All Volunteers need to complete this Waiver prior to patrolling at Rabbit Hill.

1. Complete the Waiver at NAIT Orientation and have a Pro Patrol witness and sign off.

2. Complete the Waiver in Patrol Hut before any patrolling and have a Pro Patrol witness, sign off, return the waiver to customer service.

3. CSP to Record completion of the Waiver on the spread sheet in the CSP log book and advise Randy when all rostered members have completed the waiver.

Thank you
Rabbit Hill Snow Resort

2019-2020

Ski Patrol Handbook

Pro Patrol Copy

Highlighted information may be new this season or procedures where we need to improve in.

If you would like a copy one can be sent to you from your Patrol Leader

Pro Patrol Reviewed: Name

Initial

Date
Welcome
To
Rabbit Hill Snow Resort

Note: Helmets are mandatory in the TERRAIN PARK and RECOMMENDED on all areas of the hill.
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SKI PATROL AREA ORIENTATION
2019 - 2020 SKI SEASON

For
Pro Patrol and Canadian Ski Patrol Volunteers

RABBIT HILL PRO PATROL

Randy Anderson (Pro Patrol) 780-955-2440
Randy@rabbithill.com 780 918-3082

Brad Ambler (Patrol Manager) 780-955-2440
Brad@rabbithill.com

Maria (Full time)
(Full time)

Part Time
Scott, Tyler, Eric, Martin, Kyle, Sara, Alayna

VOLUNTEER PATROL CSP (Canadian Ski Patrol)

Devin Nicoll PL (Patrol Leader)
Hm. 780-473-3363
Cell 780-991-3363

Michael Sullivan APL (Assistant Patrol Leader)
Hm. 780-987-2356
Cell 780-983-9582
Wk. 780-422-3409

Mark Schendel APL (Assistant Patrol Leader)
Hm. 780-777-8581
C.S.P. and Staff Expectations
While Volunteering or working at
Rabbit Hill Snow Resort

Excerpts from the Rabbit Hill Snow Resort Employee Handbook

**Staff and Volunteer Parking:**
Staff must park in the main parking lot along the southern most row of parking. Parking behind the buildings is for authorized vehicles only. Any unauthorized vehicles will be towed at the owner’s expense. See parking map.

However, volunteer patrol may drop off your equipment and return your vehicle to the main parking lot.
All employees and volunteers of Rabbit Hill are expected to act in a courteous and professional manner at all times. You are the face of Rabbit Hill and reflect the image and personality of the company. You are expected to treat every guest and fellow staff member with the utmost respect and perform your duties to the highest level.

Line Cutting
Employees are requested to wait in the lift lines the same as our customers. The only exceptions to this are instructors while conducting lessons or in session, and ski patrol. These two groups are permitted to cut lines with the use of discretion and with the utmost courtesy. While riding, employees should be helpful and as courteous as possible to all guests at all times.

Concerns/Comments
Concerns/comments may be brought up with your supervisor or management but NEVER to the public, or in front of other staff members. Negative comments regarding other ski areas and businesses will not be tolerated at any time and must not be voiced in public.

Social Media Policy
Remember the Three R’s of Social Media Engagement:
Representation: When engaging in social media, be clear about who you are representing.
Responsibility: Take responsibility for ensuring that any references to Rabbit Hill are factually correct.
Requirements: Do not breach confidentiality requirements, and show respect for the individuals and communities with whom you interact.

Talking to the Public and the Media
From time to time the public, media, legal advisors or law enforcement may ask Rabbit Hill for comment on a story or an event. We want to ensure that we are giving them consistent and correct information. Please do not give them any comments on or off the record. We ask that you please let them know you are unable to answer their questions but you can get them in touch with someone that can. Refer such requests to the shift senior who will inform the Pro Patrol on duty.

Cell Phone and iPod Use
The use of cell phones, iPods, and MP3 players are not permitted while working or volunteering. These devices must be turned off and not be visible while on shift. They may be used while on breaks when not in the public eye or without a uniform on.
That means the only way you may use your cell phone, iPod, or MP3 player while on break, is to go to staff areas or remove your uniform. Remember, while you are in uniform you represent Rabbit Hill, which means customers need to feel they can approach you if they have questions or need help. See your department manager for questions or clarification. Clarified for patrollers this means that cell phones while in uniform, patrolling, in the lodge, in the hut when customers are present or while carrying a radio shall not be used.

