask w/ 1-way valve or disposable mouth shield with 1-way valve

- \* 1 - Blank First Aid Refusal form

- \* 1 - Blank Incident Form

- 4 - Large safety pins

- 1 - Knife

- 1 - Waterproof Pad and pencil

- 1 - Bandage scissors

- \* 1 - Map of the Ski Area

- 1 - Tube instant glucose or frosting

- \* Vionex Towelettes

- 1 - Plastic Ice Scraper

- \* **Supplies provided by the patrol.**

OPTIONAL ADDITIONAL EQUIPMENT

(These materials are highly recommended)

Eye pad	Compass and Candle	Nylon Cord (50' colored)
Plastic whistle	Butterfly closures/Steristrips	Tongue Depressors
Pliers	Tweezers	Small Wrench
Screwdrivers	3 oral airways (One each of three sizes)	
Seam ripper	Waterproof match carrier and matches or disposable lighter	

It is a good idea to keep several wrapped sterile dressings and Band-Aids in your parka pocket. They are quickly available for severe, emergency cuts, and will reduce the number of times you will need to open your first aid belt for the skier who simply needs a Band-Aid.

Due to the wet environment of the Oregon Cascades, it is highly recommended that dressings and bandages be kept in sealable plastic bags.

## CHAPTER 15

### **PATIENT EVACUATION PROCEDURES Using Air or Ground Ambulance**

Although the majority of situations involving injured persons in the Santiam Pass area are not serious enough to warrant advanced life-support or rapid evacuation to a hospital, every season there will be a few cases which need to be evacuated in a prompt, careful manner by ambulance. At Hoodoo we will normally utilize Life Flight from Redmond or AirLink from Bend for air evacuation and Sisters Ambulance for ground transportation of the injured. These resources are dispatched by Deschutes 911.

This chapter contains the procedures to be used at Hoodoo to summon assistance from these ambulance services. It is recognized that the ski patrol recommends, but that Area Management requests, the appropriate ambulance service be dispatched to the ski area.

#### Ambulance Information Air and Ground

#### 1. AIR

#### Telephone

##### A. AirLink (Bend) Deschutes 911 – Dial 911 and then ask the operator to redirect your call to Deschutes 911

EMERGENCY: 1-800-621-5433  
Non-emergency: 1-541-382-4321 Ext. 7391

Deschutes 911 – (Request to be redirected to Deschutes 911):

EMERGENCY: 1-800-824-0601  
Non-emergency: 1-541-693-7911

##### B. Life Flight (Redmond)

EMERGENCY: (1-800-452-7434) but use Deschutes 911  
Non-emergency: <same>

#### 2. GROUND

##### A. Sisters Ambulance

**Deschutes 911 – Dial and then ask the operator to redirect your call to Deschutes 911**

EMERGENCY: 1-800-824-0601: (Bend 911) #601 (Deschutes 911)  
Non-emergency: 1-541-693-7911

**Sisters / Camp Sherman Fire**

Non-emergency: 1-541-549-0771

##### B. Detroit-Idanha

EMERGENCY: 1-503-854-3311  
Non-emergency: 1-503-854-3494

## HELICOPTER EVACUATION PROCEDURES

The following is a list of criteria and considerations for utilization of air ambulance:

1. Head Injuries - Unconscious or severe traumatic injury to the head or the face affecting the airway.
2. Extreme or lengthy exposure to the environment.
3. Incidents involving paralysis - neck and spinal injury.
4. Impaled objects.
5. Severe blood loss - external or suspected internal hemorrhage.
6. Multiple large bone fractures/pelvic or hip fracture - where large amounts of blood can be lost internally.
7. Chest injuries - hemo/pneumothorax; open sucking chest wounds.
8. Abdominal injuries/internal hemorrhage with rapidly deteriorating blood pressure.
9. Heart attack.
10. Obstetrical patient with trauma-related injury, or high-risk (premature labor, etc.).
11. Any situation where attending personnel feel rapid transport would be appropriate (i.e. fractured femur or individual/isolated injury where evacuation time and geographical location combined are resulting in too long a time before arrival to a hospital).

**When it has been determined that helicopter evacuation of an injured person is necessary and appropriate, use the following procedures to summon and safely land a helicopter at Hoodoo:**

1. **NOTIFY THE HILL CHIEF WHO WILL SERVE AS THE INCIDENT COMMANDER, OR APPOINT AN INCIDENT COMMANDER FOR THE HELICOPTER EVACUATION.**
2. **NOTIFY THE AREA MANAGER AND RECOMMEND HELICOPTER EVACUATION. IF APPROVED CONTINUE WITH THESE PROCEDURES.**
3. **OBTAIN THE FOLLOWING INFORMATION BEFORE PLACING A TELEPHONE CALL:**
  - a. Approximate age of patient
  - b. Gender of patient
  - c. Nature of injury(ies)
  - d. Level of Responsivness, pulse, respirations, and breathing status
  - e. Radio frequency or channel name for helicopter to use
  - f. Current weather conditions
  - g. Any special instructions or equipment needed
4. **USE THE TELEPHONE AND DIAL 9 911**  
<Take a deep breath and relax>

**UPON CONNECTION:**

a. **IDENTIFY YOURSELF AS BEING WITH THE SKI PATROL AT HOODOO.**

"This is     <Your Name>     with the ski patrol at Hoodoo."

b. **INDICATE YOU NEED A HELICOPTER AND THE LEVEL OF ACTIVATION.**

"We would like an air ambulance activated." OR

"We would like an air ambulance placed on STANDBY."

<IF PLACED ON *STANDBY*, CANCEL IF NOT USED>

c. **DESCRIBE THE NATURE OF THE INJURY.**

"We have a teen age boy with a closed head injury and possible internal injuries secondary to a collision with a tree. At this time he is still being evacuated from the hill and we expect him to arrive at the First Aid Room in ten minutes."

<ANSWER QUESTIONS IF INFORMATION IS AVAILABLE>

d. **ADVISE WHICH RADIO FREQUENCY OR CHANNEL NAME TO USE.**

<Direct = 154.415, Northwest Fire Dispatch / Sisters-Camp Sherman Ambulance Direct is Channel 10 on SPSP radios.>

"Have the helicopter call HOODOO on Northwest Fire – Direct."

e. **GIVE CURRENT WEATHER CONDITIONS.**

"Current weather is high overcast, no precipitation; wind in the LZ area is from the north at about 10 knots."

f. **GIVE A CALL-BACK NUMBER.**

"Our Call-Back Number at Hoodoo is: 541-822-3799, EXT. 6612"

5. **PREPARE THE HELICOPTER LANDING ZONE.**

a. Block skier and other traffic coming from the bottom of Ed, Autobahn, and Snowmobile Access area.

b. With ORANGE Chalk Slurry paint a large "H" to indicate the Landing Zone. The helicopter will land **into** the wind.

6. **ADVISE HELICOPTER OF THE LATEST PATIENT STATUS.**

"Patient is conscious but confused. Vitals: Blood Pressure 110 over 80 and stable; Pulse 85; and Respiration 15. He has abrasions on the forehead and complains of pain in the lower left quadrant. Pupils unequal, but reactive."

7. **ADVISE HELICOPTER OF THE LANDING ZONE LOCATION AND IDENTIFICATION.**

"The Landing Zone is located on the South end of Hoodoo Parking Lot near three Maintenance Buildings and is marked with an Orange "H" painted on the snow."

8. **ADVISE HELICOPTER OF ANY CHANGE IN WEATHER.**

"Current weather is overcast, visibility more than five miles, wind at the LZ is now East 10 - 20 knots."

The following references may be used as visibility ceilings:

Top of Three Fingered Jack:	3,000 feet
Top of Hoodoo:	1,000 feet
Top of Hayrick:	900 feet
Top of the Bowl Trees:	300 feet

9. **REQUEST HELICOPTER TO NOTIFY YOU FIVE (5) MINUTES FROM THE AREA**

"We are completing preparations at the LZ. Please notify us when you are about five minutes out."

10. **WHEN THE HELICOPTER ARRIVES OVERHEAD:**

- a. Communication should be handled by the person in charge at the Landing Zone.
- b. If desired by the pilot, clear all personnel from the LZ area once the pilot reports seeing the LZ marking.

