



# Crystal Mountain Ski Patrol Young Adult Patrol (YAP)

## Management Team Manual

NSP template adjusted for Crystal





# 2021-22 Season

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## MISSION STATEMENT

“We will ensure the safety and enjoyment of all Crystal Mountain Resort guests through our volunteer program, using medical skills honed through training and experience, skiing skills learned through continual practice and customer service skills gained by a sincere caring attitude.”

## YOUNG ADULT PATROLLERS

To ensure the long-term continuation of our patrol, we must continually recruit and train new members. The National Ski Patrol Young Adult Patroller (YAP) program allows us the opportunity to work with 16-year-old young adults through their completion of high school/college. By recruiting young adults, we can introduce youth to a fun lifetime hobby and encourage responsibility, customer service establish medical skills that will benefit them throughout their lives. The YAP program is a volunteer, educational program providing an opportunity for young adults to learn skills around ski safety and injury prevention, emergency care and response, skiing and snowboarding, ski patrolling, and leadership.

YAP Patrollers are a valuable part of our patrol, and its longevity. As such YAP patrollers are held to the same standards as our adult patrollers. We expect professional and courteous behavior all times. The YAP program was established recognizing that youth may require additional training and mentoring to ensure a successful future with the organization. All YAP members are encouraged to continue their training and progress to the Adult Alpine Patroller level of training or higher.

We also recognize that young adults are looking to establish their future career and educational goals. We encourage all patrollers to continue their education in their chosen fields after completing the YAP program. This may require a separation from our patrol because of colleges or careers chosen. We want your future to be successful and will help you secure a position with a patrol at a hill closer to your school. We hope that you decide to return to Crystal Mountain on vacations after full OEC/OET certification, but do not require such. We also hope that upon completion that you return to be with us, as we've come to consider you a friend and colleague. Whatever path you choose we will support your success.



## Section 1 – GENERAL

- 1.1 **Age** – Members of the Crystal Mountain Ski Patrol YAP program are required to be 16 years old on December 31<sup>st</sup> of the year they begin.
- 1.2 **Program Intent** - The YAP program is a volunteer, educational program providing an opportunity for young adults to learn skills around ski safety and injury prevention, emergency care and response, skiing and snowboarding, ski patrolling, and leadership. The YAP program is not a labor program, and will operate in compliance with applicable state and federal laws (as set forth in Sec. 3).
- 1.3 **Membership in the National Ski Patrol** – All members of the Crystal Mountain Ski Patrol YAP program will become members of the National Ski Patrol (NSP) as YAP patrollers.
- 1.4 **Parental Involvement** – Parents will provide written parental consent, transportation to the hill and provide personal proof of family insurance. Parents are expected to support and encourage their youth to excel and be responsible. Waivers for permission will be signed prior to the youth’s involvement in the program. Parents are also encouraged to join the Crystal Mountain ski patrol and take training with their child.
- 1.5 **Season Pass** – Upon successful completion of the Outdoor Emergency Care and Outdoor Emergency Transport courses at age 21, the youth will be registered as a “Crystal Adult Volunteer Patroller” and will be provided benefits provided all adult volunteer patrollers by Crystal Mountain. Any season pass must be worn at all times while skiing at Crystal Mountain Resort.
- 1.6 **Public Relations** – The Crystal Mountain Ski Patrollers represents themselves, the patrol and Crystal Mountain. With an understanding that all of our guests are on vacation at our resort, we will represent ourselves in the most professional manner to encourage safe fun.
- 1.7 **Outdoor Emergency Care** - All members of the Crystal Mountain Ski Patrol, including YAP members, will become certified in the National Ski Patrol’s Outdoor Emergency Care, as described in more detail in Section 8, and OEC skills must be refreshed annually.
- 1.8 **CPR** – All member of the Crystal Mountain Ski Patrol, including YAP members, will become certified in CPR to the healthcare provider or professional rescuer standard by the American Heart Association or Red Cross. CPR skills must be refreshed annually, regardless of certifying agency’s requirement.
- 1.9 **Skiing ability** – Crystal Mountain Ski Patrol YAP members will be working with Alpine patrollers and will own their skiing/boarding equipment and be able to ski/ride at an advanced intermediate/expert level.
- 1.10 **Supervision** – to support successful use of skills on the mountain, YAP members may be supervised by an experienced adult patroller during patient treatment or transportation of injured guests.



