Sandia Peak Ski Patrol
Operations Manual

Effective 10/02/2012
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Sandia Peak Ski Area

Sandia Peak Ski Area (SPSA) operates on federal lands administered by the Sandia Ranger District on the Cibola National Forest. The winter-season operations begin mid-December and continue through mid-March with variations depending on snow conditions and business considerations. Skiing and snowboarding terrain is spread over 580 acres of Forest Land with a total of 45 ski trails. Four (4) double passenger chairlifts service the mountain. There is one (1) surface lift: the Mitey Mite servicing the Children’s Learning area. The summer season operations begin Memorial Day and continue through Labor Day and during the week of Balloon Fiesta the first week in October.

Sandia Peak Ski Area operates under the following, among other, authoritative guidance:

- New Mexico Ski Safety Act
- Winter Sports Site Operating Plan with the United States Forest Service (USFS)
- Summer Sports Site Operating Plan with the United States Forest Service (USFS)
- Memorandum of Understanding with Sandia Peak Ski Patrol (SPSP)

Although the area is operated on federal land, the ski area is privately owned and operated. Operations are designated throughout as Area Management. Area Management includes the Area Manager and a Mountain Manager, who is routinely responsible for daily operations of the area. When needed, SPSP will typically interface with the Mountain Manager, but may need to interface with the additional personnel such as Area Emergency Medical Services First Responders (EMSFR), lift operators, or the Area Manager.

New Mexico Ski Safety Act

The Sandia Peak Ski Area operates in accordance with the New Mexico Ski Safety Act NMSA Chapter 24, Article 15 (the Ski Safety Act). The purpose of the Ski Safety Act, among others, is to protect citizens and visitors from unnecessary hazards. Under the Ski Safety Act, SPSA shall:

- Provide ski patrol personnel trained in first aid, which training meets at least the requirements of the National Ski Patrol (NSP) Outdoor Emergency Care (OEC) course, and also trained in winter rescue and toboggan handling to serve the anticipated number of injured skiers and to provide personnel trained for the evacuation of passengers from stalled aerial ski lifts. A first aid room or building shall be provided with adequate first aid supplies, and properly equipped rescue toboggans shall be made available at all reasonable times at the top of ski slopes and trails to transport injured skiers from ski slopes and trails to the first aid room; and
- Warn of or correct particular hazards or dangers known to the operator where feasible to do so.

Winter Sports Site Operation Plan

The Winter Sports Site Operating Plan (the Winter Plan) with USFS describes the roles of the USFS and SPSA under SPSA’s Special Use Permit. It lists SPSA personnel, provides a general overview of the ski operations, and a description of the facilities. The Winter Plan describes specific departmental operational and maintenance procedure, including training and documentation, safety procedures and reporting.

The Winter Plan lists the Ski Patrol functions as tending to accidents and emergencies, risk reduction and safety awareness, and daily observation and mitigation of the general skiing areas including trail closers, trail signs, padding, hazard evaluation, and skier responsibility;

The Winter Plan addresses the following Ski Patrol operational procedures:
- Ski Patrol Operations
- Sign Plan
- Safety Program
- Emergency Plans
- Media Relations/Statements to the Press

Summer Sports Site Operation Plan

The Summer Sports Site Operating Plan (the Summer Plan) with USFS describes the roles of the USFS and SPSA under SPSA’s Special Use Permit. It lists SPSA personnel, provides a general overview of the summer chairlift and mountain bike operations, and a description of the facilities. The Summer Plan describes specific departmental operational and maintenance procedure, including training and documentation, safety procedures and reporting.

The Summer Plan addresses the following Bike Patrol operational procedures:
- Mountain Bike Operations
- Safety Procedures
- Emergency Procedures
- Fire Prevention and Fire Fighting
Sandia Peak Ski Patrol

SPSA/SPSP Memorandum of Understanding

SPSA utilizes a volunteer patrol under a Memorandum of Understanding (MOU) with the Sandia Peak Ski Patrol (SPSP) to satisfy its duties under the Ski Safety Act and the Winter and Summer Sports Site Operating Plans. The current MOU is presented in the appendix.

SPSP Organization and Bylaws

Sandia Peak Ski Patrol is a duly registered patrol of the National Ski Patrol System, Inc. (NSPS) and is guided by its rules, regulations, policies and ideals. SPSP is a 501(c)(3) nonprofit corporation in the State of New Mexico and is governed by its Bylaws as adopted by its members and filed with the New Mexico Public Regulation Commission. The current bylaws are included in the appendix.

The Patrol Director shall ensure that each member has access to a current copy of the SPSP Operations Manual and access to a current copy of the NSP Ski Patroller’s Manual. These publications, together with the SPSP Bylaws, constitute the governing documents of SPSP.
Chapter 2 - Patroller Classifications

Introduction
The following paragraphs provide a brief description of the basic responsibilities for the various classifications of Candidates and Patrollers. Sandia Peak Ski Patrol recognizes all classifications of patroller membership accepted by NSP. Note that classifications have been updated in accordance with the NSP Policies & Procedures such that the former Auxiliary Patroller is now designated Patroller and the former Basic Patroller is now designated Alpine Patroller.

OEC Candidates
OEC candidates participate in OEC training starting in late summer and ending with the Practical Final in November. OEC candidates are required to pass final written and practical exams and to certify to or provide evidence of CPR certification. OEC Candidates are also required to work at least the minimum number of Ski SWAP shifts. Expectations of candidates include 100% class attendance and full-participation in classroom lessons and practical-skill development. Any problems in meeting expectations should be discussed with the OEC Instructor of Record.

Ski First Candidates
SPSP provides a Ski First training program where individuals who are not yet qualified as OEC Technicians may participate in the SPSP sponsored S&T training. These individuals must demonstrate skiing/boarding proficiency by participating in the SPSP ski-off, submit the non-refundable membership and OEC training fee as established annually by the Board, signed a waiver of liability, and commit to completing the next available SPSP OEC Class. Ski First candidates may not wear the NSP insignia nor provide patient care or transportation of customers until completion of the OEC certification, CPR certification, and SPSA On-the-Hill training.

Patroller
After achieving OEC Certification, candidates can gain Patroller status by participating in the On-the-Hill Training day, working two days, minimum, in the Lower Patrol Room (LPR) and treating a minimum of two patients. Each Team Leader (TL) will schedule LPR coverage for candidates.

The major responsibilities of Patrollers are to monitor the LPR radio(s), handle walk-in accidents, and assist other patrollers with incidents, maintain the readiness of the LPR, review all incident report paperwork, attend team meetings, assist with sweeps, if available, and perform special assignments from Team Leaders/Leaders of the Day (TL/LOD). Patrollers, who are physically qualified, participate in all lift evacuation-training programs, and assist with lift evacuation. Patrollers shall be qualified in leading lift-evacuations.

A Patroller, who is the first to arrive at the scene of an incident, provides emergency care to the patient. The Patroller will call for toboggan transport as needed, but will retain care of their patient as the “responsible patroller”. The Patroller may transfer care for the continuing treatment of the patient when needed elsewhere.

Unless S&T qualified, a Patroller does not stand Top Watch, except in specified situations and does not transport an injured skier by toboggan from the hill.

Patrollers working toward S&T qualification will focus on Ski & Toboggan (S&T) training and completion of other requirements such as Sweep signoff. Patrollers participating in S&T training may ski empty toboggans to accident scenes or to pre-position locations, if approved by the TL or S&T instructor. Patrollers will wear their patrol vest or jacket during S&T training and testing.

Candidates will normally accompany instructors and will use the patrol radios when directed to do so by the TL or instructor. The S&T instructors are responsible for the candidates at all times during training. Candidates should complete the candidate daily paperwork and have instructors sign-off all completed tasks at the end of each training session.

Transfer Patrollers
SPSP welcomes patrollers transferring from other National Ski Patrol member patrols. To fully participate on the SPSP, transfer patrollers must have a current OEC credential evidenced with a signed OEC Technician and NSP membership card, current CPR certification, participate in the annual SPSP On-the-Hill training and work the minimum required SWAP shifts. See the Training section of this manual for additional details on Transfer Patrollers requirements.

Alpine Patroller
The Alpine Patroller is the standard level of certification for SPSP. The Alpine Patroller has passed OEC and patroller requirements as well as being signed off on all sweeps and certified in S&T with alpine or nordic skis or snowboard. To maintain Alpine Patroller status the patroller must complete the annual OEC refresher, CPR recertification, On-the-Hill training, and S&T recertification.

Alpine Patrollers are expected to provide emergency care, toboggan transport and continuing care in the LPR. They are also required to participate in lift-evacuation training and lift evacuations. Alpine Patrollers are qualified to stand top watch.
**Student Patroller**

NSP members and patrol candidates must be 15 years of age or before the opening of the ski area. The Student Patroller (age 15 - 17) must meet the same requirements and fulfill the same patroller training and responsibilities as any other member of the patrol with the same skill level. Student Patrollers that have S&T qualification will handle loaded toboggans only in situations where their assistance is required, and when no other S&T Qualified Patrollers are available. Student patrollers must work with an adult patroller in the LPR or in the UPR as Top Watch.

If a Student Patroller is the first patroller on scene of an incident, the Student Patroller provides first aid care to the injured patient until the arrival of an adult patroller, who automatically assumes responsibility for care and transport. Student patrollers may fill out Incident Report Forms; however, an adult patroller must review and sign the form.

Those Student Patrollers who demonstrate extraordinary maturity, skill, and dedication to ski patrolling may be authorized to assume the full responsibilities of an adult ski patroller except incident reporting which still requires an adult signature. This decision is made jointly by the Student Leader, the Patrol Director, Area Management, and the Student Patroller’s parent/guardian and communicated to the Student Patroller’s TL.