11. **WHEN THE HELICOPTER LANDS, DO NOT APPROACH THE AIRCRAFT.**

Only the person signaling the helicopter should go near the aircraft, and only if indicated by the pilot via hand signal or on the radio.

12. **ONLY THE PERSON SIGNALING THE HELICOPTER SHOULD ASSIST THE FLIGHT NURSE IF NECESSARY.**

Do not go under the helicopter's rotor disc (blades) unless signaled to do so by the pilot or flight nurse, and then only approach the aircraft from the front at 10 or 2 o'clock. Escort the flight nurse to the patient.

13. **PERSONNEL CARRYING THE PATIENT TO THE HELICOPTER WILL NOT WEAR LOOSE CLOTHING (INCLUDING HATS) WHICH MAY DISLodge IN ROTOR WASH. EYE PROTECTION WILL ALSO BE WORN.**

## GROUND AMBULANCE EVACUATION PROCEDURES

All of the same criteria applies to deciding use of a ground ambulance that applies to air evacuation. The following conditions should additionally be considered:

- Weather below acceptable minimums for safe helicopter operation or the helicopter is unavailable.
- Serious injury which is not necessarily life threatening but which might require constant patient monitoring.
- Non-serious transportation when the patient is not capable of riding in the vehicle which was used to come to the ski area.

1. **NOTIFY THE HILL CHIEF WHO WILL CONTACT OR APPOINT A PATROLLER TO CONTACT THE AREA MANAGER & RECOMMEND GROUND AMBULANCE EVACUATION ---- IF APPROVED, CONTINUE WITH THESE PROCEDURES.**

2. **OBTAIN THE FOLLOWING INFORMATION BEFORE PLACING A TELEPHONE CALL:**

- a. Approximate age of patient
- b. Gender of patient
- c. Nature of injury(ies)
- d. Level of consciousness, pulse, respirations and breathing status
- e. Any special instructions or equipment needed

3. **USE THE TELEPHONE AND DIAL 9 911**

<Take a deep breath and relax>

4. **REQUEST REDIRECTION TO DESCHUTES 911**

5. **UPON CONNECTION:**

a. **IDENTIFY YOURSELF AS BEING WITH THE SKI PATROL AT HOODOO.**

"This is     <Your Name>     with the ski patrol at Hoodoo."

b. **INDICATE THAT YOU NEED TO ACTIVATE SISTERS AMBULANCE.**

"We would like Sisters Ambulance sent to the ski patrol facility at Hoodoo."

c. **DESCRIBE THE NATURE OF THE INJURY.**

"We have a teen age boy with head injury and possible internal injuries secondary to a collision with a tree. At this time he is still being evacuated from the hill and we expect him to arrive at the First Aid Room in ten minutes."

<ANSWER QUESTIONS IF INFORMATION IS AVAILABLE>

d. **GIVE A CALL-BACK TELEPHONE NUMBER AND REQUEST TO BE NOTIFIED WHEN THE AMBULANCE IS EXPECTED TO ARRIVE AT THE AREA.**

"Our call-back number at Hoodoo is: 541-822-3799, EXT 6612. Would you please notify us of the ambulance's ETA when it is known?"

6. **ENSURE THE INCIDENT REPORT FORM IS COMPLETED BEFORE THE AMBULANCE ARRIVES.**
7. **HAVE A PATROLLER PREPARE THE PARKING AREA AND MEET THE AMBULANCE UPON ITS ARRIVAL IN THE PARKING LOT.** If at all possible, brief the ambulance personnel in the ambulance or in the Nordic Ready Room before escorting them to the First Aid Room.
8. **IT IS VERY IMPORTANT TO HAVE AN ACCURATE INVENTORY MADE OF SKI PATROL EQUIPMENT WHICH MAY BE SENT WITH THE PATIENT. ARRANGEMENTS SHOULD BE MADE WITH THE AMBULANCE PERSONNEL TO HOLD OR RETURN THE EQUIPMENT TO HOODOO AS SOON AS POSSIBLE.**

## CHAPTER 16

### **RESCUE SLED CARE, PLACEMENT, HANDLING AND LIFT CARRYING**

At Hoodoo three types of rescue sleds are used: The Cascade 100 or Edge sled, the Cascade 350 or Akja. This section is intended to familiarize the patroller with the preparation, transportation, placement and operation of those rescue sleds. On-the-hill experience is the only teacher which will develop the techniques and judgment needed to safely and efficiently operate these sleds - *they cannot be mastered simply by reading this section.*

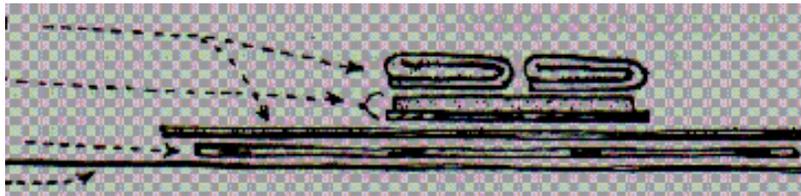
#### **I. PREPARATION.**

##### **A. STANDARD SLED PACK**

Each sled placed in operation will contain a standard sled pack and will include the following:

- 3 - Wool Blankets
- 1 - Quick splint
- 1 - Airplane splint
- 1 - Full length pad w/handles
- 1 - Waterproof tarp

-- and will be assembled as follows:



**FIGURE 16-1**

Packs will be folded in such a way as to preclude water from entering the pack and will be tied securely with the provided strap. Attach a tag with the date when the pack was made. This tag needs to be visible when viewing the outside of the sled pack.

##### **B. PACKING (FOR UPHILL TRANSPORT)**

1. Packs will be placed upside-down in the center of the sled and secured using the tie-in straps.
2. Cascade 350 handles will be packed on top of the pack with the handle loops being tied to the sled to prevent handles from becoming lost during transportation.
3. On the Cascade 100, the handles should first be folded and the pack placed on top of the handles to allow proper clearance below chairs on lifts.

#### **II. TRANSPORTING RESCUE SLEDS UPHILL**

**WHEN USING A CHAIRLIFT, PROPER LOADING OF THE SLED IS THE RESPONSIBILITY OF THE LIFT OPERATOR.**

A. Ensure the brake chain, straps and the tail rope (for the Cascade 100's) are secured to prevent them from becoming entangled.

B. All sleds will be loaded on CHAIRLIFTS using the sled carrier. The lift operator may assist in loading the sled. The patroller will ski it off at the proper terminal. Sled carriers should be returned

promptly to the bottom of their respective lifts. **SLEDS SHOULD NOT BE HELD IN PATROLLER'S LAPS WHILE RIDING LIFTS.**

### III. SLED PLACEMENT

A. Normal sled distribution will be as follows:

Top of GREEN Chair	3-(2-100,1-350)
Midway Green Chair	1-100
Top of Ed Chair	2-(1-100, 1-350)
Top of Manzanita	2-100
Top of BLUE Valley	2-100
Top of Easy Rider	1-100
Outside Aid Room	1-100 (towable)
The Edge sled is used for training or placed where needed	

B. The patroller delivering a sled to its storage location is responsible for assembling the sled. Should a patroller come upon an unassembled sled it is her/his responsibility to properly assemble it.

C. The front handles should be installed on the Cascade 350 sled when placed in the ready position. The brake chain ring will be placed on one of the front handles and the keeper chain adjusted for proper braking.

D. Sleds will normally be kept in their storage tubes or boxes with the handles readily accessible for immediate use. While Cascade 100's or the Edge may be turned upside-down, the Cascade 350 sled and Akjas should not be inverted on its handles as this places a stress on the body and leads to material fatigue and eventual failure.

### IV. INSPECTION

A. All sleds in use on the hill should be inspected daily as an opening assignment to ensure the handles are present: all brackets, straps, and chains are in operating condition, and that all pins, clips, and retainers are in place.

B. Any accumulation of ice and snow should be removed from the sled and from its pack. All buckles should be opened and re-secured. The bottom and fins should be checked for rough spots or protrusions.

C. Before running a sled it should be given a brief "pre-flight" inspection to ensure the handles and brake are properly attached and that no straps are dragging. There is no accident so urgent that this inspection should be skipped!

D. Sleds shall be operated in compliance with the current NSP Outdoor Emergency Transportation (OET) Manual and OET procedures.

