

WB Snow School Safety Manual 2020—2021

PATROL: 604 935.5555

Kids Dispatch Line: 604.905.2234



This Manual outlines the safety guidelines of the WB snow school . Our guidelines exist to ensure the safety and success of every client in our programs. Failure to follow the rules/ procedures outlined in this manual will result in disciplinary action; up to and including dismissal.

This manual is to be carried at all times.

DUTY OF CARE

When you take a client into your care **you are legally responsible for their well being**. You are the parent in absence of a parent and must act as a prudent parent would. With adult clients it is our duty to take the responsibility for their safety, including informing clients of all risks, providing a safe environment, and reporting any unsafe behaviour. For Family Private Lessons, the instructor still owns the Duty of Care of the children, even when parents are present as it is the instructor who is the “expert” on the mountain. **Neglect of “Duty of Care” will result in termination of employment.**

ALPINE RESPONSIBILITY CODE

1. Always stay in control. You must be able to stop or avoid other people or objects.
2. People ahead of you have the right-of-way. It is your responsibility to avoid them.
3. Do not stop where you obstruct a trail or are not visible from above.
4. Before starting downhill or merging onto a trail, look uphill and yield to others.
5. If you are involved in or witness a collision, you must remain at the scene and identify yourself to the Ski Patrol.
6. Always use proper devices to help prevent runaway equipment.
7. Observe and obey all posted signs and warnings.
8. Keep off closed trails and closed areas.
9. You must not use lifts or terrain if your ability is impaired through the use of alcohol or drugs.
10. You must have sufficient physical dexterity, ability and knowledge to safely load, ride and unload lifts. If in doubt, ask the lift attendant.

My Safety Representative

Every area of the snow school has a safety representative who is responsible for reporting any safety concerns to the health and safety department. Please report any safety concerns to this person or your supervisor. Their contact information is located on the bulletin boards in the locker rooms.

SNOW SCHOOL SAFETY CODE

1. Uniform on = Switch on. Be focused on every task; listen to your inner safety voice.
2. Be aware of snow and weather conditions. Plan clothing and terrain choices appropriately. Adjust line and speed as conditions change.
3. Warm up and cool down on easy terrain.
4. While at work, ski/ride at 80% of your ability and demonstrate at the level of your students.
5. Lift or carry students with proper technique and only when absolutely necessary.
6. Be collision conscious. Stop safely and warn students when you are stopping. Use 'Behind and Below'.
7. Eat well, hydrate, sleep and stay fit.
8. Keep equipment well maintained.
9. Ski & Ride Smart: No Hits in Slow Zones. Skiing backwards is only for teaching switch or helping students in beginner learning areas. One ski skiing only as an exercise for beginners in beginner areas.
10. Look out for your fellow staff. Help them stay safe by pointing out unsafe behaviours or hazards.

Helmets, Vests, flaik GPS, Emergency Contact & Allergy Information

Helmets

All children and youth participants 18 years and younger in Snow School Programs, are required to wear helmets. All staff are required to wear a helmet while teaching.



Vests

Children under the age of 7 are required to wear a vest. Vests must be on until the child has been signed out of their class.

flaik GPS

Every child 18 years and under in Whistler Kids, Whistler Teens, Schools, or Private lesson (and the instructor) are required to wear a flaik GPS unit. Please be sure to activate the flaik (by scanning it) at the beginning of the day, and remove and return all flaik units at the end of each day after the child has been signed out.

Emergency Contact Information

Each child's emergency contact and allergy information can be accessed by scanning the child's lift pass with a flaik gun. If this information is missing, please request that the family sees a sales person to have this information uploaded to the child's pass.

Allergy Lanyards and Tags:

Every child with an allergy should have a green lanyard and hang tag given to them at sign in. Be sure to write on the tags what the allergy is, and if any medication is needed.

Class Cards & Permission Slips

Class Cards

Children and youth 18 years and younger in must be on a class card. This record helps us in student verification and emergency situations.

Please make sure the following are on the class card:

- ◆ Instructor's first **and last** name at the top
- ◆ Child's first + last name, age, flaik number, and a general description (e.g., white jacket, blue pants, black helmet).
- ◆ Any allergies and/or medications.