1.11 **Duty Requirements** – Each YAP is expected to participate in the 5-week session each season. Federal and Washington state work laws may limit the number of hours that a YAP patroller may work consecutively.

1.12 **Duty day limitations** – Due to supervision requirements, YAP patrollers are limited to program participation on the weekend days.

1.13 **Hill Training** – Days will be established early in the season to provide required training for all new patrollers. YAP patrollers are required to attend these events.

1.14 **Drugs and alcohol** – Drug or alcohol use will not be permitted or tolerated. Immediate dismissal from the patrol and loss of all benefits will result from any infraction.

1.15 **School performance** – Crystal Mountain understands that your high school commitment should be primary and that you already have many responsibilities and obligations to school and home. Participation in the YAP program must be negotiated around these commitments and work responsibilities. The YAP program advisor, patrol director, management or your parents have the option to suspend you from the program if this commitment should hamper school or work performance.

1.16 **Community service hours** – Hours spent training and patrolling may count toward required community service for school or youth organizations. Since each school district and state have different requirements, please consult with your guidance counselor. Crystal Mountain Ski Patrol will provide a certification document that may be used to document your time.

## Section 2 – YAP LEADERSHIP

2.1 **YAP Program Advisor** – This adult advisor is appointed by the patrol director with the approval of the volunteer and paid patrol director. Their role is to ensure the program is successful for the youth, the patrol and the management of Crystal Mountain.

- a. The YAP advisor will act as a liaison between the YAP patrollers and the Crystal Mountain Patrol Directors/Hill management.
- b. Will develop a curriculum with measurable objectives for the purpose of fulfilling the mission of the Crystal Mountain Ski Patrol and provide success in all objectives to all YAP participants.
- c. Will work directly with the youth or as appropriate will assign experienced adult mentors to work with them to ensure that they feel welcome, needed and successful.
- d. The advisor should have many personal traits that are considered in the appointment
  - i. The ability to work respectfully with youth.
  - ii. A desire to inspire youth to greater service and status.
  - iii. An understanding of the learning methods that best inspire youth.
  - iv. A minimum of 5 years' experience with the Crystal Mountain Ski Patrol.
  - v. Prior experience working with youth (teaching, Youth organization leadership, etc.) will be strongly considered.



- e. The YAP advisor agrees that Washington State court access records will be searched. Any convicted felony or misdemeanor involving children will prohibit their ability to hold this position.
  
- f. The Crystal Mountain Patrol Directors may withdraw this appointment. The advisor agrees that this is an at-will appointment and may request to be removed from the position. They also understand that it is preferred, unless major life events intervene, that they continue until the close of 5 week program and assist in finding a new replacement.

### Section 3 – LABOR LAW COMPLIANCE

The YAP program provides a volunteer, educational opportunity for responsible young men and women to learn about the skiing industry, first aid, customer service and to build character. The YAP patroller’s position is entirely voluntary and will not be considered employees of Crystal Mountain, but they should be aware that their actions do represent the resort and industry as a whole.

- 3.1 The program is limited to youth who are at least 16 years old on December 31 of the year they begin.
- 3.2 The YAP patrollers must follow applicable federal and Washington state child work laws limiting available hours, maximum shift length and responsibilities.
- 3.3 Since adult supervision is an element of the success of the program, shifts may be limited by available experienced patrollers.
- ~~3.4 [All YAP members must obtain a work permit from their school even though this is a voluntary, educational, unpaid, position.]~~
- 3.5 YAP patrollers must obtain and maintain the credentials indicated in the program syllabus.