## CHAPTER 17

### **SNOWMOBILE OPERATION**

#### I. INTRODUCTION:

Mechanized over-snow vehicles can be time and labor savers when used in a conscientious and prudent manner. Like any other tool, however, they may be abused through improper use, lack of proper maintenance, or ignorance. Area management has granted the ski patrol permission to use SPSP's snowmobiles within the ski area as long as they are operated in a manner which does not endanger the skiing public, the snowmobile operator, or the machine. Failure to operate the machine(s) in such a manner can be grounds for dismissal from the ski patrol.

#### II. TRAINING:

A. Only those patrollers who have been properly trained in its use will be allowed to operate the snowmobile. Any patroller desiring to receive such instruction should present him/herself to the training committee and request the instruction. The training program for snowmobile use inside the ski area shall include the following topics:

- Controls -- location and function
- Checking fluid levels
- Refueling procedures
- Starting and stopping the engine
- Driving a prescribed course
- Towing a sled or skier
- Traffic flow patterns
- Storing overnight.

B. A training program for snowmobile use outside of the ski area shall, in addition to the topics listed above, include the following:

- Location and function of all belts, wires, cables, and hoses.
- Replacement of the drive belt and spark plugs
- Driving in unpacked snow.

#### III. PROPER OPERATION

A. The ski patrol's snowmobile is a working tool -- not a plaything -- and should be treated as such. Remember that the machine makes noise and fumes that may upset the skiing public and compound the difficulties in working with an injured patient. Do not leave the machine idling. Although rapid acceleration reduces wear on the drive belt, when towing a sled, patroller's should accelerate slowly to avoid a jerky ride and allow plenty of room when maneuvering around people. High speed has no place in proper operating procedure. As the operator, you are highly visible not only by your ski patrol uniform, but because noise made by the machine draws the public's attention. Your actions and judgment while on the machine should be above reproach.

B. Observe established traffic patterns and restrictions when moving through the ski area. When the area is in operation the snowmobile will normally not be taken on Art's Alley beyond the bottom of Face. If the machine is needed on Upper Nordic trails or Hodag runs, the operator will get there by using Over Easy (remaining to the right side – skier's left) -- however do not go beyond The Bottom

of Dive Do not routinely use narrow runs such as Home Run to go uphill against the flow of skier traffic. If coming downhill on a narrow run, expect the unexpected and be prepared to stop or alter direction. Bring the machine to a complete stop and look uphill before entering or crossing a run. Park the snowmobile where it is clearly visible and out of normal traffic flow in the event there is trouble restarting the machine.

C. Proper operating techniques for packed and loose snow should be mastered in the base area before attempting to take the machine on the hill or out-of-area. Faulty riding or driving can mean wasted time and energy, possible injury to the operator and riders, as well as damage to the machine. Any holes in packed runs caused by the machine should be immediately repaired to avoid hazards to skiers.

**EXCEPT IN EXTENUATING CIRCUMSTANCES, INJURED GUESTS SHALL NOT BE TRANSPORTED ON THE SNOWMOBILES AS PASSENGERS.**

## **CHAPTER 18**

### **RADIO COMMUNICATION**

#### **I. INTRODUCTION:**

A. The telecommunication system used at Hoodoo is comprised of a telephone network, a radio system, and several data networks. These components are meant to complement each other with the telephone system being used for point-to-point communications to the greatest extent.

B. The radio system is integrated (that is, most ski area departments - including the ski patrol - are on the same frequency), utilizing the area's Business Radio Service frequency as the primary monitoring, calling, reporting, and dispatching frequency. The ski patrol's Special Emergency Radio Service frequencies are alternate frequencies for patrol-only special operations and conversations so as not to interfere with routine ski area business being conducted on the primary frequency. The Autobahn department has it's own operating frequency. Ski patrol radios will normally be operated on the primary communications channel (Channel 1) shifting to an alternate channel when necessary and then returning to the primary channel as soon as possible.

#### **II. RADIO SYSTEM DESCRIPTION:**

A. Hoodoo Ski Area has a VHF repeater located on the summit of Hoodoo Butte. The repeater provides the primary communications channel in the ski area and is programmed into Channel 1 of portable radios. The ski patrol has a remotely controlled base station located atop Hoodoo Butte, sixteen HT 750 portable radios, and additional HT750/1250 portable radios. The base station is operated by control units located in the First Aid Room and at dispatch locations. The base station is capable of operating on 16 frequencies, but unless needed for special operations or ski patrol-only business, the base station will remain on the primary frequency (Channel1). Radios are assigned by the duty board. Extra radios may be assigned to spare patrollers or candidates as the Hill Chief may direct.

B. Ski patrol communications may be conducted in the Business Radio Service; however ski area business may not be conducted on Special Emergency Radio Service frequencies. (Translation: We can both operate on the primary channel, but only the ski patrol may operate on the ski patrol alternate channels (Channels 3 and 4 in the HT 750's and in the Remote Control Units). The frequency 155.805 MHz (Channel 5 in the HT 750's/F5 in the Remote Control Units) is a statewide Search and Rescue common frequency (Oregon SAR Orange) monitored by various law enforcement agencies and is licensed for our use by the Linn County Sheriff.

#### **III. SYSTEM OPERATION:**

A. With operation through the repeater, every radio will hear every other radio on the hill. This eliminates the need to have messages relayed by the BASE or DISPATCH. One need only call the person or station with whom you wish to speak.

B. The frequencies on which we operate are shared with other organizations. To screen out transmissions which are not part of our network, the base station and HT 750 radios are configured with tone coded squelch. When in this configuration, only transmitters with the special tone will be heard. Before placing a call from BASE, monitor the frequency for use by other licensees by momentarily pressing the MONITOR button on the desktop control unit.

C. MONITOR is enabled on the telephone-style control units whenever the handset is lifted out of the cradle. If no transmissions are heard, proceed with your call. The monitor feature is reset in a few seconds or when you have finished transmitting.

D. To support the hill coverage plan, it is important that the radios be kept on the hill as much as possible. Radio assignments are part of the patroller's slot on the duty board.

#### IV. OPERATING PROCEDURE:

##### A. CARRYING A RADIO

Each patroller will ski with his/her radio **on** at all times and should carry the radio where it will be kept warm and dry. The use of a speaker-microphone is highly encouraged. Check the radio for proper operation before going on the hill.

##### B. IDENTIFIERS

Patrollers should use their surname as a radio identifier. Employees of the ski area will routinely use their first names. Both of these practices may cause confusion and use of a person's full name may be necessary.

The following specific positions are also identified:

BASE - First Aid Room

DISPATCH - Top of Green or Top of Ed Chair or Manzanita Building

OFFICE - Ski area office

##### C. CALLING

Announce the identifier of the station you are calling, pause or say "From" or "This is," and identify yourself. Call only once and allow ten to fifteen seconds for a reply before making a second call.

- Example:
1. "Strauser, Ebeling"
  2. "BASE this is Kent"
  3. "Luscher from Timmerman"

##### D. ANSWERING

Respond to a call by stating your identifier and location if appropriate.

- Example:
1. "Strauser, Sheep Springs Loop"
  2. " BASE"
  3. "Luscher, Ray Benson Parking Lot"

##### E. ADDITIONAL INFORMATION

Conduct your business and clear the frequency by stating your identifier. The base station needs to be signed off by using the FCC call-sign at the end of the conversation. **Use the appropriate call-sign for the frequency in use.** If your conversation is going to be lengthy, shift to an alternate frequency.

#### V. DISPATCHING:

A. Since telephone directories in the ski area indicate that incidents should be reported to #6611 (Ski Patrol Dispatch), it is likely this telephone is the one over which we will receive most of our calls. Since #6611 is located in the First Aid Room, the office area of the Day Room, Manzanita Hut, the top of Ed, and the top of Green, it should be easy to take the information and place a radio call for assistance. Telephone #6611 should be answered as "**Ski Patrol Dispatch**" regardless of which telephone instrument is picked up.

B. Equipment and non-ski patrol employees will be dispatched by the OFFICE, a manager, or his/her representative. Patrollers may be dispatched to an incident by BASE, DISPATCH, the OFFICE, or other patrollers or employees having radios.

C. Since the Hill Chief is our daily interface with management, requests of and information intended for the office or management should be sent to the Hill Chief who will in turn contact the appropriate person by radio, telephone, or in person.

D. The first patroller, either on the hill, in Dispatch, or in the First Aid Room to receive information that assistance is required should make a call stating the circumstances and location where help is needed.