If a student is transferred from one class to another, it is imperative that **all details** (including flaik number) are added to the new instructor's class card. The new instructor's name must appear in the sign out spot on the original class card.

At the end of the day, a parent/guardian must be present in order to release a child 12 years old or younger. Please record on your class card the person to whom the child was released.

Permission Slips

10 -12 year old children may leave at the end of the day if they have a pre-signed Whistler Kids permission slip which can be obtained by the program supervisor. Please return the permission slip to the supervisor at the end of the day.

Whistler teens and private clients (13-18 years old) may be released at the end of the day without a parent present. If they would like to sign themselves out during the day, the instructor must have verbal permission from the parent (either at the beginning of the day or by cell phone at any point during the day). The instructor is responsible for either downloading or skiing the youth off the mountain. They must also assure the youth knows how to get where they are going once off the mountain.

Medication

Whenever possible medication should be administered by the parent. However, for children that require medication during the day, a parent/guardian must pick up and fill out a form at the Sales desk.

The completed medical form and medication (in the original container) will be placed on the child if appropriate (i.e. not with Minis). Be sure to indicate an Alert on the ID sticker. We ask that parents let both the instructor and supervisor know that the child will be carrying the medication and go over any pertinent instructions.

Please notify your supervisor before administering any medication. Be sure to check the child's name on the form, read it thoroughly, and sign that you have read and understood it. Have another instructor also verify the information and sign the form. After administering the medication, complete the back of the form and place it back on the child with the remaining medication or empty container so the parent knows it was administered at the correct time and dosage.

Prescription Medication will be administered if:

- ◆ Medication is in its original container, with the pharmacist's label, marked with the child's name
- ◆ The prescription is new/medication has not expired
- ◆ The child has received the medication for 24 hours prior and the parents have not observed any unusual reactions.

Over-the-counter Medication will be administered if:

- ◆ A physician has recommended it in writing
- ◆ The medication is in the original container
- ◆ The medication has not expired
- ◆ The child has received the medication for 24 hours prior and the parents have not observed any unusual reactions.

Covid-19 Procedures

Health Screenings: must be performed at home before work each day. Do NOT come to work if you are experiencing any COVID-19 related symptoms, feel that you have been in close contact with, or exposed to person testing positive for COVID-19.

Call the scheduler and follow up with your supervisor. COVID related information can be found in Direct Connect:

<https://vailresorts.service-now.com/hrportal/>

See the COVID-19 SUPPORT tab at the top of the page.

Face Coverings: All instructors and clients will be required to wear a face mask or buff (which covers both the mouth and nose).

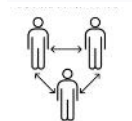
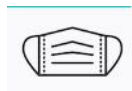
Physical Distancing: We will be practicing physical distancing (of 2 Metres) at all times wherever possible. This includes on lifts, in buildings and on the hill.

Hand washing and sanitizer stations: are to be used upon entering buildings, before and after eating, after using the washroom and after any contact with a client.

If you start experiencing symptoms at work, please call the schedulers & follow up with your supervisor so you can be replaced and go home to call 811.

If your adult client starts experiencing symptoms, ask the client to call 811 and follow up with your supervisor.

If a child in your class starts to experience symptoms, call the Kids Dispatch Line (2234) and follow up with your supervisor.





Level Benchmarks—Skiing

LEVEL 1

No skiing experience.

LEVEL 2

Ability to turn both ways and stop.

LEVEL 3

Ability to control speed using turn shape on green terrain.

LEVEL 4

Ability to ski in control in a wide parallel stance with poles on blue runs.

LEVEL 5

Ability to edge the ski in a parallel stance on black runs in a variety of snow conditions. Pole plant is consistent.

LEVEL 6

Ability to ski a variety of turn shapes with control and rhythm on and off-piste at moderate speeds.

LEVEL 6+

Ability to show strong ski performance in any turn shape and in any terrain at low or high speeds.

A Benchmark describes the abilities of the student in order to **START** the level.

E.g. A student must be able to turn both ways and stop to start in skiing Level 2; otherwise they should be in Level 1.



Level Benchmarks—Snowboarding



LEVEL 1 No riding experience.