**Senior Patroller**

Senior Patrollers have achieved the next level of membership in the NSP. The Senior Patroller is equivalent to the NSP Senior Patroller, Senior Alpine Patroller, and Senior Nordic Patroller classifications. Beyond Patroller requirements, Senior Patrollers have taken a series of courses to expand their patrolling knowledge and skills as well as, leadership and problem management. Patrollers training to achieve Senior status must coordinate with the Senior Trainer. Because SPSA does not have Senior level terrain, most training will take place at other ski areas. Senior training days do not count toward a patroller’s days worked at Sandia Peak Ski Area for the purpose of SPSA benefits.

**Certified Patroller**

Certified patroller is the highest education level of NSP membership. Certified patrollers have taken a series of modules in which they have demonstrated extensive knowledge of patrol and ski area operation management and strong skill proficiency, leadership, instructional ability, and communication skills. Most Certified training will take place at other ski areas. Certified training days do not count toward a patroller’s days worked at SPSA for the purpose of SPSA benefits.

**Team Leader (TL)**

The Patrol Director will appoint a Team Leader for each team. The TL may delegate authority to a “Leader of the Day” (LOD), but retains responsibility for the actions of the patrol team.

The TL or delegated LOD makes all decisions regarding routine patrol operations on a daily basis and is responsible to the General Manager and the Patrol Director for ensuring the quality of daily operations of the patrol.

The Team Leader is responsible to the Patrol Director for the proper functioning of all operations involving volunteer patrollers on the hill from opening through closing. The TL serves as the team supervisor and leader for the day-to-day operations, provides the crucial communications link and coordination between the volunteer patrol and Area Management. The Team Leader will also monitor any Quality Assurance issues that may arise on his or her team and contact the Mountain Manager and the Patrol Director to communicate the details. The Team Leaders and Leaders of the Day shall be self-evac qualified.

**Patrol Director**

The Patrol Director leads the patrol, and is responsible to Area Management for ensuring the quality operations of the patrol. The Patrol Director will appoint team leaders who will serve as representatives on a daily basis. The Patrol Director must certify that all patrollers at the area have completed the training and educational requirements set forth by the NSP Board of Directors, SPSA management, and have met all Outdoor Emergency Care (OEC) requirements.

The Patrol Director will coordinate any response to Quality Assurance issues raised by TLs or other members of the Patrol.

**Doctor’s Patrol**

SPSP may have volunteer members of a Doctor’s Patrol.

The Doctors’ Patrol is an unpaid volunteer service that supports the ski patrol when available. The principal roles of the doctors are to provide triage, and to provide emergency medical assistance to the patrollers providing first aid, and to offer advice on further care options for injuries. Definitive medical care is not considered, and no facilities are available at the Sandia Peak Ski Area. Doctors should not practice beyond the level of Basic Life Support.

Doctors sign in at the LPR and should sign out a patrol radio.

A doctor, who comes across an injured person on the mountain: 1. Determines if assistance is needed and calls for a patroller, 2. Provides emergency care as appropriate, and 3. Remains with the individual until the patroller arrives.

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**Chapter 2 – Patroller Classifications**
Area Emergency Medical Services First Responders (EMSFRs)

A list of current Area EMS First Responder (EMSFR) authorized by SPSA is kept on the bulletin board in the LPR. Only personnel approved by Area Management are considered Sandia Peak EMSFRs. Other qualified individuals who are interested in becoming members of this team should coordinate with the SPSA Mountain Manager. Approved SPSA EMSFRs personnel wear an EMSFR patch on their patrol or uniform vests.

Area EMSFRs will monitor patient injury, condition, and location communicated by patroller on scene. They may respond to the scene and may, at their discretion, assume responsibility of patient care. They will ensure that the next level of emergency medical services (EMS) has been activated, will notify Area Management of the incident, and will coordinate patient transfer to the responding EMS. The Area EMSFRs have primary responsibility for activating the next level of EMS.
Chapter 3 - Patroller Training

Introduction
Training of SPSP patrollers shall conform to the standards established by NSPS in *The Ski Patroller’s Manual*. All patroller’s shall complete the training requirements for their classification.

This chapter documents the current Sandia Peak Ski Patrol training practices and standards and allows for smooth continuity between testing and training advisors. This chapter is written in accordance with the following documents:

- Outdoor Emergency Transportation – Principles of Toboggan Handling, 2005, National Ski Patrol
- Senior Manual, National Ski Patrol

Refer to these documents for additional details and information on the procedures noted below.

Outdoor Emergency Care (OEC)

All members of SPSP are required to satisfactorily complete the OEC Program.

The OEC course is designed to teach patrollers how to manage the various illnesses and injuries they may encounter while on duty. It also prepares students to analyze and devise rational solutions to any unusual problems in emergency care not specifically covered in their training. The OEC course is intended to develop a solid foundation in anatomy, physiology, in-depth patient assessment, and the ability to improvise techniques and equipment to fit unusual circumstances.

To master these objectives, candidates need to devote 80-100 hours of class and study time. The annual SPSP sponsored OEC course generally lasts 10-12 weeks, with two four (4) hour sessions each week, from mid-August to November. Fees for the course are paid by the candidate and include the cost of NSP National and Division enrollment and registration and required texts. Required texts for the OEC course are:

- *NSP Outdoor Emergency Care – Comprehensive Prehospital Care for Nonurban Settings* (current edition)

NSP provides for individual candidates with medical licensure as an EMT, paramedic, nurses, or physician to challenge the OEC program. SPSP may at its discretion sponsor an OEC Challenge course for such individuals in accordance with the NSP policies and procedures.

All candidates must pass the NSP OEC course, obtain CPR certification, and complete On-the-Hill training before training in the LPR.

Each year after completing the OEC program, all SPSP members shall satisfactorily complete the annual NSP OEC Refresher Program.

Cardio Pulmonary Resuscitation (CPR) Certification

All members of SPSP are required to satisfactorily complete the CPR credential as established by the American Heart Association’s *Basic Life Support for Healthcare Providers* or the equivalent as provided by the American Red Cross or the National Safety Council. All members shall annually recertify their CPR credential.

Introduction to Ski Patrolling (Patroller 101)

All candidates must complete the SPSP Patroller 101 course. This course is completed during the initial one to two years of patrolling and is intended to help patrol candidates develop the skills and knowledge, and to become familiar with the tasks and responsibilities, that SPSA management may require including the role of a volunteer patroller, general on-hill operations, risk management, and toboggan handling. The SPSP Patroller 101 course design is based on the optional NSP Introduction to Ski Patrolling course (1999 edition) consisting of the following seven modules:

- Module 1 – Risk Management
- Module 2 – Adapting to the Outdoor Environment
- Module 3 – Toboggan Handling
- Module 4 – Scene Management
- Module 5 – Ropes & Belay
- Module 6 – National Ski Patrol, Role of the Volunteer Patroller, Area Management
- Module 7 – Guest Services

Modules 1, 2, 6, & 7 are completed in a classroom setting prior to each ski season.

Module 5 is completed during On-the-Hill Training prior to each ski season.

Modules 3 & 4 are completed during S&T Training.
On-the-Hill Training
All patrollers must attend annual On-The-Hill Training which covers SPSA specific protocols. On-the-Hill Training occurs each year prior to the SPSA ski season and consists of SPSA chairlift evacuation training and certification, review of SPSP operational areas of emphasis, and training on significant changes to SPSP operational policy and procedures.

LPR Training
SPSP patroller training is intended to familiarize candidates with LPR operations and provide candidates with supervised practice in patient care. All candidates who have successfully completed the NSP OEC course, obtained CPR certification, and completed On-the-Hill training are eligible for SPSP LPR training. All candidates who intend to become S&T certified ski patrollers at SPSA must complete patroller training prior to any on-the-snow training, including the traditional ski-off event, S&T training and Chair #4 authorization.

Candidates should complete patroller training within the first two weeks of area winter season operations.

Patroller training consists of the following requirements:
- Complete the written test. Test is open book format. TL will grade tests. Candidate must pass with a score of 80% correct or better. TL will sign off on the patroller training record sheet.
- Complete two days of service in LPR under the supervision of a Patroller, during operations. The supervising patroller must sign off on training record that the candidate has completed the specified training days.
- Provide complete and appropriate patient care to at least two patients, under the supervision of a patroller, while working in the LPR. The supervising patroller must sign off on training record that candidate provided appropriate patient care.
- TL must sign the training record sheet documenting that they approve the candidate for Patroller status.

Alpine Patroller Training
SPSP S&T training for Alpine Patrollers is intended to familiarize candidates with SPSA mountain operations, assist patrollers in meeting SPSA’s skiing standards, provide training in safe toboggan operations, provide candidates with supervised practice in on the mountain patient care, and provide qualified Alpine Patrollers. Details of the Alpine S&T Training program are specified in the SPSP Training Manual appendix to this Operations Manual.

All Alpine candidates must attend the Pre-Training Ski Evaluation (the ‘Ski-Off’). The purpose of the Ski-Off is to evaluate candidates’ skiing or boarding level and assign candidates to groups based on the amount of additional training needed to prepare for the S&T Test. The Ski-Off is scheduled to occur after the opening of the SPSA ski season and generally occurs during the first week in January. Candidates who cannot attend the Pre-Training Ski Evaluation must make prior arrangements with the S&T Advisor.

Candidates are classified into one of the following levels during the Ski-Off:
- A-level candidates demonstrate skiing or boarding skills at or above the level required to pass the Ski, Board, and Toboggan Test.
- B-level candidates will require additional work on basic skiing or boarding skills before being able to pass the Ski, Board, and Toboggan Test. B-level candidates, with the necessary effort, could possibly pass the Ski, Board, and Toboggan Test by the end of one season of training.
- C-level candidates require more than one season of effort in improving skiing or boarding skills in order to pass the Ski, Board, and Toboggan Test.

Alpine candidates are responsible for obtaining approval signatures on the Training Record (see the S&T Training Appendix). Alpine candidates must successfully pass the Alpine Patroller Written Test with a score of 80% or better. The written test must be completed before the S&T Test. The S&T Advisor must sign-off on the training record.