E. When dispatching patrollers for an injured skier, do not refer to an injury but instead use the phrase, **“Skier needs assistance, at --<location>.”**

F. The nearest patroller should reply to the call. If no reply is made, DISPATCH or BASE should acknowledge the call for assistance and dispatch a patroller. When two patrollers are committed to an incident, DISPATCH (or the requesting patroller) should state that the incident is covered and by whom.

**CHANNEL ASSIGNMENTS FOR THE HT 750/1250 RADIOS ARE AS FOLLOWS:**

Channel	Description	Tx Frequency	Tx Tone	Rx Frequency	Rx Tone
1	Hoodoo Repeater	152.360 MHz	192.8 Hz	157.620 MHz	192.8 Hz
2	Hoodoo Direct	157.620 MHz	192.8 Hz	157.620 MHz	192.8 Hz
3	Ski Patrol Alternate #1	155.295 MHz	192.8 Hz	155.295 MHz	192.8 Hz
4	Ski Patrol Alternate #2	155.160 MHz	192.8 Hz	155.160 MHz	None
5	Statewide SAR (Orange)	155.805 MHz	156.7 Hz	155.805 MHz	None
6	Hoodoo Autobahn	152.900 MHz	D546	152.900 MHz	D546
7	Hoodoo Alternate	157.560 MHz	192.8 Hz	157.560 MHz	None
8	ODOT Santiam Jct. (Rx only)	None	None	156.135 MHz	None
9	Sisters Ambulance – Repeater	150.805 MHz	151.4 Hz	154.415 MHz	None
10	Sisters Ambulance – Direct	154.415 MHz	167.9 Hz	154.415 MHz	None
11	Weather – Bend (Rx only)	None	None	162.500 MHz	None
12	Interop VCALL10	155.7525 MHz	156.7 Hz	155.7525 MHz	None
13	Interop VTAC11	151.1375 MHz	156.7 Hz	151.1375MHz	None
14	Interop VTAC12	154.4525 MHz	156.7 Hz	154.4525 MHz	None
15	MURS #4	154.570 MHz	156.7 Hz	154.570 MHz	156.7 Hz
16	MURS #5	154.600 MHz	156.7 Hz	154.600 MHz	156.7 Hz

## **CHAPTER 19**

### **DRESS CODE**

1. Alpine and Nordic patrollers shall wear red jackets or vests with a large white cross on the back, a small white chest cross, and black or dark blue pants. Black accents shall be allowed on jackets and vests
2. Base Patrollers shall wear red jackets or vests with a small white cross on the chest and may also have a large white back cross . However, no patroller shall ski or snowboard in a jacket or vest with a large white back cross unless such patroller has passed the SPSP Ski Test. Black accents shall be allowed on jackets and vests.
3. When in uniform all patrollers, shall present a neat, clean, and professional appearance.

## CHAPTER 20

### SEARCH AND RESCUE PROCEDURES

As a trained search and rescue (SAR) organization located on Santiam Pass, members of the patrol may be called upon to assist in a search operation for a lost person. The National Ski Patrol System has established training courses to develop our skills for such search operations. The Mountain Travel and Rescue Level I (MTR Level I) course is a basic training program that teaches the patroller how to take care of him/herself during a search and qualifies her/him to assist in such an operation. The prerequisite for the MTR Level I course is a Level 1 Avalanche rescue course. An advanced MTR Level II course is designed to train the patroller to assume the position of Incident Commander (search leader) with all of its responsibilities and ramifications. All of these courses are available to the patroller and should be taken during a patroller's career.

Comprehensive Search and Rescue procedures have been developed locally for Hoodoo Ski Area -- both for weekday and weekend operation. Copies of these procedures are comprised of stapled packets of instructions and are located (1) in the Emergency Response Notebook; (2) in a holder on the SAR locker door; and (3) in folders in the File Cabinet under the Daily Operations file. Every patroller should study the packet and become familiar with all aspects of its instructions. The least informed patroller may be confronted with the necessity to initiate a search for a lost person. Although detailed discussion of these procedures is beyond the scope of this chapter, the Immediate Action procedures deserve mention in this manual.

Should you be confronted with someone who is attempting to report a missing person, the following should be done:

1. Hold the person reporting the incident so further information can be determined.
2. Notify the Hill Chief so that he/she may assume the duties of Incident Commander (IC) or appoint a qualified patroller to assume the role. The IC will notify the Area Manager when enough information is obtained to define the situation.
3. ***Above all, do not let the reporting person get away! You may not see him/her again and vital information may be lost.*** (This could create a grave problem and cause you severe personal embarrassment!)
4. Search and Rescue operations shall be conducted as set forth in the current SPSP SEARCH or the current SPSP RESCUE PLAN.

## CHAPTER 21

### **AVALANCHE RESCUE PROCEDURES**

As with search and rescue, the National Ski Patrol System has established training courses to develop the skills of patrollers in avalanche rescue. The Level 1 Avalanche course is designed to train the patroller to be a valuable asset in an avalanche rescue operation. The Level 2 Avalanche course is more comprehensive and trains patrollers who may wish to qualify as avalanche rescue leaders. All patrollers are encouraged to take advantage of this training. It is encouraged that new members complete the Level 1 Avalanche course by the end of their first year of patrolling.

Although at Hoodoo we do not have the number of avalanches that other ski areas experience, there still exists high potential for such snow release on many runs within the ski area and in terrain adjacent to the ski area. Because of the limited survival time for an avalanche victim, rescue should be quickly initiated and well coordinated to assure a high degree of success. The chance of survival for a victim buried 30 minutes is less than 50 per cent. Failure for a patroller to understand the procedure of avalanche rescue and the need for rapid action could cause an unnecessary death.

Avalanche rescue procedures have been prepared for Hoodoo Ski Area and are applicable to adjacent areas on Santiam Pass. Avalanche rescue packets are kept at Dispatch and in the First Aid Room (1) in the Emergency Response Notebook; (2) in the holder on Search and Rescue Locker door; and (3) in folders in the Search and Rescue file. It is beyond the scope of this chapter to treat these procedures in detail; however every patroller should read and be thoroughly familiar with all aspects of avalanche rescue including electronic search patterns.

Should you be confronted with a person reporting an avalanche accident:

1. Hold the person for further information. If the notification comes by telephone - advise the calling party to hold onto the reporting person until a patroller arrives, and direct the nearest patroller to meet the reporting person. Above all, do not let them get away!
2. Immediately notify the Hill Chief who will notify the Area Manager.
3. Open the Emergency Response Notebook to the Avalanche tab or get the packet from the SAR locker door. Begin at the front and start following the instructions.

As in the case of a search, an avalanche rescue operation is under the direction of area management with the assistance of patrollers under a qualified leader.

Since avalanche accidents are a bit more difficult to comprehend than the situation of a "lost skier," a few words in this manual may be warranted.

An avalanche is loosely defined as snow moving down a hill. The problems come when property and lives are endangered - at that time there is said to exist an avalanche hazard. It is the responsibility of area management to evaluate the avalanche hazard and to minimize or eliminate it inside the ski area, and for the Forest Service to deal with the hazard outside of the ski area.

The snow involved may be dry or wet and may avalanche as a slab or as loose snow thus defining the basic types of avalanches one is likely to encounter. The slab avalanche is by far the most dangerous type due to its general instability and the weight of the blocks involved. The slabs may be formed from dry or wet snow depending on the amount of free water in the snow.

Avalanches are known to be triggered in four basic ways. The assumption is made that the snow is in an unstable condition and only needs some stimulus to set it in motion. The four basic stimuli are: (1) shearing,

e.g. a skier crossing and "slicing" the snow; (2) vibration, e.g. an explosive charge or "sonic boom"; (3) weight, e.g. weight of the snow itself or that of a skier; and (4) temperature, a sudden change in temperature such as a warming trend.

It is not necessarily the large avalanches that are the major problem. About 42% of fatalities occur in avalanches which run less than 300 feet and nearly half of the accidents happen in developed areas such as ski areas or along roads. Research has shown that probing should be to a depth of 2 meters for optimum results, but that electronic beacons yield the most rapid results if one is carried by the buried victim.