LEVEL 2 Ability to control and direct the board while side-slipping and traversing on both edges.

LEVEL 3 Ability to link turns on green terrain.

LEVEL 4 Ability to vary turn shape and adapt to uneven blue terrain.

LEVEL 5 Ability to ride confidently on easy black runs in a variety of snow conditions.

LEVEL 6 Ability to ride in a variety of turn shapes with control and rhythm on and off-piste at moderate speeds.

LEVEL 6+ Ability to show strong riding performance in any turn shape and in any terrain at low or high speeds.



Terrain is important in making the decision to move a client up to the next level. The above abilities should be performed in a variety of conditions and pitches so that the guest is confident when moving to the next ability level.



LIFT LOADING POLICY



Courtesy is expected in the lift lines. Please alternate with public.

Instructors load guests first and then load last.

Instructors and kids must remove pole straps before loading.

Any person 13 + years may ride on their own.

Roundhouse Club kids (ages 9-12) may ride on their own if they have completed the lift evacuation training.

COVID Note:

Pros are not to load with Adult guests unless a 2M distance can be maintained, or if it is their first time on a chairlift,

Where possible children should be loaded with their parents.

Children's Lift Loading Guidelines

Gondolas

- ◆ Instructor must wait for an available lift attendant and load with their assistance: Instructor should load their skis first, help children to load, and then load themselves last.
- ◆ Minis should always ride with their instructor or parent.

T-bars

- ◆ 3 and 4 year olds may not ride T-bars unless in a private lesson with their instructor.
- ◆ 5-7 year olds must be a Level 4+ and ride with their parent or an instructor.
- ◆ 8+ years and minimum of Level 4 may ride alone or with another class member

Chairlifts

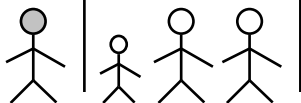
Wherever possible, every child that rides a chairlift should be paired with a staff member or their parent.

- ◆ Magic & Olympic Chairs: Level **2** students age 7 or older may ride 2 or 3 per chair without an adult.
- ◆ This may expand to other ages and classes as well—we will update procedures as the season progresses.

Chair lifts:

- ◆ Always load a child on the same side as the lift attendant
- ◆ Please remove pole straps
- ◆ Always remind everyone to put the safety bar down
- ◆ Parents may only take 1 child on a chairlift
- ◆ An Instructor may take 2 children

Parents taking students

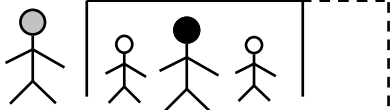


Attendant

Child

Parent (s)

Instructor taking students



Attendant

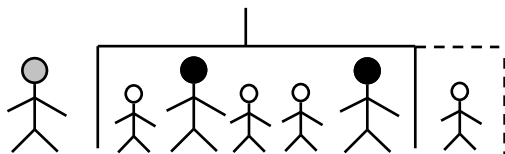
Child

Instructor

Child

Watch for
"Children Load
This Side" signs.
The child
should always
be closest to
the attendant.

On a 6pack, a second instructor may join with 1 or 2 other children only if all the children are in the same class (cohort).
Instructors must load in between the children.



Attendant

Child

Instructor

Child

Child

Instructor

Child

Terrain & Lift Guidelines

Ignorance or lack of knowledge is not an excuse.

We expect you to consider and adhere to the following:

- ◆ Make good terrain decisions based on the current conditions, skill level and fatigue level of students.
- ◆ During busy times or tough conditions, classes will be expected to download.
- ◆ Never take a class on a run that you have not recently skied/ridden.
- ◆ Always use a beginner lift on the first run to make sure all students are in good control of their speed and turn shape.
- ◆ Always obey mountain signage and ropes. "Marginal", "Ski Area Boundary", and "Closed" runs are all restricted to snow school. The general rule is: No ducking ropes. There **is** an exception for some ropes if you hold the Teaching Steeps Level 2 Designation.
- ◆ Runs must be appropriate for the weakest student.
- ◆ Notify your supervisor if you are planning on skiing on the other mountain from where your class started. (WKids)
- ◆ Adventure Zones and Tree Skiing rules can be found on pages 17-21.