Chair #4 Authorization
The Chair #4 Authorization training program is available only during years when Sandia Peak is not open to the top of the mountain (i.e. when Chair #4 is the only chair lift operating) and full S&T training is therefore unavailable to candidates. Chair #4 authorization training will not be offered when full S&T training is available.

The Chair #4 Authorization training program is intended to allow patrollers to take advantage of the training opportunities available, involve candidates in the ski patrol and improve their skiing skills, and to increase the number of patrollers qualified for Chair #4. Patrollers who meet criteria for Chair #4 authorization are not considered Alpine Patrollers. Patrollers who meet criteria for Chair #4 authorization are only authorized to run toboggans in the beginner area at Sandia Peak during times when Chair #4 is the only chair lift operating. When Sandia Peak opens to the top of the mountain, Chair #4 authorized patrollers may no longer run toboggans and must participate in full S&T training.

The training for Chair #4 authorization includes all components of the S&T training section of this manual except that there is no official test for Chair #4 authorization. Each candidate must be signed off on the training sheet for each skill. Upon S&T instructor's approval, apprentices (see the Trainers/Instructors section of this manual) may work with candidates without having
a trainer present at all times. However, the S&T instructor remains responsible for all training activities. Apprentices may sign off on specific skills for candidates, but must do so only with S&T trainer’s approval.

At least two different S&T trainers must approve a candidate for Chair #4 patrolling. An apprentice trainer may be involved in the evaluation of a candidate, but may not sign off for Chair #4 approval. Approval runs must include a top to bottom run on Chair #4 for both loaded and unloaded toboggan. Upon approving a candidate, the trainer giving final approval must call the testing & training advisor and give date of approval for that candidate.

**Unloaded Toboggan Authorization**

The S&T Advisor may authorize non-S&T certified patrollers to run unloaded toboggans on chair #4 and/or the full mountain. These authorizations will be considered on a case-by-case basis. S&T instructors who feel a patroller should be authorized for unloaded toboggans must consult with the S&T Advisor before authorizing the patroller for unloaded toboggans. Patrollers authorized for operating unloaded toboggan shall complete all S&T training modules except loaded toboggan.

**Transfer Patrollers**

SPSP welcomes patrollers transferring from other National Ski Patrol member ski patrols. To fully participate on the SPSP, transfer patrollers must have a current OEC credential evidenced with a signed OEC Technician and NSP membership card, current CPR certification, and participate in the annual SPSP On-the-Hill training.

All transfer patrollers, including senior level patrollers, must complete the patroller training requirement, as specified in this manual. Transfer patrollers completing the requirements for patroller classification shall be qualified to perform the duties of patroller.

Transfer patrollers to the SPSP Alpine Patroller classification must also complete the SPSP S&T qualification written test, complete the S&T qualification checklist (sweep signoff, etc.), pass the S&T refresher/recertification clinic, and receive approval from the S&T Advisor.

In addition, transfer patrollers to the SPSP Senior Patroller classification must satisfactorily complete the S&T Senior Clinic National Status on Senior terrain, as defined in the *Ski Patroller's Manual*.

**Recertification**

All patrollers must successfully complete the annual NSP OEC refresher, successfully demonstrate CPR skills annually, and possess a current CPR card through the ski season.

All patrollers must participate in annual On-the-Hill training at SPSA.

Alpine Patrollers will annually demonstrate their ability to pass the S&T requirements as specified in the S&T Training Manual. An annual Alpine Patroller Re-Certification Program will be administered by the S&T Advisor. Results of each annual recertification program will be recorded in the S&T Training Log stored in the LPR.

Patrollers who do not adequately demonstrate these S&T skills will enter a retraining program. They will be able to transport unloaded or loaded toboggans only as approved by the S&T Advisor and Trainers. The S&T Advisor, Trainers, and Patrol Director will be responsible for acting upon the retraining program to include NSP and PSIA lessons as needed.

Senior patrollers shall participate in the S&T handling skill review in division authorized continuing education clinics once every 3 years.

S&T trainers shall participate in an annual trainer clinic.

**Senior Patroller**

Senior-level training is available to all patrollers who have passed the S&T program and received a recommendation from the Patrol Director. Senior-level S&T training typically takes place at Pajarito Ski Area and is organized by the SPSP Senior Training Advisor. The NSP sets standards for the Senior Program. The SPSP Senior Training Advisor sets training procedures and practices relevant to Sandia Peak patrollers. For more information on Senior-level training, reference the *National Ski Patrol Senior Manual*.

**Trainers/Instructors**

**OEC Instructors**

The OEC Instructor(s) of Record is appointed by the SPSP Director and must meet the NSP training requirements. The Instructor(s) of Record is responsible for the OEC course and the OEC candidate records submitted to NSP. In addition, the Instructor(s) of Record oversees the annual OEC refreshers and submits the required documentation to NSP.

All OEC Instructors work under the Instructor of Record, must be current with OEC requirements, and must complete the NSP Instructor Development Program. OEC Instructors are required to teach a minimum of two classes per year and are responsible for maintaining their own training records with NSP. OEC instructors should rotate each year which classes they teach, to increase their breadth of knowledge. All OEC Instructors are encouraged to teach all OEC refreshers.
To become an OEC Instructor, patrollers, current with OEC certification, may become apprentice Instructors. Apprentices shall complete NSP instructor development program and participate in the mentorship program. Under the guidance of a mentor, the apprentice shall prepare and co-teach two classes and be observed for two additional classes (see Guide to Mentoring New Instructors, NSP June 16, 2005).

All OEC instructors must participate in the Regional Instructor Development review every three years.

**S&T Trainers**

SPSP S&T Trainers must meet the following criteria:

- Demonstrate S&T skills above the Alpine Patroller standards. All trainers are encouraged to complete the senior-level training and achieve senior-level status.
- Complete NSP Instructor Development Course as specified in *The Ski Patroller’s Manual*.
- Complete at least 1 year as an S&T trainer apprentice at Sandia Peak. Receive approval from the SPSP S&T Advisor.
- Participate in annual trainer refresher.

All trainers are encouraged to complete the S&T Phase II Trainer Development Course as specified in *The Ski Patroller’s Manual*. Each instructor should be aware of the varying abilities levels of each participant and shall show consideration for a trainee’s expressed misgivings regarding any activity or maneuver.

The following describes the various SPSP Trainer levels:

**Apprentice first-year trainer** - Apprentice trainers may not teach a ski, board & toboggan lesson unless accompanied by a full S&T trainer. Apprentice trainers may not administer refreshers unless accompanied by a full S&T trainer. The only exception to this rule can happen during the Chair #4 authorization program and only at the discretion of the lead trainer.

Apprentice trainers must participate in the training program for at least a full year, co-lead at least six training classes, participate in at least one S&T test, and receive approval from the S&T Advisor before becoming a full trainer.

**S&T Instructor** – S&T instructors have completed at least one year as an instructor apprentice and have received approval of the S&T advisor. S&T instructors may lead any S&T class at SPSA and administer refreshers for all S&T qualified patrollers. S&T trainers are encouraged to achieve senior-level status.

**Lead Trainer** - Each team will have a lead trainer designated by the S&T Advisor who delegates training duties to team trainers. Lead trainers must communicate with team leaders to coordinate training with other patrolling activities. Lead trainers are responsible for making sure all team members complete annual S&T refreshers. Team lead trainers will preferably have senior-level status.

**Senior Apprentice Trainer** - Senior trainers must ski or snowboard at or above the senior-level. Apprentice senior trainers may not teach senior-level S&T classes unless accompanied by a full senior trainer. As with other apprentice trainers, senior-level trainers must participate in the senior training program for at least 1 year and participate in at least one senior-level S&T test.

**Senior Trainer** - Senior trainers have completed at least 1 year as a senior apprentice trainer and received approval from the S&T Advisor and the Senior Training Advisor. Senior trainers may lead any senior training session and administer the senior-level S&T test.

**Other NSP Sponsored Training**

NSP offers additional educational programs. SPSP patrollers are encouraged but not required to advance their skills and knowledge through participation in these opportunities. These programs include OEC Enhancement Seminar, Avalanche, Mountain Travel and Rescue, Senior Program, Certified Program, and Instructor Development Program. Information on these programs can be found on the NSP website and *The Ski Patroller’s Manual*.
Chapter 4 - Daily Patrol Duties

Introduction
The principal role of patrollers is to provide first aid care, transportation to the next level of care, and the evacuation of seriously injured or ill individuals to advanced medical care. These roles are specifically addressed in the ‘Incident Response’ and ‘Incident Reporting’ sections of this manual.

This daily patrol duties section covers those duties that help prevent incidents or prepare the patrol for effective incident response.

All patrollers shall abide by the SPSP Operations Manual and the ‘Your Responsibility Code’. All patrollers shall take actions to reduce risk at the ski area, and develop a positive relationship with the skiing public. Other general requirements of the role of patrollers are outlined in the NSP Ski Patroller's Manual.

Every patroller shall undertake only those activities for which they have been specifically trained and assigned. Unless explicitly trained and assigned to such tasks by area management, NSP members shall not operate lifts, adjust bindings or other equipment, provide ski/snowboard instruction, operate snowmobiles or snow cats, or perform other services that are not part of a patroller's responsibilities.

Patroller Responsibilities and Conduct

Hours of Operation
SPSA normal weekly operations are 5 days per week Wednesday through Sunday, except during the Christmas Holiday week when SPSA operates 7 days per week. In addition, the area is open for Monday and Tuesday operations on designated holidays. Unless designated by Area Management, lift operating hours are 9:00 a.m. to 4:00 p.m.

Consistent, reliable attendance when scheduled is essential. Patrollers must meet a committed day or provide a substitute of the same or higher classification. If a substitute is arranged, notify your TL (see Patrol Teams section of this chapter).

Be at the area ready to patrol on time. All patrollers, trainers, and candidates shall be booted up and ready to be on the lift no later than 8:00 am. Team meetings are generally held the first thing in the morning so please be on time.