Areas of hazard within the permit boundaries of Hoodoo Ski Area include, but are not limited to Backside, Face, Grandstand, Crater, the cornices on the Back Road, the cornice at the bottom of Mambo, and the rocks adjacent to Blue Valley.

Areas of hazard outside the permit boundaries include Hayrick Butte, Sand Mountain, and Hogg Rock.

In order to be of the most assistance during an avalanche rescue, and to be able to address avalanche related questions in response to public inquires, it shall be the policy of Santiam Pass Ski Patrol that all patrollers successfully complete specific modules of the NSP Level 1 Avalanche course by the end of their first, full patroller season (usually the season following their candidate season) if a course has been offered.

## CHAPTER 22

### **CHAIRLIFT EVACUATION PROCEDURES**

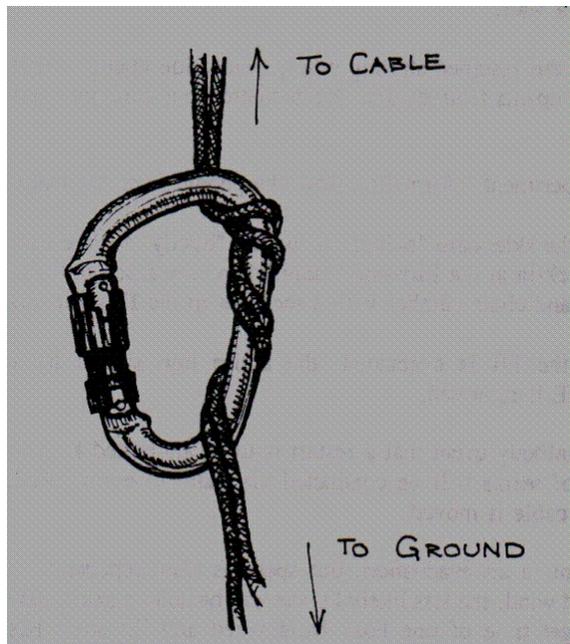
Although modern aerial lifts are frequently inspected and have redundant drive systems that may be engaged should the primary drive source fail, it is still possible to suffer mechanical failure which will make it impossible or imprudent to operate the lift. In this case, the riders will be manually evacuated.

The first indication of trouble will be a stopped lift. Patrollers noticing a stopped lift should hold their position on the hill until the lift restarts. It is best to remain silent on the radio and glean as much information as possible by listening.

1. 0 to 5 minutes after stopping - The lift operator is determining the problem and notifying area management via telephone. If a patroller hears the code 10-60 over the radio, the patroller should hold his / her position on the hill and await instructions.
2. 5 to 15 minutes after stopping -- Determination is being made by area management as to whether the lift can be operated by auxiliary means. If it cannot, a decision is made to lock off power and to evacuate. Patrollers so trained will be authorized to self-evacuate.
3. **15 minutes** after stopping – If Dispatch has not heard from management and the lift is still not running, Dispatch should contact Lift Maintenance and notify them of the 15 minute time lapse.
4. When radio traffic indicates an evacuation appears imminent, patrollers should go to the nearest station where evacuation equipment is stored (Top of Green, Midway, Top of Ed, Manzanita Hut, or Patrol Room) and standby for team assignments. Teams will usually be made of three persons.
5. Upon notification to evacuate, a patroller or other competent skier will be assigned to ski the lift line to advise customers they will be evacuated. They should be advised to remain in the chair with their equipment and to prepare for a wait.
6. Once at the assigned starting point, evacuation teams should follow prescribed methods to lower occupants from chairs. Keep chatter to a minimum and work as quickly and safely as possible.
7. Obtain pertinent information (name and telephone number) from the people removed from the chair. Record the time they were evacuated.
8. Ensure the skiers are "paired up" with a "buddy" for the trip down the mountain and tell them to check-in at the First Aid Room when they reach the bottom. Advise them to leave their name and chair number with a recorder in the First Aid Room.
9. After the lift is evacuated, the entire line should be visually "swept" to ensure EVERYONE is removed. Remember to check the "light side" as well as the "heavy side" of the lift.
10. In the unlikely event that a restart is to be attempted after an evacuation is in progress, a roll call of teams will be conducted via radio to ensure ALL ropes have been removed before the cable is moved.
11. Safety is paramount in an evacuation, but speed is also important. The longer a person is left exposed to cold and wind, the less likely he/she will be able to safely ski off the mountain after being evacuated. A target time of one hour from when any lift stops is set for its complete evacuation.

## SELF EVACUATION PROCEDURES

- A. SELF-EVACUATION IS **NOT** TO BE ATTEMPTED WITHOUT FIRST RECEIVING INSTRUCTION AND SUPERVISED PRACTICE. PATROLLERS WILL BE DIRECTED WHEN TO SELF-EVACUATE FROM THE CHAIRLIFT.
- B. SELF-EVACUATION INSTRUCTIONS
1. Put on your sit harness. (diaper sling) Keep the carabiner gate **toward** you.
  2. Put self-evacuation line over haul rope so that protection webbing or middle mark is on the cable. Ensure that both ends of your rope touch the ground.
  3. If using carabiner wraps for friction: Open the carabiner gate and place both strands inside the carabiner. Pull several feet of slack and take two (2) or three (3) turns around the carabiner with **both** strands **using the line toward the cable.** (see diagram below). The use of Munter Hitch and other standard friction devices is also approved.
  4. Close the carabiner gate and lock. Keep the gate toward you.
  5. Ensure line from the ground will feed into the "bottom" of the turns and come out toward the "top" of the carabiner.
  6. Zip and button all clothing that has anything loose. Wear gloves for protection.  
**DO NOT ALLOW CLOTHING TO BECOME ENTANGLED IN THE SELF-EVACUATION LINE, CARABINIER OR OTHER EVACUATION EQUIPMENT.**



## **CHAPTER 23**

### **DAY ROOM USE**

*The Day Room which adjoins the First Aid Room is a multipurpose room for ski patrol use. Among its functions are the following:*

#### **1. DAILY STORAGE**

The shelves and "cubby holes" are to be used primarily by patrollers on duty and their families for daily storage of personal equipment. Long term storage of personal equipment (including skis) cannot be allowed due to limited space.

#### **2. BREAK/LUNCH ROOM**

The room is intended as a place for patrollers (and family) to take a break and have lunch. Parents should not leave young children unattended in the room nor should it be used as a "hangout" for family members not desiring to ski. As a general practice, guests of patrollers should be encouraged to use the area's day facilities; especially on weekends when many patrollers are using the Day Room.

#### **3. TRAINING SESSIONS**

Many training sessions lend themselves to indoor classes and the Day Room should be utilized for this purpose. Patrollers on break or at lunch should not interfere with any training in progress. They may however use the Day Room and should be asked to leave only if the space is needed. Training use has priority.

#### **4. BULLETIN BOARD**

As a vehicle of communication within the patrol, a bulletin board will be maintained in the Day Room. It should be checked each day one patrol for updated information or changes of policy. Personal messages may be placed on the bulletin board, but these should be kept to a minimum.

#### **5. FIRST AID OVERFLOW**

Should additional first aid space be required, the Day Room shall be cleared of all non-patrollers and will be utilized. This function has priority over all others.

#### **6. SAR OPERATIONS**

The Day Room shall be cleared of all patrollers and non-patrollers not directly involved with SAR Operation.

It is the responsibility of the Hill Chief and First Aid Room patroller to ensure the Day Room is kept in a neat and orderly manner; and that the room is swept and the trash emptied each evening.