### Section 4 – RECRUITMENT

- 4.1 Our recruitment efforts follow methods:
  - (1) Word of mouth amongst patrollers and friends (informational packets can be provided)
  - (2) Provide an alternative to youth from regional race teams or mountain programs
  - (3) Youth Groups like: Various sports teams, Church, Boys/Girl Scouts, Boys & Girls clubs etc...
  - (4) High school counselor recommendations of the program\*
  - (5) Partnership with She Jumps
  - (6) Social Media outreach

\* Contacts could be made with the local schools who can then promote the YAP program to any youth that has an interest in careers in customer service, public safety, medical, resort management or biology. Schools ideally will agree that their school will accept volunteer YAP hours toward the school’s individual requirements for community service.



## Section 5 – PARENTAL INVOLVEMENT

Understanding that the YAP program works with youth in the learning stages of their life, parental support and involvement is considered a vital part of our program's success. Parents are encouraged to become very active with their youth as they undertake this opportunity.

Parents also understand that their youth may be put into situations that may expose them to situations that they are unfamiliar. Crystal Mountain Ski Patrol will have the YAP patrollers work closely with adult mentors in all opportunities. While we will support them to our best ability, a calm discussion with a parent can help with learning opportunities.

Because of the age of many YAP participants, Parents may be needed to drive their child to and from the hill, training or other events.

- 5.1 Crystal Mountain Ski Patrol recognizes that a student's performance in school is of utmost importance. We hope to have a close relationship with parents regarding this matter. The Parent may terminate their child's participation our program at any time, for any reason.
- 5.2 Parent's permission must be obtained prior to a YAP patroller's involvement with the program. This permission will be granted as part of a completed application to be done jointly by the youth and their parent (see "YAP Overview & Candidate Commitment Form").
- 5.3 Parents are asked to understand that this is a significant commitment on the part of their child. YAP patrollers will need to participate in activities detailed in the "5-week program syllabus".

## Section 6 – DISCIPLINE PROCEDURES

While Crystal Mountain hopes to never get into a situation where discipline is needed, and we expect our YAP patrollers to behave maturely and responsibly, there may be times that discipline may need to be conducted.

The Patrol directors will become involved in all disciplinary actions and will, in conjunction with the YAP advisor, make recommendations to ensure the smooth operation of the resort. Generally discipline will utilize a progressive model including

- Verbal Warning
- Written Warning
- Probation
- Suspension
- Termination



The patrol directors will weigh the offense and determine the proper discipline. After weighing the offense, the YAP advisor will alert the YAP member, with a parent present, to the decision of the patrol directors.

Hill management and the Patrol director reserve the right to immediately terminate any member for egregious infractions. If the YAP patroller, or their parent, feels that the decision of the patrol director is unusually strict, they may appeal the decision to the patrol director. These individuals will review information regarding the offense and will alert the YAP patroller, with their parents present, their decision.

*Disciplinary offenses include, but are not limited to*

- 6.1 *Drinking of alcoholic beverages or illegal drug use while on duty.*
- 6.2 *Arriving for a shift under the influence of any drugs or alcohol.*
- 6.3 *Conviction of a felony.*
- 6.4 *Failure to pay annual dues.*
- 6.5 *Failure to ski the required number of days.*
- 6.6 *Failure to keep current on annual medical refreshers.*
- 6.7 *Missing sweep without requesting permission.*
- 6.8 *Rude or unprofessional conduct with fellow patrollers, the resort's employees or guests.*
- 6.9 *Violation of the rules or policies of the National Ski Patrol, the Crystal Mountain Ski Patrol or Crystal Mountain.*
- 6.10 *Behavior deemed to be detrimental to the welfare of Crystal Mountain Ski Patrol or resort*

*\*All patrollers understand that we patrol at the will of the ski area management. Each incident will be considered on a case-by-case basis by the Crystal Mountain Ski Patrol directors in conjunction with hill management.\*]*

## **Section 7 – ROLES AND RESPONSIBILITIES**

YAP patrollers are members of the Crystal Mountain Ski Patrol and will have all of the rights, responsibilities and benefits laid out in the current "YAP Overview & Candidate Commitment Form" and the "5-week YAP program syllabus". YAP patrollers will be held responsible for knowledge of this document as well.