Patrollers who are late without a reasonable excuse, fail to notify their TL of an illness or other reason preventing them from being present on an assigned duty day, or fail to meet the requirements of this operations manual, will be referred to the Patrol Director.

When the area is open to the top, all patrollers are encouraged to eat lunch in the UPR, High Finance, or the lodge rather than the LPR. If you must eat at the bottom, do so before 11:30 a.m. or after 1:00 p.m. to ensure coverage of Top Watch. When only Chair #4 beginner area is open, patrollers are encouraged to eat lunch in the LPR. Food can be consumed in the rear section of the LPR. Food in the patient area is prohibited and in violation of infection control rules.

Personal Appearance and Patroller Identification
Present a neat, well groomed, conservative appearance at all times. Remember that the skiing public’s perception is often based on the first visual impression.

All patrollers wear red and black patrol parkas or vests. All volunteer patrollers will have NSP identification. All patroller’s ski pants, wind pants, or bibs will be black. Shirts, jackets, or coats worn under patrol vests shall have sleeves of red or black color.

Blue jeans or non ski-type pants are not appropriate. Do not wear clothing that advertises another ski area. While on duty, whether skiing or working in the patrol rooms, a patroller’s appearance should be neat and well groomed, conservative and professional. Anyone who is dressed inappropriately or disheveled may, at the discretion of the TL/ LOD, be sent home without credit for the day.

All active duty patrol members are required to have and display a current Sandia Peak Ski Company Identification card. A signed ski area pass agreement form is required for liability. The pass/ID should be worn on the ski patrol jacket or vest where it is visible to the lift operators and Area Management. Ski First candidates, floaters and patrol guests/visitors must obtain and display day lift tickets as noted in the SPSA Patrol Benefits document. A ski patrol jacket or vest alone is not sufficient for identification purposes and lift access may be denied.

Personal Equipment
Patrollers are responsible for providing all personal equipment. Alpine patrollers must patrol on current (where applicable, DIN-standard) equipment. Patrollers shall patrol on the type of equipment (alpine, nordic, or snowboard) for which they have been qualified during S&T training. A patroller training with another type of equipment and not yet qualified using that equipment should notify the TL/LOD that they are not eligible to stand Top Watch. Normally, the training should be done on a non-duty day, but a patroller may train on a duty day with the permission of the TL.
Fanny packs or patrol vests should include the necessary material for the treatment of patients on the hill. A recommended list of materials is provided in the OEC textbook and posted in the LPR (see Appendices). All expendable items are available from the LPR. Patrollers shall also carry a blank Incident Report Form, Witness Statement Form, First Aid Refusal Form, note pad, and pen. Patrollers should check packs/vests frequently to ensure there are sufficiently supplied.

Personal equipment not used while patrolling (bags, shoes, extra clothes, etc.) must be stowed away on the shelves in the back of the LPR or other areas that keep the work areas and walkways clear in the LPR. Packs may also be stowed away in the UPR until closing sweep begins.

Substance Abuse/Smoking

Any patroller on duty shall not use, nor be impaired by, the use of alcohol or any other mind-altering substance. This applies to all members of the patrol. Patrollers are subject to ‘with cause’ drug testing. Patroller’s may use medications prescribed under a physician’s care for chronic medical conditions. Any such medical condition should be brought to the attention of the Patrol Director and will be held in strictest confidence.

Smoking is prohibited in both the UPR and LPR at all times.

All patrollers may be perceived by the public as area representatives, and must always convey a professional image of the patrol to the public. All patrollers will refrain from behavior that discredits NSP or Area Management.

Harassment Prevention

Title VII of the Civil Rights Act of 1964 prohibits employers from discriminating against employees based on their race, color, religion, sex or national origin. The prohibition against sex discrimination encompasses sexual harassment. Title VII applies to employers with 15 or more employees and as such applies to SPSA; and therefore, SPSP.

SPSA has clearly communicated to employees that harassment will not be tolerated. Harassment training is required for every employee at SPSA including members of the SPSP volunteer ski patrol. SPSA has established a grievance process that should be used to report complaints of harassment. SPSP members should report complaints to their TL, the Patrol Director, or Area Management. SPSA will take immediate and appropriate action upon receipt of an employee complaint. It is also unlawful to retaliate against an individual for opposing employment practices they reasonably believe discriminate in violation of the law or for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or litigation under Title VII.

Patrol Teams

A Patrol Team shall be assigned to patrol for every day that SPSA is open to the public. The Patrol Director will appoint a Team Leader for each team.

All Patrollers and Candidates are assigned to a Patrol Team prior to the beginning of each season. Patroller sign-up/request team assignment generally takes place during On-the-Hill Training. The Team Coordinator makes assignments, with the concurrence of the Patrol Director. The Team Coordinator will make every effort to honor Patroller assignment requests, but will have the primary responsibility to ensure adequate Patrol coverage.

Teams are organized such that Patrollers will be on duty an average of one day per every week of operation. The following Patrol Teams and their respective duty days are:

- **Weekend Team 1**: Every other weekend (Saturday and Sunday);
- **Weekend Team 2**: Every other weekend (Saturday and Sunday);
- **Wednesday Team**: Every Wednesday SPSA is open to the public;
- **Thursday Team**: Every Thursday SPSA is open to the public;
- **Friday Team**: Every Friday SPSA is open to the public;
- **Monday Holiday Team**: Every Monday holiday SPSA is open to the public;
- **Tuesday Holiday Team**: Every Tuesday holiday SPSA is open to the public;

Saturday only/Sunday only patrollers can opt to work every Saturday or every Sunday and therefore, should be prepared to communicate with both TLs. The patroller reports to the TL associated with the day worked.

Floaters are patrollers that work a variety of days throughout the year and report to the TL for the designated day that is worked. Floaters must meet the minimum number of patrol days in order to be in good standing as determined by the Patrol Director.

Holiday team members. Patrollers who work on holiday team days may receive double credit for working a duty day as determined by the Patrol Director.

Personal work/scheduling conflicts may affect good standing status as determined by the Patrol Director.

Team Leader

The TL makes all decisions regarding routine patrol operations on a daily basis and is responsible to the Area Manager/Mountain Manager and the Patrol Director for ensuring the quality of daily SPSP operations.
The TL is responsible to the Patrol Director for the proper functioning of all operations involving volunteer patrollers on the hill. The TL serves as the supervisor for day-to-day operations, provides the crucial communications link between the volunteer patrol and Area Management (Area Manager or Mountain Manager). The TL also coordinates with the OEC advisor, S&T advisor, and others to get needed support. The TL will make decisions involving the normal patrolling function from opening through closing. The TL will also monitor any Quality Assurance issues that may arise on his or her team and contact the Area Manager or Mountain Manager, and the Patrol Director to communicate the details.

The TL may delegate their authority to a “Leader of the Day” (LOD), but retains responsibility for the actions of the LOD and the patrol team. The TL shall notify Area Management of delegation of authority to a LOD. The appointment of an LOD is a good way to develop new leadership in the patrol, but if done, the requirements of the LOD need to be clearly defined by the Team Leader.

**Risk Reduction and Ski Safety**

**Introduction**

All patrollers must be conscious of efforts they can make to improve the public’s experience at the ski area. Such actions include, but are not limited to, programs to stop and educate fast and out-of-control skiers, and public education programs on sports safety. Risk management is how the ski area and the patrol attempt to limit their exposure to liability, by minimizing risks on the mountain and in the base area. Included in this are protocols on how patrollers perform first aid, the use of Area EMSFR personnel, the review of all incident paperwork, and regular communications between area management and the patrol. All patrollers must be aware of where to place area signage, how to perform sweeps, and how to interact with area guests. All patrollers should take a pro-active approach and report any problems and changes in the daily procedures to the TL/LOD. Any incident that may lead to area or patrol liability should be immediately discussed with the TL/LOD and a patroller supplement included with the incident report.

In a positive approach to risk reduction, the patrol must set the example for safe and courteous actions on the hill. The General Manager has authority to issue drink passes or other awards for recognition of responsible use of the area.

Be under control at all times. No situation on the hill is so urgent that a patroller should push their limits to respond. When responding to an incident, a patroller should exercise special care while going through crowded areas.

Only Area personnel are authorized to use snowmobiles. Any patrollers using specialized equipment for lift evacuation must have received appropriate training in its use.

Safety awareness should be ongoing. While performing normal tasks, patrollers will maintain signs, ropes, and trail markers. Pick up debris, stomp out snow cat tracks and anything else that will enhance guests’ safety and enjoyment. Risk management is an ongoing endeavor. Patrollers should be attentive to safety issues on every chairlift ride or downhill run. Each individual is responsible for working safely! Unusual situations or hazards should be reported to the TL.

**Quality Assurance**

SPSP Quality Assurance (QA) activities are intended to refine performance in pursuit of the following goals:

- Provide quality care to injured and/or ill persons at SPSA.
- Minimize risk of injury to persons utilizing SPSA.
- Recruit and retain patrollers.

Any SPSP member may recommend improvements to performance against SPSP quality goals. Recommendations should be made through their TL.

The TL will also monitor any QA issues that may arise on his or her team and contact the Area Manager or Mountain Manager, and the Patrol Director to communicate the details.

The Patrol Director will coordinate any response to QA issues raised by TLLs or other members of the Patrol.

**Customer Risk Reduction**

When interacting with the public, be courteous and polite at all times. When necessary, give firm direction. Encourage novices to take lessons. Alert the customers of non-routine safety concerns such as frostbite or potentially dangerous weather conditions.

Know the ski area thoroughly, both within the area and the immediate vicinity. Know the locations of the major facilities, the names and level of difficulty of all runs, and the “easiest” way down from any place on the mountain. Always carry extra trail maps to give to customers who need them. Know the following:

- hours of lift operation
- the location of the ticket office
- ski school office (when ski school meets and where)
- rental shop
- rest rooms
public telephones.