Rabbit Hill Snow Resort is now a smoke free Resort as of Nov 1, 2018
C.S.P. ARRIVAL TIMES

Weeknights

Arrive at 5:45 PM (or earlier)
On lift at 6:00
Last lift 9:00

Weekend split shifts (may not be permitted based on recruitment)

Arrive at 8:30 AM
On lift at 8:45-2:30

On lift at 11:00
Last lift 5:00

Hill Rentals (Saturdays with the occasional Sunday)

Arrive at 5:30 PM
On lift at 6:00
Last lift 9:00
OPERATING TEMPERATURE

Rabbit Hill has operated in all temperatures. It is expected that all patrollers will be showing up for their shifts. Please dress for all conditions.

GUEST PATROLLING DURING NON C.S.P. COVERAGE TIMES

Guest patrollers are welcome any time the area is open during non CSP hours. First call the Pro Patrol at 780-955-2440. Upon arrival, check in with the Pro Patrol on duty. We welcome your assistance any time.

HILL RENTALS

Several Saturday nights and Sunday nights require patrolling coverage. The area is rented out to groups or clubs for these evenings. A minimum of 2 CSP patrollers are required. Please call prior to coming out to ensure that the corporate booking has not been cancelled. We will keep the PL informed of all Hill Rentals.

BREAKS and COVERAGE

Patrollers shall schedule their breaks and coverage through their shift leader so that there is no more than ½ the rostered patrol off the hill at any one time on a full shift.

The shift leader must inform the Pro Patrol when members are on meal breaks. Meal breaks should be no longer than ½ an hour.

Repack any toboggans and return the equipment to its location and continue to patrol as soon as the injured guest is in the hut.

Remember that the grill will close 1 hour before the area.

PPE and UNIFORM

Helmets are mandatory for staff and volunteers while skiing and riding. Leashes are also mandatory for patrol while riding. All Patrollers must be in full uniform as per CSPS manual requirements. Crosses on approved back packs must be visible to identify patrollers from uphill or downhill.
BENEFITS

(For on Duty Roster Position Patrollers Only)

MAXIMUM ALLOWABLE ROSTERED PATROLLERS

WEEKDAYS - Maximum 4 rostered PATROLLERS / EVENING
- 1 PL OR APL / EVENING IF PATROLLING THE FULL SHIFT

WEEKEND - Maximum 7 rostered PATROLLERS/DAY
- 1 PL OR APL / DAY IF PATROLLING THE FULL SHIFT

1 SET OF BENEFITS FOR EACH ROSTERED PATROLLER

How to get area benefits

- A Benefit request form must be filled out by the CSP Shift leader once the full shift has arrived. THE SHIFT SENIOR GIVES THE REQUEST TO THE PRO PATROL who reviews the request and will collect the benefits.

- ALL BENEFITS ARE PICKED UP AT GUEST SERVICES BY THE PRO PATROL FOR THOSE ON SNOW ONLY.

- THE APL AND PL WILL REQUEST THEIR OWN BENEFITS THROUGH THE PRO PATROL WHEN THEY ARRIVE.

- CSPS UNIFORM MUST BE WORN AT ALL TIMES WHEN COLLECTING ANY MEALS OR BENEFITS FROM THE CAFETERIA.

MEAL VOUCHERS

The meal pass is provided to CSP duty patrollers to purchase and consume a meal while on volunteer patrol at Rabbit Hill.

If you are not intending to use the voucher for a meal, ensure that you do not exchange it for any items to take home from the area. For example: 4 pops, a hand full of deserts or ice cream bars etc.

Please Note:

- No change will be given from any meal voucher.

- Inform the cashier (while in uniform) when withdrawing a coffee or hot chocolate and they will enter the drinks in the cash register as you proceed through.

- Unused meal passes shall be collected by the senior and returned to the Pro Patrol prior to the end of the shift.

- A voucher must be presented to the cashier to receive a meal.

- Abuse of the benefit program will result in benefits being discontinued.
LIFT VOUCHERS

Lift vouchers (in the form of a barcoded lift pass) are valid for 1 year from the date of issue written on the pass.

Please Note:
- All members, including APL's, PL's and EXECUTIVES who are using the executive privilege must patrol the hours designated as a full shift in order to qualify for any roster benefits.
- Lift vouchers can be redeemed for rental equipment.
- Discounts on ski or snowboard lessons or other services will be reviewed on an individual basis. Please contact Patrol Director Randy Anderson for additional information.

Weeknight Shift Benefits

1 meal voucher worth $12.00 / for each rostered duty patroller
One medium fountain pop will be free on each duty shift with your meal.
Coffee and hot chocolate are free for duty patrollers.

1 lift voucher will be given to weeknight duty patrollers patrolling a minimum 3 hr roster shift.

Weekend Shift Benefits

1 meal voucher worth $12.00 / for each rostered duty patroller
One medium fountain pop will be free on each duty shift with your meal.
Coffee and hot chocolate are free for duty patrollers.