YAP patrollers are prohibited from using power equipment of any type.

### **7.1 DUTY REQUIREMENTS**

- a. Each YAP patroller is required to participate in the 5-week program each ski season.
- b. YAP Patrollers are not allowed to skip school to patrol at the hill.

### **7.2 Dress Code**

- a. All patrol and skiing gear must be owned by the patroller. Use of rental equipment for other than extenuating circumstances will not be accepted.
- b. General appearance must instill professionalism to the skiing public. Each patroller is responsible for ensuring that their uniform is clean and maintained.
- c. Realizing that ski patrollers are to set an example for the public YAP are required to wear a ski helmet while skiing with the patrol.
- d. Ski or snowboard equipment must be properly maintained.





## Section 8 – OUTDOOR EMERGENCY CARE

The National Ski Patrol uses Outdoor Emergency Care as its standard of training. It is understood that all YAP candidates will successfully take and pass this training program prior to being given hands on patient responsibilities as part of the YAP 2 program at age 18.

- 8.1 YAP2 patrollers will secure and maintain education in Outdoor Emergency Care (OEC) as prescribed by the National Ski Patrol.
- 8.2 Each YAP2 will annually refresh their skills in OEC at a full day refresher. YAP2's are not required to attend the refresher offered at Crystal Mountain; they may attend any of the refreshers available throughout the Region and Division. Those attending refreshers at other facilities will need a form completed by the Instructor of Record verifying successful completion. This must be provided to the YAP Advisor /Patrol Director prior to November 15<sup>th</sup> of that season for inclusion with the renewal of NSP membership.
- 8.3 Refreshers are offered nearly every weekend from Mid-August to Early November at regional hills, there are many opportunities to take a refresher with another patrol. Failure to complete an annual refresher will result in non-renewal of NSP membership.
- 8.4 Each patroller must secure and annually refresh Healthcare or professional level CPR certification from American Heart Association or American Red Cross. Crystal Patrol also provides this course.

## Section 9 – OUTDOOR EMERGENCY TRANSPORTATION

One of the responsibilities of a ski patroller involve removing an injured guest from the hill using a rescue toboggan. As such, all YAP patrollers 21 or older who have completed the YAP1 & YAP 2 programs or the equivalent (as confirmed by the Patrol directors & YAP Advisor) will take on hill training in skiing skills and safe toboggan handling as prescribed in the NSP publication Outdoor Emergency Transportation. Upon successful completion of the program, and successful annual renewal, YAP patrollers will be able to transport patients off the hill, under adult supervision.



## Section 10 – MENTORING PROGRAM

Successful patrollers are not just trained in a classroom, or complete a one-time exam, they are tutored, mentored and given the opportunity to gain experience in actual situations. Crystal Mountain Ski Patrol is committed to their success and has created the YAP 1 & 2 programs that are led by mentors to help accommodate and evaluate YAP progress.

Working with young adults will ideally ignite excitement with seasoned patrollers. Having the ability to mentor is a great opportunity to relay information that they've learned from experience.

10.1 YAP patrollers will be provided annual checklists to work on (see "annual checklist summary document") , to cover all areas of patrolling, including:

- NSP & Crystal Mountain Ski Patrol History
- Risk Management
- Patrol Room Care & Supplies
- Hill Safety
- Communications
- Toboggan Handling

10.2 *If the assigned mentor is not available to work with a YAP patroller, he/she will work with another patroller to take their place.*

10.3 *Mentors will be subject to the same court record checks as the YAP program advisor.*

10.4 *Mentors will help the YAP patroller complete the skills sheets.*

10.5 *Mentors will also communicate closely with the YAP advisor and the PD regarding the progression of the youth.*

10.6 *The mentor will act as an advocate for the youth if a disciplinary action must be taken.*