Consult the section in this manual for each development level and abide by its recommendations and restrictions. All runs for all abilities are marked on the Snow School (SS) Trail Map found in your base area or at www.wbsnowschool.ca.

The 15/15/15 Rule:

On days when it has snowed 15 cms or more, snow school will NOT use the lift priority line until after public has been loading for at LEAST 15 minutes. When in doubt, use the public line or ask an attendant how long public has been loading. You must take at least 15 minutes or more before returning to the same alpine lift.

MINIS: 3&4 Year Old Skiers

Lifts:

All Minis will be in private lessons this year.

All lifts are therefore permitted based on the child's ability Level. Alpine lifts are only accessible if the child is level 4 or higher.

Teaching Areas:

Levels 1: Whistler Kids Learning areas (CLC, Blackcomb Base, Creekside)

Level 2: Whistler Kids Learning areas & Green runs only starting with lower mountain runs to Whistler Village and Blackcomb Base. (Highlighted in Yellow on the Snow School Trail map)

Level 3: Green runs and Easy Blues. (Highlighted in Green on the SS Trail Map)

Level 4+: Green and Blue Runs. (Orange on the SS Trail Map)

No Black run unless approved by a supervisor.

Recommended First runs from the top of the mountain:

Creekside: Expressway to CLC. Up gondola to WhiskeyJack--> Bear Cub. Download the Creekside gondola

Village: WhiskeyJack-->Ego Bowl-->Upper Olympic

WhiskeyJack -->Papoose -->BearCub -->Expressway

Blackcomb: Easy out to Catskinner Chair. Download on the gondola.

JUNIORS: 5-6 year old skiers/snowboarders
SUPERS: 7-12 year old skiers/snowboarders

Lifts:

Levels 1&2: Magic Carpets, Gondolas, Magic & Olympic Chairs

Level 3: May use all non-Alpine chairlifts:

No Glacier chair, T-Bars, Peak, Harmony, Symphony

Level 4: May use all lifts. To use Peak or Symphony Chair, you must have a cell phone and supervisor approval.

Level 5 & 6: May use all lifts.

Teaching Areas:

Levels 1: Whistler Kids Learning areas: CLC, Blackcomb Base, Creekside, Base2

Level 2: Whistler kids Learning areas, Magic Chair, Olympic Chair & Green runs only starting with lower mountain runs to Whistler Village and Blackcomb Base. (Yellow on the SS Trail Map)

Level 3: Any Green or Blue run. (Highlighted in Green on the SS Trail Map) *Access to Creekside base is by download only unless approved by a supervisor.

Level 4,5 & 6: Any Green, Blue and Black run as listed on the Snow School Trail Map (in Orange & Dark Purple). See pages 18-19 for approved tree runs and restrictions. Blackcomb Glacier with supervisor approval. No Lakeside Bowl.

Level 6 classes: There are some Black & Double Black runs (Light Purple on the SS Trail Map) that can be accessed with supervisor permission, a signed permission form, and the in-

structor having their **Teaching Steeps Level 1 Designation.**

TEENS: 13-18 Year old Skiers & Snowboarders

Lifts:

Levels 1&2: Olympic Area & Base 2 Magic Carpets, Olympic Chair, Magic Chair and Gondolas.

Level 3: May use all non-Alpine lifts:

No Glacier chair, T-Bars, Peak, Harmony, Symphony

Level 4+: May use all lifts.

Teaching Areas:

Level 1: Olympic and Base 2 Learning areas.

Level 2: Green runs only. Olympic & Terrain Based Learning Areas, Lower mountain runs to Whistler Village and Blackcomb base. (Highlighted in Yellow on the SS Trail Map)

Level 3: Any Green or Blue run. (Highlighted in Green on the Snow School Trail Map)

Levels 4&5: May use any Green, Blue or Black run as designated (and highlighted by Orange and Dark Purple) on the Snow School Trail Map. See pages 17—19 for approved tree runs and restrictions. Blackcomb Glacier is permitted with supervisor approval. No Lakeside Bowl.

Level 6: Schools on Snow— as above in levels 4&5.

Whistler Teens and Privates —see page 17.