2 lift vouchers will be given to each weekend duty patrollers patrolling minimum 6 hours roster shift or more.

Guest Patroller Benefits

Coffee and hot chocolate are free for our guest patrollers.
Lift line cutting privileges are expected.

Rostered Junior Patrollers Benefits
- Maximum 1 JP per shift
- One meal pass and one lift voucher per shift (regardless of a shift length).
- CSP to provide some documentation to support the JP training program.
- Coffee and hot chocolate are free for junior patrollers.
- Lift line cutting privileges are expected.
EQUIPMENT AND DEPARTMENT INFORMATION

GUEST SERVICES

- **AED** is kept here.
- **A Missing person** report is started here. Those filing the report must remain here.
- **All seasons pass holders** are escorted here for Alpine Responsibility Code infractions or other educational opportunities. Information is entered into the Seasons Pass database.

PATROL HUT

All C.S.P.S belongings are to be stored in the C.S.P.S. storage locker only. This includes all footwear and bags. When attending to guests ensure your **Jackets, packs and other clothing or gear is kept off the chairs, beds, desk and floor. Use the provided gear baskets and hooks.** This reduces our risks of slip, trips and falls from patrollers and injured guests while in our care. There is **NO** eating or smoking in the patrol hut by C.S.P. or Pro Patrol. Ensure the Hut is left neat and tidy after treatment and prior to locking up.

The Patrol Hut **is not a change room for friends and family.** Only Staff, patrol members and injured guests are permitted in the Hut. As ski area theft is not uncommon you may want to consider inviting guests without equipment locks to neatly place their ski equipment on the racks provided at the Patrol Hut.

CADS LODGE (next to the Chair Lift)

This lodge contains evacuation equipment. **Muster area will be in the CADS lodge next to the chairlift. All CSP to report to the muster area if an evac is being considered. Evac kits are available for trained staff and patrol members. A climbing harness and fall protection equipment may be required should a chair be stranded on the tower assembly.** Tower climbing is only permitted by trained staff.

ELMERS

Elmers is the mechanical and maintenance building. This building is off limits unless authorized. **Hazard markers are kept on the north side of Elmers. Hazard markers are also kept at the top of Bay Street near the toboggan cache as well as in the Pro Patrol toboggan cache in front of the patrol hut.** The door to Elmers from the patrol hut is for emergency exit from Elmers only. **No CSP members are permitted to enter or exit through this door unless of an**
**emergency.** Ambulance staff are to use the main patrol hut entrance only.

**TOBOGGAN TRANSPORT**

Transport toboggans uphill by T BAR:
Handles unlocked, chain up and transport on the T side away from the tower.
Ask the lift operator to leave a vacant T in front and behind the transportation T.
You may ride the T bar with another patroller only. Do not take any skiing public up with a toboggan. **Toboggans are not to be brought into the hut.** Use the stretcher to bring in an injured guest.

**EQUIPMENT LOCATION**

**B-side** (Bay Street side) - one cascade toboggan and backboard is stored in the equipment cache.

**A side** (Avalanche side) - one cascade toboggan and backboard is stored in the equipment cache under the Mountain Rope tow unloading ramp.

**TOP T BAR OPERATOR HUT** - a collar kit is stored at this location which includes a full range of cervical collars, hockey tape, head bed and spider straps.

**Oxygen** is left in the patrol hut for exclusive use in the hut. An oxygen rescue kit is kept in the hut for use on the hill when required.

**Patrol hut**- two rescue toboggans mounted with transportation hitches for towing by quad or snowmobile are kept outside in the Pro toboggan cache. A collar kit is in the hut as well.

**Toboggans and Backboard equipment**- stored in the equipment caches are to be locked at the end of the shift by the Pro Patrol.

**AED**-stored in the office left of guest services in the lodge.

**AED** trainer is available for use as well. **The Pro on duty can provide this to the PL, APL or senior for training purposes.**
COMMUNICATION

TELEPHONE IN PATROL HUT

The phone is to be used for patrol business only.
- Do not allow guests to use the phone unless it is an emergency.
- Do not allow children to phone and advise someone that a guest is hurt. This is the patroller’s responsibility.
- Utilize the phone to locate late or missing DUTY patrollers ASAP.

CALLING FOR AN AMBULANCE (CODE A) BY TELEPHONE

Pro Patrol on duty will make all telephone calls to 911 for ambulance requests. When calling a code A, use the following procedure:

- When using the phone to contact EMS through 911, follow the information cards attached to the phone. Be prepared to answer the following questions from the 911 operator:
  - Age
  - Sex
  - How far was the fall?
  - ABC
  - LOC
  - Offer any critical information that would prepare EMS upon their arrival
  - Other questions may be asked

Ensure your conversations are short and to the point. Do not ramble on.