The warning process for reckless behavior can be a serious test of diplomacy. Most guests will respond well to a calm, straightforward discussion of their behavior. Some keys to warning someone include:

- Separate the person from their group (avoid embarrassing them).
- Describe the offense being warned about, and ask the person what he/she thought about their actions, and the action that was dangerous.
- Discuss that his/her behavior was perceived as unsafe or inappropriate, and suggest ways to improve that behavior.
- If necessary, mark the day ticket with a large “W” (include your initials and the time). Review and/or provide them with a copy of the “Your Responsibility Code”. If a season pass holder, record their pass number and give it to the TL.
- Don’t antagonize an offender, but be straightforward and direct with your comments.
- If the person is belligerent, call the TL/ Area Management for assistance immediately.

For a second offense, call Area Management and ask to have the ticket removed. In serious cases when law enforcement authority may be required, Area Management will call the sheriff’s department.

Violations of “Your Responsibility Code” include jumping into a trail and excessive speed in designated “slow or family areas”. Customers who violate “Your Responsibility Code” and present a hazard to themselves or others will be escorted to the LPR and will partake in the SPSP Skier Education Program. This consists of watching an educational video and taking a ski safety written test.

Never chase an offender. Use radios to call other patrollers on the hill or at the base of lifts that may be able to intercept the offender. Include a description (hat, no hat, color of outerwear, skier or snowboarder). To be most effective, the patroller who witnessed the dangerous actions should give the warning.

These same procedures apply to guests who do not present a risk to themselves or others, but whose obnoxious behavior degrades the experience of other customers, or endanger the area’s facilities or equipment.

**Signs and Fixing/Reporting Hazards**

All patrollers should be attentive to risks and risk management. The TL/ LOD and Area Management should be notified of any hazards that require an excessive amount of time to fix (e.g., digging out snow fences, buried metal poles), or which may require close coordination with the area (e.g., use of snow cats). At the discretion of Area Management, patrollers may be asked to assist in digging out snow fences or foot pack areas that are inaccessible by snow cat, and mark closures. If an area presents a particular hazard to the skiing public, try to fix it first, or close it if possible, and report it. For all closures, make sure bamboo poles are upright, ropes are taut and “flagged”, and signs are displayed properly. Any trails closed by the patrol will be immediately reported to Area Management.

The following warning signs are used to mark trails in accordance with the USFS Winter Site Operating Plan, NSAA standards and the NM Ski Safety Act:

- Merge signs at certain trail intersections
- Cross Traffic signs at designated trail intersections
- Slow signs at designated congested areas
- Slow signs at designated beginner areas
- Slow signs at designated lift areas
- Family Skiing Area at designated trails
- Expect Unmarked Obstacles
- Family Skiing Area at the beginner areas
- Hazard and control area marking include: bamboo poles, flagged ropes, snow panels, control fencing, and slat fencing
- Closed signs and traffic flow arrows

Out of Bounds signs shall be posted at line of sight distances, and their locations announced, at the beginning of each season. Patrollers shall report any missing out of bounds signs to their TL. All ropes used for closure and hazard control require orange flagging spaced at approximately 6 (six) foot intervals throughout their assembled length. Ropes should be placed approximately thigh to chest level. Patrollers should exercise sound judgment when placing ropes.

Patrollers are encouraged to ski/snowboard all open runs at the area throughout the day, appropriate to the weather conditions and the customer load. While skiing runs, all patrollers should check signs, fencing, bamboo, ropes, tower pads, and for any potential hazards. Report any potential hazards to the UPR. If the patroller has the equipment with them to fix the problem, they should do so. Make it a habit to carry flagging, wire, and plastic ties for potential repairs. If a rope is slack, and/or buried in the snow, dig it out and tighten the line using a clove hitch. When the area is open to the top, make it a practice to routinely ski the beginner area. Make it a habit to stop at the top of Chair #4, watch the crowd for a few minutes, and check fences and signs as you ski down. Occasionally, patrollers will ski trails that are closed to the public to check for skiers violating the closed area, and at closing sweep.
**Patroller Sign-in/Sign-out**

Sign-in on the LPR computer is the only record to verify attendance and should occur immediately upon arrival at the area.

Patrollers must sign-in by 8:00 a.m. and complete both opening and closing sweeps, and/or other duties as assigned by the TL, to receive a full day’s credit. Non-duty patrollers and duty team patrollers (if cleared with the TL in advance of your duty day) may receive a half day's credit for signing in by 8:00 am and patrolling opening sweep to 12:30 pm or signing in by noon and patrolling through closing sweep. All patrollers, including student patrollers, non-S&T qualified patrollers, and candidates, shall stay for sweep unless excused by the TL. If you sign in after 8:00 am, and it is not your assigned duty day, you should make a “notes” entry as you sign-out on the computer (i.e. ‘Not my assigned duty day’) to alert the reviewer that you are not on that day’s normal duty roster. If substituting for a scheduled patroller, sign-in and indicate “sub for” in the comments window when you sign out.

Patrollers shall not ride the tram on duty days. If a patroller comes to the area on a non-duty day to take lessons, sign-in, indicate “lessons” on the Sign-in Log, and notify the TL. Carry a radio and stay for sweep, if possible.

Sign-out on the LPR computer at the end of the day and enter comments as needed.

**Area Opening**

**Upper Patrol Room Opening**

The patroller assigned by the TL/LOD, or the first patroller to the top, shall unlock the UPR, turn on the UPR radio, conduct a radio check with the LPR and ensure the radio is in scan mode.

**Beginner Area Opening**

The TL/LOD should assign patrollers to complete sweep and setup of the Beginner Area. Either ride Lift #4 or be chauffeured to the top of Chair #4 via snowmobile by Area personnel. Carry the required equipment (drills, hammers, etc.). Opening of the Beginner Area includes setting all signs, bamboo, ropes and fencing. If only the Lift #4 Beginner Area is open to the public, then opening sweep includes checking the oxygen tank pressure in the O2 pack kept in the Lift #4 top shack. If the area is open to the top, then Lift #4 opening setup/sweep should occur while other patrollers are riding to the top of the mountain.

**Opening Sweeps**

Patrollers not assigned to opening the Beginner Area shall ride the first open lift (generally Lift #1) to the top of the mountain and sign up for an open sweep in the UPR in accordance with the following.

An opening sweep shall be performed on all runs on the mountain. The opening sweep should be systematic and complete, checking for obstacles that need marking, signs and closures, and groomed areas. Repair any rough snow left by snow cats. Toss aside rocks, sticks, and other debris, and pick up trash. **Patrollers on Sweeps # 0 & 9 should confirm that area boundary signs are properly posted at line of sight.**

Opening sweeps should be performed from the Lift #4 area first and then from the top from near the middle of the area outward. On the upper mountain, sweep Cibola first to assure there is a beginner run from top to bottom, then sweep those runs that have rope lines, pop fence, and signs that have been set back for grooming during the previous day’s closing sweep. Sweep routes shall be made per the sweep maps (see Appendices). There are no “eye-balls” or “meet points” during opening sweeps. Area management shall inform the TL/LOD of any run closures. Sweep closed runs, if they are a part of the sweep, unless they are physically impassable.

All Patrollers shall re-place rope lines, pop fence, and signs set back for grooming during the previous day’s closing sweep and place any other rope lines, pop fence or other signs as directed by the TL/LOD. Patrollers sweeping these areas should ensure they have the necessary equipment (drills, hammers, etc.) to accomplish these tasks. Any missing signs should be reported to UPR and/or replaced. Check bamboo, and if splintered or shattered, take to the LPR and replace it with another. Those areas that may be easily repaired should be done on the spot. Report others to the TL/LOD.

Check that all pre-positioned toboggans are cleaned of snow and ice and ready for use. If the area is open to the top, normally a minimum of four toboggans are kept at UPR, one toboggan is kept at the top of Lift #2, two toboggans at the top of Lift #4, one toboggan at the top of the Terrain Park (if open), and sometimes a toboggan at mid-load of Lift #4. If only Lift #4 and the beginner area are open then normally two or three toboggans are kept at the top of Lift #4, one toboggan at mid-load on Lift #4, and one toboggan at the top of the Terrain Park.

Patrollers shall radio the UPR upon completion of each opening sweep (upon reaching the bottom), reporting any special or hazardous conditions that require attention. Patrollers should also report any snow cats or other equipment still operating on the mountain.

All opening sweeps and setups shall be completed prior to any S&T training.

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**Chapter 4 – Daily Patrol Duties**
Upper Patrol Room/Top Watch
As soon as all opening sweeps have been covered, Patrollers in the UPR shall complete those items on the UPR opening checklist (see Appendices) in preparation for the day.

Equipment Check
AED – One Automated External Defibrillator AED is kept in the UPR. The AEDs shall be checked for battery charge at the beginning of each day.

TRAUMA PACK AND O2 PACKS – One O2 pack and two trauma packs are kept in the UPR. Contents of these packs shall be checked each day for all items on the Lower Patrol Room Checklist (see Appendices). Check the pressure on the oxygen tanks. All tanks should contain a minimum of 1500psi. Check the spare O2 tank in the under-seat storage bin (for walk in use) to assure that is has a minimum of 1500psi. Check the suction kit to make sure it is complete and operational. Call the LPR with the pressure measured in each O2 tank so it can be recorded in the LPR checklist book.

When only Chair #4 is operating, an O2 pack is kept at the upper lift attendant station. The pressure in this O2 tank should be checked and reported to the LPR.

TOBOGGANS – Unlock the toboggans. Dig all toboggans out of the ice and/or snow. Inspect all toboggans to ensure they are ready for use in patient transport in accordance with the S&T Training Manual.

BACKBOARDS, TRACTION SPLINTS, AND EVACUSPLINTS – Check all backboards, backboard packs, traction splints, and evacu-splints for completeness.

LIFT EVACUATION PACKS – Unlock the UPR basement storage door, check the evacuation packs to make sure they are present and they have completed inspection tags. Ten evacuation packs (2 Hi Span, 8 Regular) and one special equipment pack (pulleys and slings to raise a patroller to a chair), are normally kept under the UPR. Also check the Line Launcher packs along with the line in the large spool kept in the under-seat storage bin.