The Snow School (SS) Trail Map with all skiable terrain can be found at all Whistler Kids base areas and on the www.wbsnowschool.ca website.

When in doubt, do NOT ride the terrain in question and consult the map with your supervisor.

Adult Clients (19 yrs +)

Lifts:

Level 1&2: Olympic Area & Blackcomb Base Magic Carpets, Olympic Chair, Magic Chair and Gondolas.

Level 3: May use Chairlifts excluding Alpine lifts (**No Glacier chair, T-Bars, Peak, Harmony, Symphony**).

Level 4+: May use all lifts.

Teaching Areas:

Level 1: Olympic and Blackcomb Base Learning areas.

Level 2: Green runs only. Magic & Olympic Terrain Based Learning Areas, Lower mountain runs to Whistler Village and Blackcomb base. (Highlighted in Yellow on the SS Trail Map)

Level 3: Any Green or Blue run. (Highlighted in Green on the Snow School Trail Map)

Level 4,5: May use any Green, Blue or Black run as designated (and highlighted by Orange and Dark Purple) on the Snow School Trail Map.

Level 6: See next page.

Decision Making Framework (TTPPEE)

Before starting any new task, be sure to consider the following:

Terrain— is this going to enhance my lesson or make it harder?

Tactics—how likely is it that we succeed at this task?

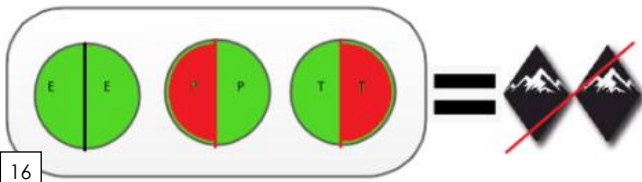
Physical State—how are energy levels?

Psychological State—how are we feeling emotionally?

Equipment—will our equipment support this task?

Environment—consider weather, visibility & snow conditions

If you have concerns in any of these areas, rethink your plan.



Double Black and Unsigned Runs

Coaches that hold their **Teaching Steeps Level 2**

Designation may take their classes anywhere within the ski area boundary excluding marginal or closed areas.

This includes double blacks, unsigned runs not on the WB trail map, and those runs highlighted in Red on the SS Trail Map.

Clients must be at least Level 6 and be in the following programs for this to apply:

- ◆ Level 6 Whistler Teens
- ◆ Adult Group Lessons
- ◆ Athlete Development Programs 9-18 & MAP
- ◆ Private Lessons - parents must be consulted.

Coaches must inform supervisors and parents if accessing this terrain and be able to justify their decisions if questioned. Some programs require parents to sign a permission form.

Adventure Zones

You are responsible for the behaviour and whereabouts of your students while at an Adventure Zone. Please respect the rules and the ETC staff.

Whistler Treefort: has two entrances (one off Bear club and one off Pony Trail).

Blackcomb Magic Castle: There are 3 entrances into the castle: Green, Blue, Black. Conditions on each can vary so use caution.

Family Zones and Slow Zones:

No side hits or jumps. No fast skiing/riding. Please respect these designated areas.

The School Yard: (under Emerald Chair)

For Level 3 + SS levels. This is a place to teach racing, freestyle and freeriding skills. Environments will be set for classes. See the sign at the top of the run to see if it is open for your class and for a full schedule on www.wbsnowschool.ca.

Tree Run Rules

Instructors and groups should be aware that there may always be tree wells present and that the following guidelines should always be taken in the trees. The tree well risk is greatly increased during snow accumulation days.

Designated tree runs are any gladed tree run marked either on the Snow School Trail Map or WB Trail Map. There are no restrictions on these runs when there is 0-14 cms of snow overnight.

Appropriate tree runs for each level and a more detailed Tree Run Rules Document, can be found on the SS Trail Map: www.wbsnowschoo.ca

WKids Designated Tree Runs

Fun Tree runs for kids located on the **SS Trail Map** (in dotted lines)

These runs may be closed due to powder or icy conditions. Please check with a supervisor at morning meetings. Watch for signs to point the way, and always be very careful when merging back onto a run.