PORTABLE RADIO COMMUNICATION

CSP will patrol and communicate with each other on the CSP frequency. Pro Patrol will communicate on the Resort frequency

One of the base radios scans all communication at the area.

CSP 1 is the shift senior. CSP 1 will take all CSP calls from guest services or Pro Patrol and decides to dispatch or take the call. CSP 1 should be positioning a patroller at the 10-23 (toboggan) and sending others to respond to the call location.

Communication example:

Say who you are and who you are calling. {CSP 1 to Pro Patrol}
Always confirm that you have received information and ending the conversation by saying 10-4.
CSP will have to switch radio frequencies when calling Customer Service and Pro patrol. Speak clearly and concise as your conversation will be monitored by all supervisory personnel and the top lift huts. Codes shall be used and cards shall be attached to all radios.

Only use the radio codes provided to you. Codes from other areas that are not on Rabbit Hill radio cards shall not be used under any circumstances. When calling another party, identify yourself then the person you wish to talk to.

**CALLING FOR AN AMBULANCE (CODE A) BY RADIO**

Pro Patrol on duty will make all radio calls for ambulance requests. When calling for a code A, use the following procedure:

**Pro procedure:**
“PATROL to Guest services”--------(Wait for response)
“We will require a code A… please change to the CSP frequency and call us back”.--------(Wait for response)
When calling a code A use the following procedure:
- Be prepared to provide information to the following questions from the 911 operator:
  - Age
  - Sex
  - How far was the fall?
  - ABC
  - LOC
  - Offer any critical information that would prepare EMS upon their arrival
  - Other questions may be asked

**CSP procedure:**
Switch frequencies to the Hill frequency
“CSP 1 to Pro Patrol”-------- (Wait for response)

“We will require a code A… please change to the CSP frequency and call us back”.--------(Wait for response)
Pro Patrol will use the telephone protocol when they arrive at a phone.

**RADIO FREQUENCY**
- Duty Manager = area / csp
- Pro Patrol=area / csp
- Guest Services=area / csp
- Lift supervisor=area / csp
- Ski School Supervisor=area / csp
- Rental Supervisor=area
- Top of the Chair=area
- Top of the T Bars=area

The top of the Chair can communicate by phone to the bottom of the chair and the bottom of the chair may communicate to the customer service office.
The top of the T bar can communicate by phone to the bottom of the T bar and the bottom of the T bar may communicate to the Lift Supervisors office upstairs in Elmers.
SHIFT LEADER (CSP 1) RESPONSIBILITIES AT RABBIT HILL

- Switch to the hill frequency and do a radio check with guest services by calling to them for a radio check. “CSP 1 to guest services for a radio check” (Wait for response), Reply “10-4”. Do the same with the Pro on duty.

- Phone all unknown no show CSP to ensure they are not in an accident.

- Complete the benefit request for your CSP duty patrollers on site and contact the Pro when completed.

- Inform the Pro Patrol of all:
  - 10-22 calls you are responding to.
  - Walk-ins you are going to attending to.

- Immediately after you are informed of the call, the Pro Patrol needs to be informed of your call and its location while on route before you attend to the guest.

- Be on site for all 10-22’s

- Respond to all 10-0 and PC (patron complaints) calls with the Pro.

- Review and ensure all required paperwork is completed and initialled ready for Pro Patrol review .... before the guest leaves.

- Inform the Pro Patrol to ensure they review and initial all paperwork before the guest leaves.

- Assist the Pro Patrol by following the race day protocol on page 25.

- Co-ordinate sweep

- Inform the Duty Manager at the end of the shift that the “sweep is completed and you are going off radio”.

- Place all the incident report red files in the left hand drawer of the desk.

- Tidy up the patrol hut, place equipment in its proper location and make the beds up so that the morning crew arrives to a hut ready for patients.

- Ensure your patrol is signed out and radios off, in chargers and charging.

- Turn off the interior lights and lock the Patrol Hut.
SKI PATROLLING and SLOPE MANAGEMENT

During the first hour of patrolling all runs and lift lines are to be inspected.

SIGNS

Ensure all signs are in their proper location and visible to the skiing public. Examples of this would be the placement of the slow signs. These signs change from year to year. Review the area map in the hut for correct placement. Other signs to be aware of would be the unload signs on the T Bar track near the top. Ensure all signs are clear of new snow and easily readable. Closed signs and area boundary signs must also be up and in their proper location.

FENCES

Ensure fences are tight and are raised just above the ground. Fence poles (bamboo hazard markers) are to be straight and not leaning into the run or uphill on a run.