EMERGENCY CARE SUPPLIES – Check the emergency care supplies (including the cardboard splint material) to be sure adequate quantities are on hand. Check folder containing all pertinent documentation forms – Incident, First Aid Refusal, Witness and Lift Involvement forms

MISCELLANEOUS – check the coffee, tea, cocoa and miscellaneous supplies. Shovel or sweep the deck, if required. Put out the flag, post the “patroller on duty/bump system” sign, and post the snow report.

Role of Top Watch
The TL/LOD establishes and ensures that Top Watch is maintained throughout the day. The TL/LOD decides to use either a “bump” or a “patroller on duty” Top Watch. If the guest traffic is heavy, it may be appropriate to provide an additional patroller – “double bump.” If the bump is in effect, visibly post the “Bump System” sign for those to see outside the patrol room. It is every patroller’s duty to check for the bump when reaching the top of a lift. Any Alpine Patroller may preempt the bump system by changing to the “Patroller on Duty” sign and taking over as Top Watch.

The Top Watch monitors the patrol radio and the UPR phone at all times. Top Watch must ensure the radio is set to scan the Area’s channels. The Top Watch is responsible for the immediate response to incidents, evacuation response, and maintaining the Top Watch Log.

When the area has only the Lift #4 beginner area open, the responsibilities of the Top Watch will be taken over by LPR. On busy days, the TL/LOD may establish a Bump System at the top of Lift #4 so a patroller is always available at the top of Lift #4.

Some of the key responsibilities of the Top Watch are:

DISPATCH – The Top Watch dispatches patrollers as needed. Top Watch may be needed to relay radio communications if reception from patroller to patroller is difficult.

If the Top Watch patroller must respond to an incident, thus leaving the top-watch position vacant, then a radio broadcast must be made first that the UPR is without staff. The first patroller to get to the top then takes over as the Top Watch. Until an S&T qualified patroller can return to the UPR to resume Top Watch, the first available Patroller or Student Patroller that can get to the UPR will cover as Top Watch.

TOP WATCH LOG – The Top Watch maintains a chronological log of all incidents reported to the Patrol (see Appendices and the Incident Reporting section of this manual). For all reported incidents on the mountain, include the time the incident was reported, and by whom, name of the responding patroller, time the patroller reached the scene, and the time the patient reached the LPR. Include in the log the scene location, a record of any additional equipment requested by the patroller on the scene, the name of the patroller delivering the equipment, and the time the additional assistance was dispatched.

The log is also used to record other requests for assistance such as need to call for advanced medical care (EMS/911), and other special situations; for example, down time of a chairlift.
The daily Top Watch Log is carried to the LPR during closing sweep and filed in the LPR at the end of the duty day.

**WALK-IN CASES** – The Top Watch provides first aid services to those patients who walk-in to the UPR.

Since all patients riding the tram must be able to stand and walk unassisted, no significantly injured patients should be treated and released to the tram. Provide transport to the LPR by toboggan, not by chair lift down.

**LIFT EVACUATIONS** – The Top Watch has an essential role in the preparation for chair evacuation. These requirements are detailed in the section discussing Lift Evacuation. The Lift Evacuation Checklist is in the UPR as well as the Lift Evacuation Leaders Guide.

**LIFT DOWN-LOADING** – The Top Watch will coordinate with Area Management and Lift Operations when downloading uninjured guests on Lift 1. Injured guest are not to be downloaded except by expressed direction of Area Management.

**Lower Patrol Room**

Patrollers in the LPR provide assistance to sick or injured persons, answer questions about the ski area, check and maintain emergency care supplies, assist or complete emergency care to patients brought in from the hill, arrange for and assist in the evacuation of patients from the LPR and maintain a log of all incidents. The LPR must be continually staffed by qualified adult patrol personnel.

The patroller assigned by the TL/LOD (generally a non-S&T qualified patroller) is responsible for opening, preparing, and maintaining the LPR, monitoring the LPR radio, maintaining the Daily Incident Log (see Appendices) and notifying the Top Watch when all opening procedures have been completed. This patroller is responsible for completing the LPR checklists found in the LPR Checklist Book (see Appendices).

**BASE STATION RADIO SIGN-ON** – The TL/LOD is responsible for signing on the base station, using the procedure posted adjacent to the radio. The base station is part of the Patrol radio system.

**Equipment Check**

**AEDs** – Check the battery charge indicator on AEDs located in the LPR and lodge dining area.

**OXYGEN AND SUCTION** – Check the pressure on the oxygen tank(s). All tanks in the LPR should be at least 1/2 full (1000psi). Check the suction kit to make sure it is complete and operational.

**TRAUMA PACK** – Check the contents against the inventory list to make sure it is complete and initial the tag.

**BACKBOARD/EVACUSPLINTS** – Check the Evac-U-Splint/Backboard and Pack to make sure it is complete per the pack inventory list located in UPR and LPR Checklist Book.

**EMERGENCY CARE SUPPLIES** – Check the emergency care supplies (including the cardboard splint material, spare O2 bottles, splint padding, etc.) to be sure there are adequate quantities on hand. Advise the TL of shortages.

**PATIENT CARE TREATMENT AREA** – Disinfect the tabletops and working counter tops with an appropriate disinfectant (iodophor or 10% bleach solution spray) at the beginning of the day and after each use.

**INCIDENT LOG AND INCIDENT REPORT FORMS** – Check the Incident Report Log to ensure it is numbered and ready for use. Check the Incident Report Forms to be sure adequate sets are available. Assemble additional sets if required. A stock of the most often used forms is kept on the bookshelf next to the front desk at the front of the LPR. If there is a shortage of forms, make additional copies from the originals keep in the master file, located near the Team Folders, and replenish the supply.

**CHAIR EVACUATION PACKS** – Check the evacuation packs to make sure they are present and they have completed inspection tags. Seven packs (1 Hi Span, 4 regular, 1 special, 1 child) are kept in the LPR.

**MISCELLANEOUS** – Check the food and general supply locker. Check bathroom supplies and empty trashcans.

After completing the opening checklist, add shortages of supplies, both medical and other, to the list for the patrol supplier. This can be a written entry on the white board in the LPR, or on a computer document called Supplies. Report those supplies that are critically short to the Team Leader for immediate resolution.

**Toboggan Uphill/Chairlift Transportation**

Toboggans are generally transported to the top by SPSP using the chairlift. Area Management will also take toboggans to the top using snowmobiles. Only Area Management can direct which chairlift that will be used; therefore, the toboggan loading procedure is developed concurrently with SP Area Management and subject to annual revisions. Training on the procedure and any updates will be done at On-the-Hill training.

**Note**: The area around the chair lift is the lift operator’s domain. Patrollers may only proceed with toboggan loading with the lift operator’s direction and with their coordination.
Chair #1 is the primary chair used to get toboggans to the top of the mountain. Chair #3 may be used only when directed by Area Management. Chair #4 is generally used when only the beginner’s hill is open. However, Area Management may direct the use of chair #4 even when chair #1 is operating. Toboggans are not transported on Chair #2.

Loading the toboggan is the patroller’s responsibility. One additional patroller is needed at the bottom to load, and one at the top to help unload. Patrollers responsible for toboggan transport must have working radios.

There are different procedures for each chair, detailed below and presented in the following table:

<table>
<thead>
<tr>
<th>Toboggan Loading/Unloading</th>
<th>Chair #1</th>
<th>Chair #3</th>
<th>Chair #4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toboggan Pack required</td>
<td>Unless approved by Area Management</td>
<td>Unless approved by Area Management</td>
<td>Unless approved by Area Management</td>
</tr>
<tr>
<td>Used for transporting toboggans</td>
<td>Typically</td>
<td>Only when approved by Area Management</td>
<td>Only when approved by Area Management</td>
</tr>
<tr>
<td>Lift Operator permission needed to enter their domain</td>
<td>Always</td>
<td>Always</td>
<td>Always</td>
</tr>
<tr>
<td>Empty Chair Ahead &amp; Behind</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Side Toboggan Rides On</td>
<td>Escorting patroller’s choice</td>
<td>Inside</td>
<td>Inside</td>
</tr>
<tr>
<td>Snowboarding patrollers transporting toboggans</td>
<td>Snowboarder must face sled on way up</td>
<td>Snowboarder must face sled on way up</td>
<td>Snowboarder must face sled on way up</td>
</tr>
<tr>
<td>Slow for Loading</td>
<td>Yes</td>
<td>Not allowed, see Stop for Loading below</td>
<td>Not allowed, see Stop for Loading below</td>
</tr>
<tr>
<td>Stop for Loading</td>
<td>Slowed</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Escorting patroller maintains a hold of the hanger en route</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Patroller Calls UPR from</td>
<td>Tower 17</td>
<td>Tower 33</td>
<td>Just past mid-load</td>
</tr>
<tr>
<td>UPR dispatches an assistant for unloading</td>
<td>Yes</td>
<td>Patroller sent up lift ahead before loading the toboggan</td>
<td>Patroller sent up lift ahead before loading the toboggan</td>
</tr>
<tr>
<td>Slow for Unloading</td>
<td>Patroller’s option</td>
<td>Not allowed, see Stop for Unloading below</td>
<td>Not allowed, see Stop for Unloading below</td>
</tr>
<tr>
<td>Stop for Unloading</td>
<td>Slowed is preferred</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Toboggan Pack**

The toboggan pack includes a tarp, hasty-splint, gurney, sleeping bag, and blanket. Contents must be dry before packing. The pack is wrapped appropriately to minimize moisture from wetting the contents and to remove as much air space as possible. (See Appendix – SPSP Training Manual)