## CHAPTER 24

### OVERNIGHT USE OF FACILITIES

*The ski patrol facilities are available for patrollers who wish to remain overnight at the area. The following guidelines should be observed in using this facility:*

1. If the ski patrol facility is locked, gain admittance by presenting a valid season pass and NSP registration card to the Hoodoo Staff. The rooms are to be locked after hours whenever they are left unattended. No overnight use of the upstairs of the South Lodge is permitted without permission from Area Management. If you *are* staying upstairs with permission, the side door is to be left unlocked as a fire escape.
2. Patrollers have priority. Limit non patroller guests to a **minimum**. Patrollers with duty the next day have first priority on beds.
3. Cooking shall be confined to the Day Room and heavy or unpleasant odors in the facility should be avoided. The use of open flame burners is prohibited within the building. Cooking shall be confined to the microwave oven, hot-water pot, and popcorn popper. Long term storage of food is not allowed due to rodent problems.
4. Alcoholic beverages are prohibited in the First Aid Room.
5. Smoking is prohibited inside ski patrol facilities.
6. Consideration of other patrollers using the facilities shall be exercised - particularly concerning use of the lights and conversation in the sleeping room and the TV in the Day Room.
7. Sleeping bags and personal gear shall not be laid out prior to the completion of the last patrol shift (day or swing), and shall be removed and the room cleaned by 8:00a.m.
8. It has been a long standing rule that the last two people up in the mornings are assigned to sweep the First Aid and Day Rooms prior to the day's start of activities.
9. The "Sled Shed" is for ski storage by patrollers **ON DUTY** or staying overnight. **USE FOR SKI LOCKER STORAGE DURING THE WEEK IS NOT PERMITTED.** Ski Storage Lockers are available for rent in the Main Lodge. The South Lodge hallway ski storage is available for daily use by patrollers and family.
10. The shower in the First Aid Room is for patrol use only. Its use is on a first-come basis. The shower will be cleaned after each use as per the posted instructions. No showers after 8:00 a.m.

## **CHAPTER 25**

### **WEBSITE - [www.santiampassskipatrol.org](http://www.santiampassskipatrol.org)**

Santiam Pass Ski Patrol maintains an active website as a form of communication with SPSP members as well as to provide information to the public about the patrol. Information on the front page of the site includes a consistently updated calendar, information about meetings and refreshers, and much more. Members need to register with the webmaster in order to receive full access to the site. Once registered, patrollers can obtain the complete SPSP roster, past and current schedules, board member information, board and general meeting minutes, awards information, and access to the Patrol Director's page. The Santiam Pass Ski Patrol website has been created to work for the patrol, therefore patroller input is paramount to its success. Please let your webmaster know if you would like to see any changes or additions to the site.

## **CHAPTER 26**

### **CORPORATE PASSES**

Hoodoo Ski Area grants SPSP four Corporate Passes per day. These passes are designed to be used by those patrollers who would not receive any benefit from receiving a family season pass (for examples only: no spouse or kids; no kids or spouse that ski or ride; spouse or eligible children are SPSP patrollers or employees of Hoodoo). Usually one pass is granted to a patroller per day, however if no other patrollers are using the Corporate Passes on a specific day, more than one pass may be used by a patroller (up to four Passes). First priority is given to patrollers who are on duty that specific day. Next priority is given to patrollers who have used the Corporate Pass the least.

The request of a Corporate Pass for a day is accomplished by contacting the Hill Chief for that particular day if the day is a weekend or a holiday when SPSP is on duty. The Hill Chief of the day lists the patroller's name and the visitor's name on the ticket list for the desired day. If a Corporate Pass is to be used midweek, the patroller requesting the pass needs to contact the SPSP Patrol Director who will then contact the Ski Area Office to make arrangements. The Patrol Director maintains an updated list of the patrollers who are eligible for the Corporate Pass.

## CHAPTER 27

### **PARKING POLICY**

#### **Parking Rules**

- 1) These rules apply to patrollers on duty days, and when patrollers are at Hoodoo on non duty days.
- 2) Patrollers are to park in the area designated by Hoodoo for employee parking.
- 3) Patrollers may temporarily park parallel to the South Lodge (this area is marked as “A” on the attached diagram) to unload gear, provided that:
  - a) Patrollers are not to park in loose, unplowed snow, and
  - b) Patrollers are not to park (temporarily or otherwise) at the end of “camper row” (this area is marked as “B” on the attached diagram), and
  - c) Patrollers are not to park (temporarily or otherwise) in the areas where the public parks (this area is marked as “C” on the attached diagram), and
  - d) Patrollers should unload gear quickly, and then proceed to park in the area designated by Hoodoo for employee parking.

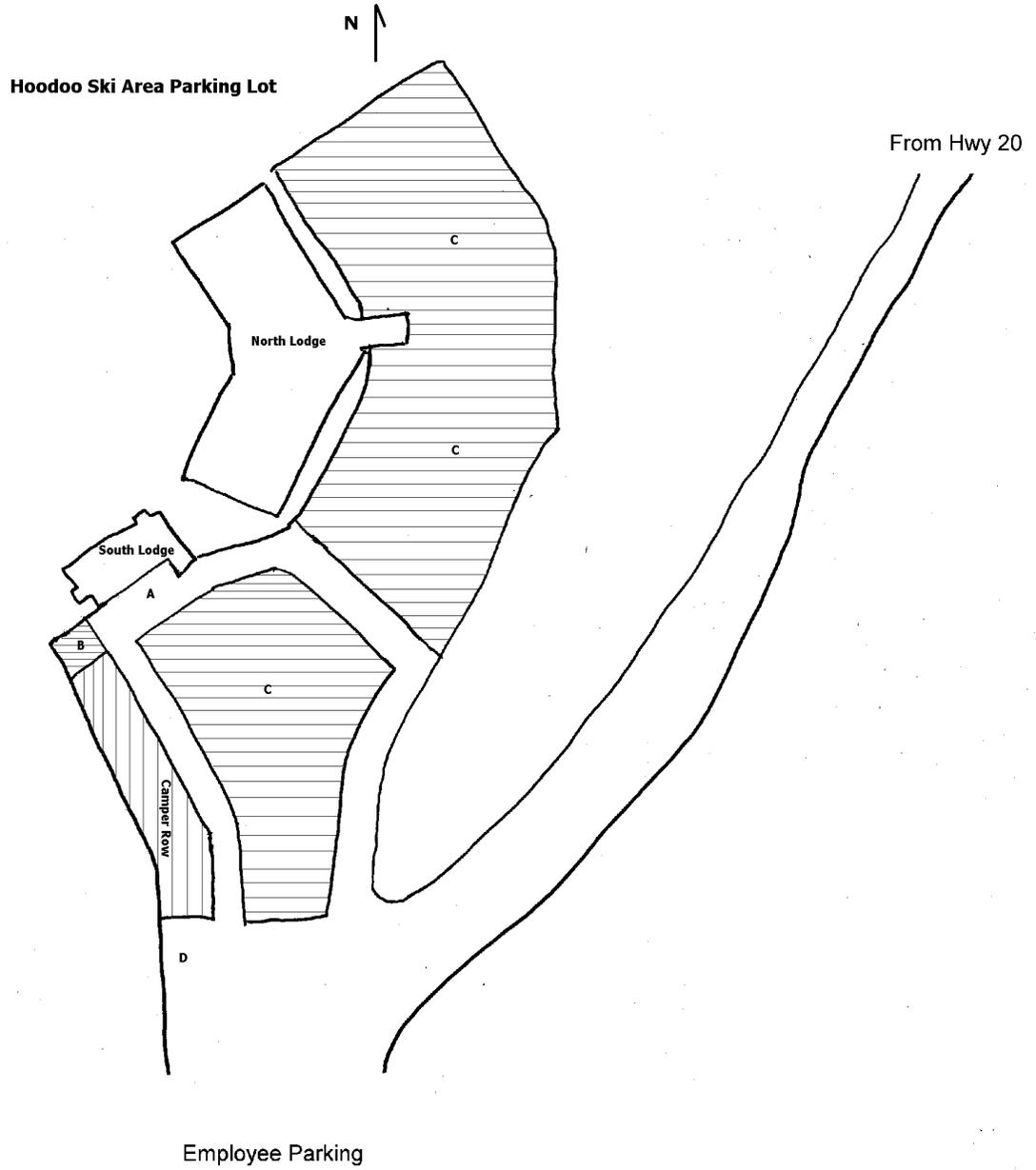
If there is unplowed, loose snow along side of the South Lodge, do not park along side South lodge to unload. Patrollers should either wait for the area to be plowed, or park in the employee area and haul his or her gear from the employee parking area.