HAZARD MARKERS

Markers are to be placed so that they are not pointing uphill on a run. Ensure fencing is tight and raised above the ground. Ensure that survey tape is threaded through the rope to highlight the rope location in adverse weather and in the evening.

PADS

All pads are to be placed so that they rest on the top of the snow and are positioned so that their effectiveness is maximized.

NOTE: DURING SEVERE COLD WEATHER AND MODERATE TO HIGH WIND CONDITIONS FENCING CAN BECOME LOOSE AND BEGIN TO SAG AS THE BAMBOO POLES BECOME WEATHERED AND BREAK. CONTINUOUS SNOWING, DRIFTING AND GROOMING CAUSES SNOW TO BUILD UP AROUND THE BASE OF TOWER AND POLE PADS AS WELL AS FENCE LINES. INSPECTION AND ADJUSTMENT OF OUR EQUIPMENT MAY HAVE TO TAKE PLACE WHILE IT IS SNOWING OR AS SEVERE CONDITIONS CONTINUE FOR AN EXTENDED PERIOD OF TIME.
SKI TERRAIN AND TRAILS

Ensure that all manmade obstacles, natural obstacles, hazards or unusual conditions observed have been brought to the attention of the Pro Patrol. There may or may not be a course of action to deal with such concerns. When in doubt consult the Pro Patrol or Lift Supervisor regarding the situation.

LIFTS, MAZES, LOADING AND UNLOADING AREAS

Ensure all concerns are reported to the Pro Patrol or Lift Supervisor immediately. Listen for unusual sounds as you ride the lifts. Inspect the snow conditions of on and off ramps as well as the mazes and towlines.

After a thorough pre-sweep of the area is completed a slope report must be filled out on weekends and signed off by the Pro Patrol. If there are any concerns that you are unsure of, consult with the Pro Patrol or Lift Supervisor for direction or suggestions.

During the course of the day the monitoring of all aspects of slope maintenance is a responsibility of the ski patrol.

SLOPE WATCH

Slope watch is the responsibility of the ski patrol shift leader or a designate appointed by the Duty Manager or the Pro Patrol. Slope watch is aimed at reducing the frequency of collisions and incidents in our high traffic areas as well as other locations at the area. Education, visibility, and public awareness can play a key role in the reduction of incidents and add safety and enjoyment to the skiing and riding experience. This is a great public relations tool and places the patrol at key locations during busy periods so as to immediately address any concerns of our guests, which may be attributed to the busier times. It must be remembered that this is not a policing activity, it is an educating opportunity and should be used as one. However, guests that are endangering themselves and others by their actions shall be suitably warned, and / or have their area passes removed.

Dedicated slope Watch times:

Locations and times may be changed by the Duty Manager, Pro Patrol, Shift Leader or based on the customer traffic, weather or events taking place.

Frequent “Slope Watch” locations:

Bottom of Bay Street, left and right sides
Bottom of Avalanche
Bunny Hill
River carpets
Slope watch Responsibilities may include:

- Watching for infractions of the Alpine Responsibility Code. Specifically, out of control skiers and riders.

- Educating those that require information about the Code and general Area etiquette as it relates to both Rabbit Hill and the sport of skiing and Snow Boarding.

- Lift line control (triple up or double up protocol).

- Assisting beginners and young children and those new to the sport.

- proper riding of the lifts, no T-Bars between the legs except for snow boarders

- no riding out of the T-Bar track.

- snowboarders must have their rear foot out of the binding in the lift lines and while riding the T Bar and the chair lift.
  - However, they may ride the rope tow and handle tow with both feet in the bindings.
  - if it is observed that the rider is having problems and causing a potentially hazardous environment for other guests, it should be suggested that they practice an alternate method on beginner terrain.

- unload at the top of the T-Bar only.

- ski pole straps must be off and tips pointing uphill when loading

- chair safety bars must be down

- guests must be sitting upright in the chairs at all times

- no bouncing on the chair

- run a way devices must be worn on skis and snowboards.

- Release the T-Bar when unloading; do not hang on to it to gain momentum.

- Helmets shall be worn by all guests while in the Terrain Parks.

- Monitor all high traffic and closed locations, particularly during the snowmaking season.
The Ski Patrol is the primary enforcers and educators of the Alpine Responsibility Code and the Area Safety Practices. We must take the time to educate guests about the Alpine Responsibility Code.

In 2019-20 take care to focus on those involved in collisions as well as those that witness collisions. Obtain copies of proof of identification by photocopy of phone photos.
We must also ensure that all guests that require some form of education be identified by the following methods.

The shift leader (CSP 1) should be on site and assist in the education of the guest.