**Loading Procedure for Chair #1**

- Unless directed by SP management, all toboggans loaded on a chair shall have a secured toboggan pack.
- Toboggan rides on either side of the chair. Toboggan may be loaded on either side of chair at the patroller’s discretion. However, snowboarders must face the toboggan when riding up.
- Before entering the loading area, ensure the toboggan is balanced slightly tail-heavy by lifting at the hanger.
- Check that radio is working and the volume is up.
- Obtain permission from lift operator to load toboggan and enter their domain.
- The chair is always slowed down at the bottom for loading.
- The chairs before and after the toboggan and the escorting patroller are left empty to allow for safe and smooth unloading.
- When loading, the escorting patroller gets into position to ride the chairlift while the assisting patroller slides the sled over and next to the escort.
- Both the escort and the assistant hold the hanger up so that the seat of the chair can slide underneath the hanger as the chair moves forward. This allows for the hanger to ride on the seat during transport.
- As the chair moves forward, the assisting patroller stabilizes the back of the toboggan to prevent the toboggan from swinging and digging the horns into the snow.
Unloading Procedure for Chair #1
The following steps describe the procedure for unloading on chair #1:

- At Tower 17, the escorting patroller calls UPR to inform Top Watch that they are at Tower 17 and which side the sled is on. Top Watch will dispatch a patroller to assist with unloading, regardless if they are needed.
- The escorting patroller informs the chairlift operator if they want the chair slowed when unloading. This is optional at the top: escorting patroller’s choice.
- The toboggan is unloaded first. The escort must remain seated until the toboggan is unloaded from the chairlift. As the toboggan reaches the unload point, the bottom of the toboggan will hit the snow-packed surface, thus transferring the weight of the sled to the ground rather than from the chair. The hanger can then be thrown forward sending the toboggan down the off-ramp.
- The assisting patroller grabs the horns and throws the toboggan forward to help disengage the toboggan from the chair.
- The escorting patroller then stands up and skis down to catch and guide the toboggan as needed.
- The escorting patroller secures the toboggan in a safe location and ensures the hanger is returned to the lift operator.

Note: If the escorting patroller stands up before the toboggan is clear of the chair, it will be difficult to unload the toboggan. If the toboggan fails to disengage from the chair, ski away and retrieve the toboggan after the lift is stopped.

Loading/Unloading Procedure for Chair #3
The same general procedure for Chair #1 is used for Chair #3 with the following important exceptions.

- Chair #3 is always stopped completely at both top and bottom to load and unload.
- The toboggan is loaded on the inside only. This is to preclude inadvertently being hit by the toboggan as it travels around the top bull wheel if it is not unloaded properly.
- Call to UPR from Tower 33.

Note: Snowboarders who do not face the sled will not transport toboggans up Chair #3.

Loading Procedure for Chair #4
The same general procedure for Chair #1 is used for Chair #4 with the following important exceptions.

- The toboggan is prepped slightly different: Leave the rear strap off of the toboggan pack, and tuck it under the pack; otherwise, it will catch on the chair.
- There need to be assisting patrollers at the top and bottom. Always call ahead before loading to make sure there is a patroller at the top.
- Chair #4 is stopped completely at both top and bottom to load and unload.
- The toboggan is loaded on the inside only. This is to preclude inadvertently being hit by the toboggan as it travels around the top bull wheel if it is not unloaded properly.
- Loading the toboggan at the bottom requires the assistant to get the toboggan over the large snow hump in front of the load point. As the escorting patroller is getting into position, the assistant puts the tail on the ramp, and then lifts the front onto chair, moves out of the way, and then chair is started. It is important to stop the chair just before the edge of the snow hump.
- The escorting patroller calls their assistant at the top after passing the mid-load.

Note: Snowboarders who do not face the sled will not transport toboggans up Chair #4.

Note that Chairlifts #3 & #4 are always stopped at the top for unloading because they are bull wheel lifts and are less forgiving during unloading. If an error does occur and the lift is not stopped during unload, ski away and retrieve the toboggan after the lift is stopped. Otherwise, the patroller and/or toboggan will immediately go around the bull wheel. The emergency-stop should be triggered.

Other Equipment Uphill Transportation
Move most supplies and equipment uphill using the lifts. Coordinate with the lift operators for oversized or bulky items. Use cargo bags or other containers for moving many of these items, such as paper supplies, rope and signs. Bamboo should be bundled in groups of 8-12 prior to transport.

Patrollers may cut any lift line in an emergency. Coordinate with Area Management when requesting snowmobiles and snow cats for hauling people, toboggans, or other equipment. Only Area personnel are authorized to operate snowmobiles or snow cats.
Area Closing

High Finance Restaurant and Bar

If the area is open to the top, a patroller will check the High Finance Restaurant and Bar before sweep to ensure all of the area customers have left prior to sweep. If someone refuses to leave before sweep, advise him or her that they do so at their own risk after closing. If after these discussions they refuse to leave, remove their lift tickets, or write down their names and season pass numbers and turn in to the TL.

Closing Sweeps

Sweep indicates the closing of the ski area. Persons using the area after sweep do so entirely at their own risk. The sweep must be highly organized to ensure that no ski area customers are passed by the sweep and no patrollers are left on the hill.

The Team Leader will ensure the coordination of closing sweep early enough so that additional support from the ski school or other sources may be obtained. Patrollers sign up for numbered sweep routes on the Sweep Sign-up Log on the back of the Top Watch Log in the UPR (see Appendices). The Team Leader should notify the Ski School Director by 1 p.m. if assistance is required. If additional assistance is required after notifying the Ski School Director, the Team Leader should notify Area Management.

Personnel available for sweep include patrollers (beyond those necessary to staff the LPR), student patrollers, and Area personnel. NSP Transfers and Candidates sweep only after they have made a “check run” of the sweep with the Team Leader or Team Trainer, or they have swept a run previously.

Sweep Patrollers shall carry radios and sweep cards (see Appendices) and coordinate with the adjacent sweepers for “eye contact” points and “meet” points. Large-scale color sweep maps, located in the UPR and LPR, describe the sweep process. Small-scale color sweep maps will be available for each sweeper to carry. Shown on the sweep maps are locations where two or more sweeps meet, where two sweeps make eye contact, and secondary trails which patrollers should check during the sweep. If the area only has the Chair #4 beginner area open, the TL/LOD will assign patrollers sweep duty from the top of Chair #4. No patrollers should double up on a sweep until all sweeps have at least one patroller. All patrollers should be available at the UPR for sweep by loading on the chair prior to closing at 4 p.m.

Under extraordinary circumstances and after coordination with the Area Manager, certain runs may be closed and swept after 3 p.m.

Before starting sweep, be sure all radios are turned on. Sweep each route slowly and carefully, stopping frequently to yell “closing”. When stopped, listen for sounds that may indicate the presence of an injured person. Pay particular attention to places where tracks lead off the trail. Sweepers must follow the sweep cards and complete all eyeball and meet requirements. Sweep closed runs if they are a part of the sweep, unless they are physically impassable.

Note any risk management or grooming problems and report them to Area Management.

All signs, ropes, bamboo, and pop fence that are taken down for grooming operations should be put on the side of the ski run, out of the way of the areas to be groomed. Signs and bamboo should be left standing up in the snow, and ropes should be coiled and hung above the snow to keep them from being covered by snow.

Check the locations of pre-propositioned toboggans. If toboggans are missing, report them to the Team Leader at the end of sweep and record on the board in the LPR.

Sweep 9 will carry the Sweep Assignment Form to the bottom of the mountain. A patroller in the LPR will check in all sweepers, collect the sweep cards, and notify the Super Sweep when all other sweeps are in. Note the time of completion of sweep on the Sweep Assignment Form. Sweep is complete when the Super Sweep (see below) is down.

Super Sweep

If the area is open to the top, Super Sweep remains at the top as a backup patroller in case an injured person is found, or a taxi ride is required. Super Sweep must be an Alpine Patroller certified in loaded toboggan transport. When possible, more than one patroller should remain at the top. A student patroller may be the Super Sweep only when there are Alpine Patrollers on every sweep.

The Super Sweeper is responsible for completing the UPR Closing Check List (see Appendices) which includes turning off the UPR radio, tuning off the lights, turning down the heater, unplugging the coffee pot and locking the toboggans, lower (basement) UPR door, and the UPR door.

Before departing, Super Sweep shall radio their chosen route to the LPR. Patrollers should be aware that they are the last person on the mountain and exercise special care during this run.

Patroller Closing Responsibilities

Each patroller will:

- Make sure their Incident Report Forms are completed and reviewed by an assigned patroller and filed.
• Turn off their radios after sweep, place in recharging racks, and sign off on the radio log sheet.
• Sign out on the LPR computer after completion of the duty day.
Chapter 5 - Communications

Radio Communication

Introduction

Emergency communications systems at the SP area consist of four radio systems and onsite telephones. The radios systems are:

- **Patrol Radios:** The patrol routinely uses radios for daily patrol operations on the mountain. Patrol radios are carried by patrollers on duty. In addition, there are base station radios located in the LPR and in the UPR. Patrol normally operates on Channel 1, but can scan or switch to Area Radio on Channel 3 as directed by TL/LOD.

- **Area Radios:** The area employees and the TL/LOD use the SP Area radios for their routine snow maintenance and risk management operations. Additionally, Area Radio channels are needed for lift evacuation. LPR & UPR monitor Area Channel 3 to coordinate with Area Management as needed.

- **800 Megahertz/EMS Radio:** In the LPR, this radio is used to communicate with emergency care units (ambulance or helicopter) after they have been dispatched and are in route. Typically, this radio is to be operated by Area Personnel only; however, the Area may designate a patroller in the LPR to make the 911 call and use the radio to communicate with the 911 services in route.

- **VHF Radio:** In the LPR, this radio is used to communicate with the Adaptive program. This radio also has the capability to communicate with the helicopter during emergency transport.

Radio Communication should be brief and concise. Critical calls, such as incident reporting and incident responses, are priority and the airwaves must be kept open. Unnecessary chatter may impact critical calls, based on priority/EMS Radio, UPR, and area radios for their routine snow maintenance and risk management operations.