- 4) Patrollers who are working night skiing may park in the spaces by the South Lodge after 2:00 p.m.. (this area is marked as area “C” on the attached diagram).
- 5) Patrollers who are not working night skiing may park in the spaces by the South Lodge after 3:00 p.m. (this area is marked as area “C” on the attached diagram).
- 6) Patrollers who will be parking their vehicle overnight shall obtain and properly display an overnight parking permit, and shall park at the end of “camper row” and as close to the end of camper row as possible (this area is marked as “D” on the attached diagram), and shall move their vehicle to the employee parking area by 7:30 in the morning.
- 7) All patrollers parking overnight in “camper row” shall obtain and properly display all required permits and abide by all Hoodoo rules pertaining to parking overnight in “camper row”.
- 8) Patrollers who bring Hoodoo customer(s) in the patroller’s vehicle and such customer(s) will be purchasing a lift or Autobahn pass (and not using Corporate or Family Passes) may park in areas designated for the public if parking in the employee parking area would cause a hardship upon such Hoodoo customers (such as customers with small children). It is preferred that such patroller park at all times in the area designated by Hoodoo for employee parking.
- 9) Patrollers are to not take any action to change the area Hoodoo has designated for the employee parking area (for example, moving the signs or cones).
- 10) Santiam Pass Ski Patrol will inform Hoodoo when it is expecting visiting patrollers who are at Hoodoo to attend a National Ski Patrol training event, class or clinic, and ask for specific instructions from Hoodoo where such visiting patrollers are to park. Additionally, Santiam Pass Ski Patrol will have a representative in the parking lot to inform such visiting patrollers where to park.

## Violations

- 1) Violations of the above parking rules are to be reported to the Hill Chief by any patroller or Hoodoo management personnel.
- 2) The Hill Chief will investigate, and determine if a violation has occurred. If a violation has occurred, the Hill Chief is to report the violation to the Patrol Director.
- 3) If a violation has occurred, the Hill Chief will immediately inform the violator of the violation, and the patroller violating the Parking Rules shall immediately take steps to correct such violation.
- 4) If the violation is the patroller's first violation of the season, the patroller shall not be able to park alongside the South Lodge to unload such patroller's gear for the remainder of the season.
- 5) If the violation is the patroller's second violation of the season, the patroller will forfeit all personal season pass, family season pass, and corporate pass benefits for the remainder of the season.
- 6) If the violation is the patroller's third violation of the season, such patroller will be expelled as a member of Santiam Pass Ski Patrol.

# PARKING POLICY DIAGRAM



## CHAPTER 28

### **SPSP LOGO POLICY**

#### **Santiam Pass Ski Patrol Name and Logo Use – DRAFT Policy and Procedure – (01/08/15)**

##### Use of Name

The wording "Santiam Pass Ski Patrol." is used on all appropriate documents. The common usage of the organization's name is "Santiam Pass Ski Patrol", the "Patrol" or "SPSP."

All trips, activities, instructional events and meetings organized by members or units of the SPSP that are advertised as "SPSP" sponsored, require the prior approval of the Patrol Director or alternately be approved by majority vote of the Executive Board in accordance with the Bylaws.

##### Use of Logo

The Executive Board administers and regulates the use of the SPSP logo. No committee, member or other person may use the SPSP logo, except in accordance with these guidelines and as authorized by the Executive Board.

No committee, member, or other person may use SPSP logos for commercial purposes without prior, expressed, written consent of the SPSP Executive Board. Consent of the Board shall be by majority vote in accordance with the Bylaws.

The official logo shall be maintained and backed up by the Secretary in both electronic and paper format, and may be disseminated for specific use or reproduction in any format as required to individuals appointed or authorized by the Patrol Director or their designated representative.

Officers, Committees and Chairpersons recognized within the Policies and Procedures manual may use the SPSP logo for noncommercial purposes, including letterhead and business cards, identification of SPSP programs, awards, fundraising and recruiting purposes in the normal course of conducting the business and activities of the Patrol. In all such cases, the following rules apply:

1. The logo may not be modified, augmented, distorted, or defaced in any way. Logo colors shall not be modified, reversed or altered in any way. However, black and white photocopies or prints may be made of the logo for documents intended for internal use by or within the Patrol. Documents, cards or other printed material intended to be distributed to non-members, excluding candidates, shall use the logo in true color format only. Modifications need to be approval by a majority vote by the Executive Board in accordance with the Bylaws.
1. All uses of the SPSP logo shall be consistent with good taste and values of the Patrol, with the intent of furthering the integrity, reputation for excellence and professional demeanor of the Patrol.
2. The logo shall not be distributed or sold to non-members on stickers, decals, and articles of clothing, flags or otherwise for fundraising efforts or recognition unless authorized by a majority vote of the Executive Board in accordance with the Bylaws.

The presentation and display of the logo, as a recognizable symbol of the Patrol, its mission, history and core values is subject to the following restrictions and guidelines:

- A. Display of the SPSP logo on clothing and personal articles is a privilege reserved for active and former Permanent members of the Santiam Pass Ski Patrol. Candidates are not allowed to wear articles of clothing displaying the SPSP logo until they have satisfied all full membership requirements and have

been elected into Permanent Membership onto the patrol in accordance with the Bylaws. Any graphical method capable of rendering the logo in correct proportions, color, clarity and contrast on clothing is acceptable (i.e. silk screen, embroidery, sewn patch), and will be located in a position that upholds the values of SPSP. If there is an issue with the location of the logo on clothing, the Executive Board will determine if the location does not represent SPSP highest standards and the Executive Board will determine what action will be taken.

- B. Display of the SPSP logo on vehicles and personal gear is a privilege reserved for active and former Permanent members of the Santiam Pass Ski Patrol. Candidates are not allowed to display the SPSP logo on their vehicles or gear until they have satisfied all full membership requirements and have been elected into Permanent Membership onto the patrol in accordance with the Bylaws. The maximum dimension of the SPSP Logo affixed to or displayed on personal vehicles shall be no grader then eight by eight inches.
- C. The SPSP logo shall not be used in tattoos or other body art, permanent or temporary.
- D. The SPSP logo may be affixed, painted or otherwise displayed on patrol owned gear and facilities as approved and recorded in the minutes by majority vote of the Executive Board or General Patrol during a regularly scheduled meeting in accordance with the Bylaws. The SPSP logo shall not be affixed to any patrol gear or facilities without such prior process and approval.
- E. No Member shall be obligated or pressured to display or affix the SPSP logo on their vehicle, clothing or personal gear or articles.
- F. The SPSP logo shall not be affixed or displayed on any fixed or mobile Hoodoo owned equipment or facilities without the owners expressed consent.
- G. Members should recognize that they are representing the Patrol, intended or not, while wearing or otherwise displaying the SPSP logo. Members shall conduct themselves in a manner commensurate with the patrol's values while wearing or otherwise displaying the SPSP logo.

Any active member of the Patrol may request an exception to this policy by submitting a written request detailing the proposed use, including a diagram of any piece which includes an SPSP logo, to the Executive Board. Approval of the request requires a majority vote by the Executive Board in accordance with the Bylaws.

No committee, member or other person may make changes to existing logo, or create a new logo to symbolize Patrol programs, membership or sponsorship, without the prior, expressed, and written consent of the Executive Board. Consent of the Board shall be by majority vote in accordance with the Bylaws.

SPSP will enforce its rights with respect to the logo and other intellectual property. Members who observe possible unauthorized use of the logo or infringement of SPSP rights are requested to notify the Patrol Director or any Member-At-Large.

The Patrol Director is authorized to interpret the Policies and Procedures regarding the logo and may use discretion to address deviations or violations with active Members, and request corrections or compliance on an individual basis as appropriate. Errors and violations of the Patrol's logo use policies and procedures made in good faith by Members that are recognized, acknowledged and promptly corrected shall not be subject to disciplinary action. Where corrections or policy violations persist or remain uncorrected in a timely fashion, or where by majority vote the Executive Board determines that a member or candidate has violated policies regarding acceptable or appropriate use of the logo, the Board shall be authorized to place the offending member(s) on inactive duty or terminate a candidates eligibility for advancement to membership at their

discretion, pending further discussion or action by the membership at large during a regular Patrol meeting, in accordance with the Bylaws.

#### Copyright of the SPSP Logo

SPSP holds a copyright of the SPSP Logo. The Executive Board shall appoint an individual or committee to register the copyright of the SPSP Logo with the United States Copyright Office on or before January 31<sup>st</sup>, 2018. No part of any SPSP copyrighted materials may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means — electronic, mechanical, photocopying, recording, or otherwise — without the prior written permission of the Executive Board – outside of the exceptions and within the rules noted in this policy and procedure.