**Day pass holder education procedure**
Day pass holders may be educated on site.
- Simply place an x across the date on the pass with a black marker. Do not place the X on the bar code or the back of the pass where the waive is printed.
- Identify the Alpine responsibility code you spoke to the guest about by writing it on the day pass.

**Season pass holder education procedure**
Seasons pass holders are educated at customer service.
- Ask the guest to remove their pass and escort them to customer service.
- Information will be entered into the pass holder data base for future recall.
- Use a hole punch and punch a hole through the pass, **on the bottom left hand corner of the pass.**

These methods identify educated pass holders to other patrollers and staff throughout the season.
INCIDENT REPORTING

Procedure

1. Take a red file folder and begin to build your incident file
2. Take form #1 and follow the directions

The patroller shall aid the patient by asking 3 questions:

How fast were you going?
Were you in control?
How many times have you skied that run?

(Clipboards have cards attached to them for your convenience)
This information should be recorded in the, “Patients description of the incident” section.

All reported incidents are to be recorded on a “National Ski Area Incident Report.”

All incident reports are to be reviewed by the Shift leader and Pro Patrol prior to the patient leaving the Patrol Hut. Ensure that all documentation is correctly filled out. Areas of the report to pay attention to are as follows:

1. The height, weight, and date of birth of the guest is important to determine binding settings at the time of the incident
2. The Incident location must have both the name of the run and its grid location.
3. The Transport section is very important. We require information that is not included in the printed form. The additional information that we require is in the bottom, center of the report. There is a stamp which is placed at this location which requests the rental docket number, group name, din settings, the name of the person reviewing the report, and confirmation that rental equipment was tagged.
4. In the Patients Description, the patroller must be asking the guest how fast they were going and if they were in control before the incident.
5. Witnesses are extremely important in any injury incident and in a serious incident it is strongly recommended that identification be requested from the witness for verification.
6. All other locations of the Incident Report must be filled out with extreme accuracy. There must be no blank spaces and it shall be legible. Print only. Refer to the “back of the clip boards” in the patrol hut.
Use DCAP, BLS and TICS to help describe signs and symptoms.

Times must be in sequence.

How many times have you been on that run? How fast were you going? Were you in control?

If there is no information to be recorded in a box place a line in the box.

Anyone should be able to read and determine:
- What you found.
- What you did.
- What you recommended.
- Tell a very short detailed story.

If there is no information to be recorded in a box place a line in the box.
When incidents involve area rental equipment.

The equipment must be tagged with a "Rental Equipment Tag". One tag for all equipment, including helmets. The equipment must be returned to the Rental Shop Supervisor as soon as possible and no later than immediately after the injured guest leaves.

Incidents, which take place during a ski lesson.

The Snow School Supervisor needs to be informed immediately. These incidents require the completion of a "C.P.S.S.A. Incident Report". This is the responsibility of the Instructor. The information on this report and the formal Incident report must be consistent and reviewed by the Snow School Supervisor.

Incidents, which involve the removal of area equipment and supplies.

Equipment such as boots, splints, blankets, collars, backboards, etc., shall be recorded on the "Equipment Leaving Area Form".

To aid in incident investigations and the completion of other pertinent reports, refer to the "Incident Investigation Manual".
RACES AND RACE TRAINING

Training Days or Evenings

Normally only 2 training courses are allowed on the area at one time. All courses need the permission of the Duty Manager prior to setting.

When courses are being set, it is the responsibility of the Pro Patrol to verify course numbers and locations.

Exceptions to the 2 rule can be made depending on course location and skier traffic. If the location or number of race course appears to be a safety concern, please contact the Pro Patrol. The Duty Manager and Patrol will meet and review the situation.

Officially booked Race Days

Patrol Race day’s responsibilities
Monitor the Mountain Rope Tow unloading area for congestion. When educating a racer educate them with their coach. When educating a coach, educate that coach in private.

This is our protocol

We do not position ourselves at a race. The Race Club has one of their radios with the hill frequency to allow them to call Pro Patrol or Guest services. They can also have a volunteer ask a lift attendant to call the patrol.

Upon completion of the race, the shift leader will organize a sweep of the course for garbage or gate ruts, which may have to be side slipped.