Whistler

- *Fairydust Trail (lv 3)
- *Jolly Green Giant Trees (must exit left before the Terrain park) (lv 3)
- * Marmot Trees (lv 3)
- *B-Line (lv3+)
- *Blue Velvet Tree Island (lv 3)
- *Fruity Forest (lv 4)
- *Whiskey Bowl (lv 4)
- *Peak to Peak line (Whistler) (lv 4)
- *DK Trees (lv 4)
- *Coyote Trees (lv4)

Blackcomb

- *Big Dipper (lv 3)
- *Baby Bark Trees (lv 3)
- *Lower Fraggie Rock (lv 4)
- *Zig Zag trees (skier's left)(lv 4)
- *Gnarly Knots cont...(lv 4)
- *Honeycomb Corner (lv 4)
- *Chocolate Factory (lv 5)



Snow Accumulation 15+ cms = NO TREES for the following:

ALL Whistler Kids Levels 1-6, Schools Levels 1-6 and Whistler Teens 13-18 Levels 1-5.

Classes may return to skiing on designated tree runs if there has been 5cm or less of new snow in the last 24 hours. This reading will be taken from the WB website weather page.

The following precautions must be taken with all classes if skiing in the trees when there have been 15 cms of snow:

- ◆ Groups must follow a buddy system at all times.
- ◆ All clients must have received basic information on tree skiing/tree well safety.

Snow Accumulation 15-30 cms

Privates: Kids under 9 years old must stay on designated/ marked tree runs and have a student to Adult ratio of 2:1.

Roundhouse Club ages 9-12 & Whistler teens 13-18 Level 6:

May ski in any trees within the ski area boundary.

- ◆ They must have a cell phone, & use a tail gunner
- ◆ All members of the group must wear a whistle

Snow Accumulation 30+ cms

Private Lessons: No trees for kids under 9 years

Client ratio for all other kids groups must be 3:1 client to Adult.

Clients 10+ years must stay on marked tree runs (WB and Snow School trail maps).

Clients 13+ years and Level 6+ ability have no limitations.

Roundhouse Club ages 9-12 & Whistler Teens Level 6 (13-18) = No Unmarked Tree Runs

These groups may only use designated tree runs that are marked on either the WB trail map or Snow School Trail Map.

- ◆ Groups must have a lead instructor and a tail gunner (2 groups together).
- ◆ All members of the group must wear a whistle.

Roundhouse Club Teen groups (13-18 years) :

These groups have no snow accumulation limitations but

- ◆ Must have a tail gunner.
- ◆ All members of the group must wear a whistle.

TERRAIN PARKS

- ◆ All park skills training at all levels should be done using terrain **outside** a park before entering into a terrain park.
- ◆ **Only staff who are Park/Freestyle certified and/or have been signed off by the Park Safety Training team may lead classes through Terrain Parks.**
- ◆ Skiers must be competent in parallel before using any features or entering in a garden or park.
- ◆ See our Park safety training course guide for other skills that must be performed (by skiers or sb) before using a park.
- ◆ Avoid Terrain Parks during high traffic periods.
- ◆ Establish good class control before entering.
- ◆ All students must know the 'Stand by,' 'All clear,' and 'Dropping next' signals and protocol.
- ◆ Team teaching in the park can cause congestion. Allow for room between classes for public to move.
- ◆ Manage speed by choosing an appropriate starting spot.
- ◆ Always have a spotter.
- ◆ Demonstrations should be achievable by students.
- ◆ Teach students to clear out of the way after jumping.
- ◆ NO inverts
- ◆ 2 Coaches for Snowcross unless otherwise approved.

PRE-RIDE

Inspect all features

RE-RIDE

Warm up and check your speed

FREE-RIDE

Start small and work your way up to larger features

FEATURES CHANGE DAILY



Terrain Park Level Restrictions:

Minis are restricted to the features at the Whistler Kids learning areas (CLC & Blackcomb Base) and Terrain Garden.