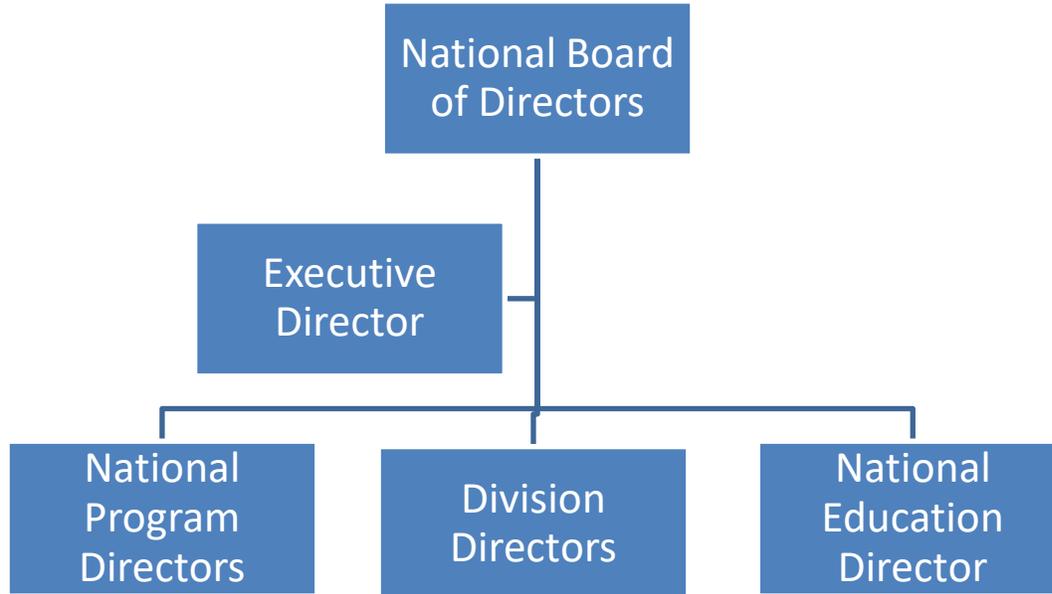
#### Electronic Use of Logo Guidelines

To “use electronically” means to post or transmit content on or to a computer network, message board, including the Web, Website(s) and the Internet. “Content” is any text, graphics, or computer code that can appear on a computer network or message board, WWW site, or the Internet.

The electronic use of the SPSP logo is subject to the Logo Use Policies and Procedures. Officers, Committees and Chairpersons recognized within the Policies and Procedures manual may employ the electronic use of the SPSP logo for noncommercial purposes, including on emails salutations/signatures, forms and identification of SPSP programs, and for awards, fundraising and recruiting purposes in the normal course of conducting the business and activities of the Patrol. The electronic use of the SPSP logo is prohibited for non-patrol related personal communications and online activity, including: email salutations and signatures; online social networks including but not limited to Twitter, Facebook and Linked-In; personal blogs; websites; games and message board postings.

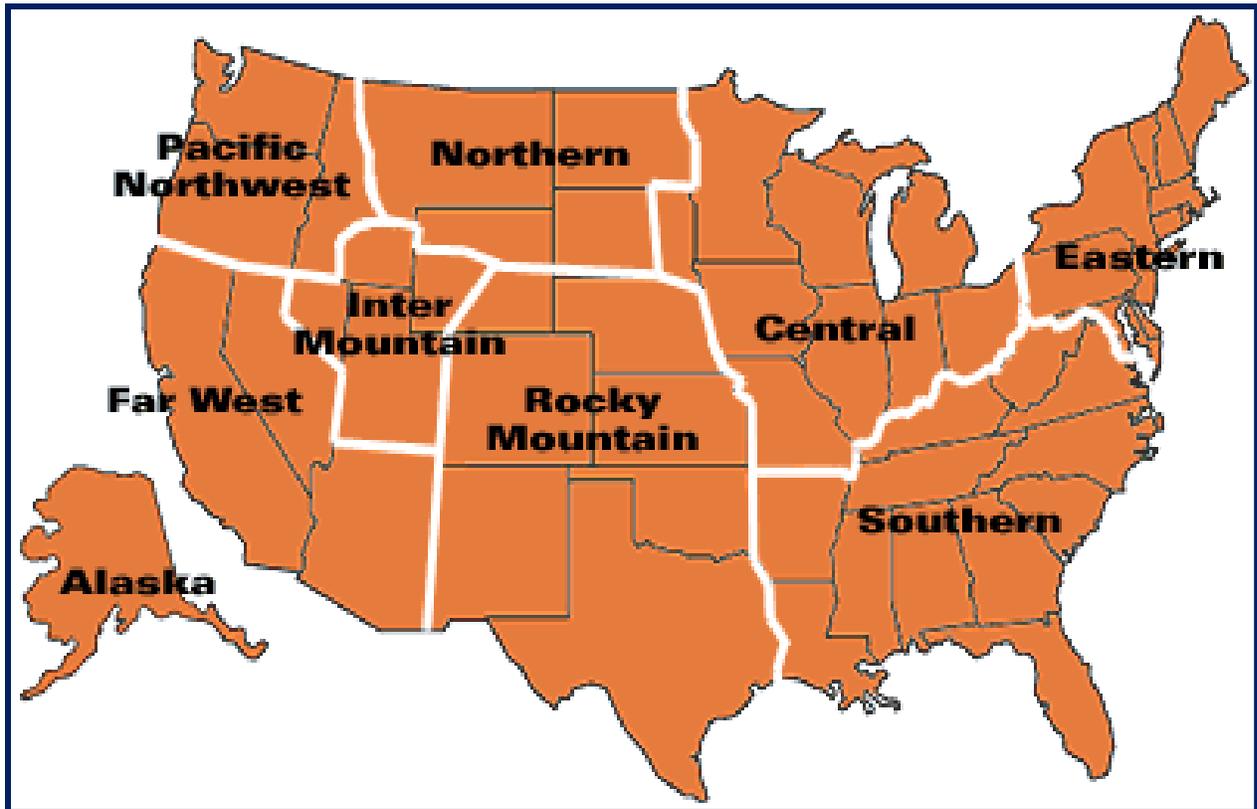
## CHAPTER 29

### **NATIONAL, DIVISION AND REGION STRUCTURES**



The National Ski Patrol System has over 31,000 members. The NSP was granted a federal charter in 1980 and is registered under section 501 with the Internal Revenue Service. The NSP is dedicated to providing its members with educational programs and materials that help them fulfill their role within the outdoor recreation community, whether in the context of skiing, snowboarding, or otherwise.

The National Board of Directors consists of the national chairman, national treasurer, and board representatives. Voting privileges are extended to the, board representatives, and treasurer. A patrol is comprised of volunteer and/or paid members who serve area management by providing education, programs, emergency care and rescue services to the skiing and snowboarding public.



By 1941 the ski patrol had 89 registered ski patrols with 1500 registered patrollers. They created California, Central, Eastern, Intermountain, Northern, Pacific Northwest, and Rocky Mountain Divisions.

The National Ski Patrol is currently organized into eleven divisions - Pacific Northwest, Northern, Central, Eastern, Far West, Inter Mountain, Rocky Mountain, Alaska, Southern, European, and one Pro Division. Each geographic division may consist of regions, sections, and NSP registered patrols in a specific geographic area. The Professional Division has regional boundaries, but it may or may not have patrols in all the geographic divisions. A geographic division has two or more regions and is administered by a Division Director. The national board of directors determines the boundaries of each division. The Division Director's responsibilities include promoting the NSP education programs, supporting division staff in managing the integrity of NSP training standards, and establishing an atmosphere for the exchange of ideas, skills, proposals, techniques and information programs between NSP members, ski areas, patrols, regions and the national association.

Santiam Pass Ski Patrol is a member of Oregon Region which is a part of the Pacific Northwest Division. Oregon Region is comprised of the following patrols:  
Santiam Pass, Willamette Pass, Willamette Backcountry, Mount Ashland, Mount Bachelor and Warner Canyon

The Pacific Northwest Division consists of five regions:  
Oregon, Northwest, Wy'East, Southern Idaho, and Inland Empire

To learn more about Oregon Region and PNWD please visit their websites at [www.nsp-oregon.org](http://www.nsp-oregon.org) and <http://www.nsp-pnwd.org> respectively.

## Errata Sheet

This sheet is established to capture items which need revision in the next version of the *Policies and Procedures Manual*. Once incorporated, the items are removed from the Errata Sheet page.