Keep a patrol at the top of the course until the run is cleared by the sweep patrol and any slow signs are returned to their original location.
SWEEP

C.S.P.
Hill sweep usually begins 5 minutes to closing time at the base of the T-Bar. All duty patrollers must be present for sweep. Once everyone is at the top of the hill, one patroller will remain at the top to ensure that all skiers move to the Bay Street side of the hill and that no skiers go up the Mountain Rope tow. Three patrollers ride the Mountain Rope tow and push in the emergency stop button and then pull it out to reset it. These patrollers will then sweep River Run, Route 27 and the Terrain Park. The other patrollers will then sweep Avalanche. Care should be exercised by stopping at steep trails, O.B. locations, closed trails, and tree locations. Stop, look, and listen prior to proceeding. The patroller is always the last person off the trail. After the patrollers have returned to the base of the T Bar they ride the lift to join the other patroller at the top who is directing the skiing public from all lifts to proceed down the Bay Street side of the area. Once the Chair Lift has been cleared of skiers the remaining runs are swept. One patroller is left at the top to respond to any assistance required. When the sweeping patrollers have all gathered at the hut the radio call is made to the patroller at the top to come down. Sweep is now completed. A call is made to the Duty Manager ("Area swept and closed")

NOTE
The groomer has been instructed not to start grooming until the sweep is completed. Ensure all patrollers are off the hill before the groomers leave the base area. Pro patrol has radio contact with the groomers.

MISSING PERSON REPORT

- Gather all patrollers at a central location
- Place patrollers at the base of the lifts unless the circumstances dictate other actions.
- The shift leader should complete the missing person’s report and follow the guidelines outlined in that report.
- Inform the Manager of the search and your results
- The person or persons reporting the missing person must remain at customer service or with a patroller.

STARS HELICOPTER EVACUATION PROCEDURES

- Refer to the orientation and documentation in the Patrol Hut.

LIFT EVACUATION PROCEDURES

- CSP will be trained on site as the anchor. If a CSP is the anchor, the staff talker will be the team Leader. Review the attached card. One is supplied with all evacuation kits stored at the base chair station in the electrical room. There are laminated coaching cards for the talker and the anchor in all Evac kits.
Evacuation Talker (Team Leader)

- **Introduce** yourself, keep our safety bar down
- Explain that there is a **problem with the lift**
- Get rid of all **poles and backpacks** by dropping them off the back side if clear
- Demonstrate the harness and how it is put on:
  - Bring the harness under the safety bar
  - White patch to the chest
  - Wrap the **black safety strap** around you **high up under the arm pits**, clip into position and adjust
  - Yellow leg Straps inside to outside
  - Squeeze the hook and clip it to the **center ring** to open and give a rattle when on
- Ask everyone on the chair if they understand and tell them not to move
- Bring the harness under the chair **attach the carabiner** and have the anchor haul the rope up to the chair
- Talk them through, get the **rattle of the clips on the ring** before proceeding.

**Command:** “**Safety in place**” wait for reply “**Safety in place**”
- Ask other guests to put their arms around the back of the chair.
- Lift the safety bar.

**Command:** “**Take up the slack**” wait for reply “**Slack taken**”

**Command:** “**Anchor ready**” wait for reply “**Anchor ready**”

**Command:** “**Belayer ready**” wait for reply “**Belayer ready**”
- Move to the front of the chair and keep **one hand on the front of the chair** until your head is past the chair and keep your **other hand on the ring**.
- Put the safety bar down once the evacuee is past the base of the chair.
- Talker moves **downhill of the evacuee**, ask snowboarders heel or toe?
- Place skiers across the fall line.
Evacuation Talk

- Introductions
- Next Chair Pay attention
- Problem with the Lift
- Poles / Backpacks (Expensive)
- Demonstrate Harness
  - Under Safety Bar
  - White Patch
  - Black Strap
  - Yellow Straps
  - Squeeze Hook / Rattle
- Everyone Understand
- Who’s First, Nervous / Cold
- Carabineer
- Anchor Hauls Rope
- Talk them through
- Safety in Place
- Arms Back of Chair
- Safety Bar up
- Take Up Slack
- Anchor Ready
- Belay Ready
- Hand on Chair
- Safety Bar Down
- Downhill
ANCHOR (Coaching card)

1. PUT ON A HARNESS AND STAND NEXT TO TALKER

2. RECORD EVAC INFORMATION IN RECORD BOOKS

3. WALK TOWARD AND STAND UNDER THE CHAIR, RAISE THE HARNESS TO THE CHAIR

4. TAKE THE ROPE (slack free) TO THE BELAYER

5. HAND THE ROPE TO THE BELAYER WHO WILL LAY THE ROPE INTO THE GRIGRI BELAY DEVICE

6. LAY ROPE (snake like) BELOW BELAYER TOWARDS THE LIFT TOWER

7. CLIP INTO THE BACK OF THE BELAYERS ANCHOR ROPE

8. ONCE GUEST IS ON THE GROUND QUICKLY UNCLIP

9. RETURN TO TALKER UNDER THE CHAIR AND REPEAT FROM STEP #2.
CRITICAL INCIDENT STRESS

It is a good idea to debrief at the end of all shifts. Please call your PL or APL for further assistance or if you are experiencing any of the following signs or symptoms.