Juniors/Supers/Teens/Adults:

Feature	Minimum Coach Qualification	Minimum Client Level
Terrain Gardens	None Needed	Minis 3+
XS	Park Safety/CSIA Park Cert/ CanFreestyle Club Coach/CASI Park 1/ Foreign Equivalent	Level 4+
S	Park Safety/CSIA Park Cert/ CanFreestyle Club Coach/CASI Park 1/ Foreign Equivalent	Level 5+
M Reg Pipe	CSIA Park Cert/CASI3/ CanFreestyle Club Coach/SB Comp Intro/ Foreign Equivalent	Level 6+
L Super Pipe	High Park Designation/ Can Free- style Park & Pipe/CSCP Comp Intro Advanced	Level 6+
XL	High Park Designation/Can Free- style Supercoach/ CSCP Comp Intro Advanced	Level 6+
Snowcross	Park Safety/CSIA Park Cert/Can Freestyle Club Coach/CASIPark1	Level 5+

Accidents: Close the feature immediately to prevent further injury by putting your skis or board across the top of the take-off. Ensure the rest of the group is safe off to the side and tend to your injured student. *Follow the accident protocol in this manual (pg 22).

ACCIDENTS

Most preventable accidents occur due to fatigue and snow conditions. Be sure to have your phone charged, a terrain plan, and keep terrain choices appropriate to the weakest student in the class. Be ready to change the plan if need be.

1 Secure the Scene

- ◆ Ensure the rest of your class stays together and is out of harm's way.
- ◆ Place skis or snowboard well above the site to alert on-coming traffic.
- ◆ Do not move the injured student.
- ◆ Never remove ski/snowboard boots.
- ◆ Keep the injured student warm.
- ◆ Attend the scene until Patrol arrives.

2 Call Patrol **604.935.5555** (5555 internal)

Radio: Whistler—Channel 1 Blackcomb—Channel 3

3 Call The Kids Dispatch Line

604.905.2234 (2234 internal phone)

- ◆ Call the Kids Dispatch Line **after** calling Patrol.
- ◆ **With adult clients just call patrol (do not call the Kids Dispatch Line).**

4 Inform & Follow-up

- ◆ Inform parent/teacher at the end of the day if they have not previously been contacted.
- ◆ Fill out a Snow School Incident Report Form and review it with your supervisor at the end of the day.

SEPARATED STUDENTS

At the beginning of each lesson, teach students what to do in case they get separated:

Children: Ask an adult to take them to the nearest on hill phone (lift or restaurant) and call Whistler Kids. Show them what some mountain uniforms look like that can help (Patrol, SS instructors, Mountain Safety, Lift attendants etc.)

Teens: Stay where they are or if they can see a lift, go to the lift and ask an attendant to call the Whistler Kids Dispatch Line.

Adults: Set a meeting location at the beginning of your lesson that students can go to if they become separated.

If a child or teen does become separated:

1 Search/Scan Area

- ◆ Where did you last see the missing child?
- ◆ What other runs could they have taken?
- ◆ To which lift did you tell them you were headed?

2 Notify Whistler Kids: Kids Dispatch Line: 604 905-2234 (2234 internal)

Have flaik # and description ready. Pass on all relevant information and await instructions.

The Kids Dispatch Line will then let you know if you should notify Patrol: 604 935.5555

3 Maintain Contact

- ◆ Use your mobile phone or lift huts to repeatedly (approx. every 10 minutes) call the Kids Dispatch Line until the student has been found.
- ◆ Keep skiing/riding the same area where you became separated and follow instructions from Whistler Kids.

4 Inform & Follow Up

- ◆ Let all the parents of the group (or school teacher) know about the incident. Assure parents that the children followed your separated child procedure and give them the details of how you managed the situation. **Be sensitive with how you deliver the information** Take time to answer any questions.
- ◆ Fill out a Snow School Incident Report Form and review it with your supervisor at the end of the day.

**IF YOU FIND A CHILD FROM ANOTHER CLASS:
Keep them with your class & call the Kids Dispatch
Line immediately:
604 905-2234**

If You become injured:

- 1) Secure your class.
- 2) Call Patrol.
- 3) Contact the Kids dispatch line or your supervisor.
- 4) Proceed to the first aid room (Blackcomb Administration building).

Disclaimer

This manual may be revised at any time. The procedures contained in this manual may require that action be taken periodically to withdraw some practices. Any deviation from the enclosed procedures is to be dictated by the circumstances of each situation and by the policies, procedures, and protocol of the resort.

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