Following are some signs and symptoms a person may experience if involved in a critical incident. You may experience all or none of the signs, and at any intensity. Whatever you are going through is a normal process, and it is importance to seek additional professional help if needed.

SIGNS & SYMPTOMS

Behavioural

- Any change in normal behaviour
- Changes in activity level, appetite, sexual interest
- Withdrawal, irritability, anger, inattentiveness
- Breaking the ‘rules’ or adhering to them without flexibility
- Absenteeism, procrastination, poor performance
- Increased anxiety
- Sleep problems

Physical

- Fatigue
- Low pain threshold
- Muscle tension or pain
- Changes in breathing (hyperventilating)
- Cardiac and circulatory changes
- Dry mouth
- Excessive perspiration
- Blurring of vision
- Stomach and digestive problems
- Exacerbation of existing problems (spine and back problems, migraine headaches, arthritic and rheumatic conditions, asthma, skin disorders

Cognitive

- Indecision
- Denial of problem
- Depression
- Pessimism
- Feelings of loss of control or isolation
- Overly sensitive
- Hypercritical
- Memory loss
- Poor concentration

This list is not exhaustive, but a guide to help people suffering from critical incident stress understand what their bodies are going through, and to assist them with their recovery.
2019-2020 CSP Volunteer Perks negotiated with Resorts

<table>
<thead>
<tr>
<th>Mountain Perks 19/20</th>
</tr>
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<tbody>
<tr>
<td><strong>Free Unlimited skiing or Boarding</strong></td>
</tr>
<tr>
<td>Misery Mountain, Peace River</td>
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<tr>
<td>Nitehawk Adventure Park, Grande Prairie</td>
</tr>
<tr>
<td>MMC - Shames Mountain, 35km W of Terrace BC, (2 Free - 50% off Full Day after)</td>
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<tr>
<td>Hidden Valley, 1 hour from Medicine Hat</td>
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<tr>
<td><strong>50% off Skiing or Boarding</strong></td>
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<tr>
<td>Snow Valley</td>
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<tr>
<td>Baldy Mountain Resort</td>
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<tr>
<td>Revelstoke</td>
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<tr>
<td>Castle Mountain</td>
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<td>Sunridge</td>
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<td>Eastlink Park</td>
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<td>Pass Powder Keg</td>
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<td>Norquay</td>
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<tr>
<td>Hidden Valley</td>
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<tr>
<td>Valley Ski Hill</td>
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<tr>
<td>Powder King</td>
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<tr>
<td><strong>25% off Skiing or Boarding</strong></td>
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<tr>
<td>Fairmont Hot Springs Resort</td>
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<tr>
<td>Panorama Resort</td>
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<tr>
<td>Kinosoo</td>
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<tr>
<td><strong>Discounted $10 off Lift Tickets</strong></td>
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<tr>
<td>Gwynne Valley</td>
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</tbody>
</table>

Patrollers in good standing may be eligible for the following Perks starting January 1st 2019 up to and including the day we close. Both the area providing the Perk and Rabbit Hill will need to be operating to redeem the letter.

**Conditions:**
- Must be on the Rabbit Hill weekly roster Monday to Friday and have maintained their rostered commitment by patrolling min 3 hr/week or arranging a spare who must have shown up to patrol in their absence.
- Must be on the Rabbit Hill weekend roster for Saturday or Sunday and have maintained their rostered commitment by patrolling a min. of 6 hr/every 2nd weekend or arranging a spare who must have shown up to patrol in their absence.
- Must be a member in good standing and have demonstrated the understanding and commitment to achieving the requirements of Patrol and Resort protocol, hut requirements and team work.
- Perks are not valid for Junior Safety Patrollers, CSP spares or CSP guest patrollers.
- Rabbit Hill reserves the right to recall the Perk at any time for any reason.

Please speak to your PL if you are interested in any of the Perks. Your PL will review and approve the request and forward it to Brad or Randy from the Pro Patrol for their review. Letters will be issued to the PL from Patrol Manager Brad or Patrol Director.
Please ensure you take your letter and your CSP ID card when you visit our Ski Resort partners. Should you be denied a lift ticket or discount for any reason including black outs, do not create any issues that may jeopardize this relationship for volunteers. Please let Randy Anderson know of any issues and we will follow up.

We hope you get the chance to visit our Ski Resort partners this winter and thank you for volunteering at Rabbit Hill Snow Resort.

Randy Anderson,
Rabbit Hill Ski and Recreation Centre