Radio communication should be clear, calm, and explicit about the exact needs on scene. The patroller receiving the message should confirm the transmission and request clarification, if necessary. Avoid all unnecessary communication; give a brief general description of minor injuries. For more serious situations (see Incident Response), give an accurate description and location of the incident, and the resources (support or equipment) needed, and pertinent patient information (age, gender, possible injury or illness, and vitals). To maintain privacy, do not broadcast patient’s name unless absolutely necessary.

Always remember that others frequently monitor radio transmissions. Be sure that communications sound professional to customers eavesdropping on patroller radios. Consider turning down the volume when near a member of the public, based on ongoing circumstances. A warning such as “Patrollers, guard your radios” will allow other patrollers to turn down their radio volume to prevent the general public from overhearing the communication.

Top Watch may be needed to relay radio communications if reception from patroller to patroller is difficult.

Radio Checks

All radios should be checked by broadcasting to a distant radio. A typical radio check would be:

- SENDER: “Upper, this is Patch for a radio check”.
- RECEIVER: “Patch, I hear you loud and clear”.

Radio Daily Care

Radios are checked out at the beginning of a patrol day, by signing out the radio on the log sheet. At the end of the day, the patroller is responsible for turning the radio off and returning the radio to the charger, ensuring that it is properly seated to activate the charging mechanism, and signing out on the radio-log.

Keep radios clean, dry and warm. Battery performance drops off rapidly when cold. If there are problems with a radio, tag it with a brief description of the problem when returning it to the charger.

Priority for carrying a radio on the hill goes to duty patrollers. Non-duty patrollers, student patrollers, and candidates (in that order) should check out a radio if there are radios available. If all radios are checked out and someone with a higher priority arrives later, turn the radio over to them, and update the log sheet.

Telephone Communications

The Area provides telephones in the LPR, UPR, and on the mountain. One phone is on Lift #1 at Tower 9 and another on Lift #3 at Tower 23 during Summer operations.
Telephones are used principally to activate the Emergency Medical System (EMS) by calling 911. For dialing any extension at the area, use the four-digit number. Directories are posted near each phone. Dial any local number by dialing 9, then wait for the dial tone, and dial the seven-digit number.

Emergency calls always have priority.

Ski area telephones are not for personal use. A public phone is available in the Information Center and in High Finance. Use ski area telephones for patrol business as required. Do not make outgoing calls from the patrol room extensions, except for emergencies. Use of the phones by patients and their families should also be kept to a minimum.

Communication between the UPR and LPR should be by telephone whenever possible rather than by radio.
Chapter 6 - Incident Response

Patient Care

Introduction
As provided in the New Mexico Ski Safety Act, Outdoor Emergency Care (OEC) is the standard of care for the volunteer patrol. The most current publication is used by SPSP for first aid care rendered at the area. Remember the basic rule of emergency care is “do no further harm.” Area protocols not specified in the OEC publication are detailed in the Appendix. These local Area protocols have been approved by Area Management.

Consider your safety and the safety of others first.
Always think before speaking, because patients, friends, and relatives at the scene easily misinterpret statements. Explain each action to the patient before it takes place. Do not lie to a patient, especially about a procedure that will be painful. Discuss plans for treatment and transport privately. Inform the patient after arrangements are complete. This presents an agreed to refusal of care.

While it may be beneficial to consult with other patrollers about the treatment of some cases, this should occur away from the patient. Patrollers should never argue or criticize each other’s actions within the hearing of the patient or bystanders, or make any judgmental comments about the safety of the situation.

Before providing first aid to children (minors, under age 18), obtain consent from a parent or legal guardian, whenever possible; however, if a true emergency exists, and the parent or legal guardian is not available, then consent to treat the minor is implied.

Transfer Of Care
If a patient’s care is transferred to another patroller or to advanced medical care, then the responsible patroller will formally verbalize the transfer to the higher level of care. The transferring patroller should receive confirmation of acceptance for the person accepting the patient.

Refusal Of Care
If a customer refuses patrol first aid assistance, ask the person to sign the First Aid Refusal Form or the Incident Report, Supplemental Form. Stay with the customer until you are satisfied that everything is under control. If the customer refuses to sign the Incident Report, call for an additional patroller to serve as a witness.

If an irrational patient refuses help, notify Area Management; necessary care may have to be given despite refusals. Area Management will request that local law enforcement intervene. Once an individual is placed in protective custody, then the law enforcement officer can direct that care be given. This must also be documented and witnessed by signature on the Incident Report form and patroller supplement. Decisions to allow a refusal should be based on the patroller’s assessment. Never leave anyone believed to be seriously injured.

Notification of Top Watch
Notification of incidents is done through the Top Watch, which is usually the UPR (see Chair #4 exceptions, below). The patrol is typically notified of injured persons by area management, by radio from another patroller, or from a customer.

- The lift operators (except Chair #4, see below) have telephones at the top and the bottom of each lift and can call the LPR directly or communicate with area management.
- Patrollers may report incidents to Top Watch from the LPR, the chairlift, or an incident on the mountain.
- During summer, notification can come from one of the two phones located on lift towers for emergency use: Chair Lift #1-Tower 9; or Chair Lift #3-Tower 23.

The Top Watch maintains the daily Top Watch log. It is important to provide pertinent patient information such as status and vitals. See Daily Patroller Duties - Role of Top Watch for other required incident details.

Chair #4 Exceptions:
- There is not a regular telephone at Chair #4. There is, however, an internal phone between the top and bottom of Chair #4 that is used between the Chair #4 lift operators.

Dispatch
Top Watch dispatches patrollers and resources to incidents. Upon notification of an injured person, the Top Watch may broadcast a radio call to “patrollers on the hill” to see if any patroller can reach the incident scene quickly. If a patroller on the hill does not respond, the Top Watch immediately dispatches a patroller to the scene from the UPR (or LPR if only the Chair #4 beginner area is open). Note that from the LPR, the dispatched patroller may have to ride Chair #4 and ski to the scene. The responding patroller may take a toboggan, if another patroller will not be available to bring a toboggan. If the situation warrants, respond without a toboggan and then call for resources needed when on scene.
Arrival on Scene
The first patroller at the scene of an incident is called the “responsible patroller” who manages the scene and administers first aid care. Always introduce yourself and obtain consent to assist the injured person. Other nearby patrollers should offer assistance.

The responsible patroller makes judgments about the extent of a patient’s injuries and appropriate care. The patroller should advise the Top Watch that they are on scene and provide a brief description, as soon as possible. In the event of a serious incident, notify Area EMSFRs through Top Watch immediately. Serious incidents include collisions, medical problems, or when a patient will not be transported home in a private vehicle. The responsible patroller may be asked to relinquish charge of the patient to the Area EMSFRs, but this is not typical. Professional courtesy during the transition should be exercised.

Incident Radio Calls
In case of an incident, the responding patroller controls the radio airways. Make sure your communications include all necessary information. Think of the S-A-I-L-E-R acronym before you press the mike button to report an accident:

- S – Sex
- A – Approximate age
- I – Injury
- L – Location
- E – Equipment needed
- R – Resources needed

Use professional terminology to describe serious injuries. Include all the information required to support your request for advanced emergency care (911). In addition to SAILER, the 911-operator will need Vital signs (Pulse, Respirations, Blood Pressure) and Level of Responsiveness.

Never state a patient’s name over the radio or imply a diagnosis. For example, report “leg injury” rather than broken leg.

Request for Resources
When requesting resources, describe exactly what help you need. For example:

- Additional patrollers
- Toboggan
- Oxygen (O2) pack
- Trauma pack (includes O2 pack)
- Backboard and backboard pack
- Trauma sled (toboggan prepackaged with backboard and trauma pack)

Requests for a “taxi ride” imply a non-reportable incident but are logged by Top Watch.

LPR Incidents and Staging
Patrollers in the LPR provide first aid to walk-in patients and those patients that are brought down by toboggan and not taken directly to an ambulance.

The responsible patroller is responsible for the care of that patient in the LPR and documentation of the incident. A patient may be transferred by mutual agreement. However, the responsible patroller adds comments to the incident report as appropriate, such as patient’s location on the hill and treatment given on scene. Under no circumstance is a patient to be “dumped” on another patroller by the responsible patroller. There should be a clear agreement between the responsible patroller and the accepting patroller about the responsibility for patient care and documentation.

The LPR serves as a staging area for further examination and treatment of injured/ill persons prior to evacuation from the area. Included in the examination is ongoing patient assessment appropriate to the injury/illness, and boot removal if needed.

Take and record vitals as a matter of routine in the LPR. While this may not be indicated by the patient’s injuries, it is a good practice and will further instill confidence in the patrol’s professionalism.

People who are given treatment must be encouraged to see a physician as soon as possible. Under no circumstances should a patroller make a diagnosis. Patrollers must not express an opinion as to whether the injured person should return to the hill after an injury. This is up to the individual and his or her physician.

Store an injured patient’s equipment separately from patroller’s equipment, where they may be readily identified. Inform the injured person, friends or relatives where the equipment is located, and record the required equipment information on the Incident Report Form.
Sandia Peak rental equipment is picked up by rental shop personal. Do not return equipment rented from Sandia Peak to an injured guest. The equipment must first be checked out before allowing anyone to use it again. Store Sandia Peak rental equipment in the appropriate area and make available the incident report to the rental shop so they can fill in the required rental equipment information.

Make every effort to contact the parents of an injured minor. *Minors will only be released to a responsible adult.* If no legal guardian can be found, Area Management will make decisions on release of the patient. The patroller will document who authorized the release, and the time of release on the Incident Report Form.

**Patient Transport**

This section covers transport from an incident on the hill to the LPR, directly to an ambulance, and the release of patients from patrol care. Ambulances arrive at SPSA at the “turn around” located at the bottom of Double Eagle, north of the base area facilities. Helicopters (PHI or CareFlight) land at SPSA at the lower parking lot or on the highway. Patients are transferred to the helicopter by ambulance.

**“Taxi” Rides**

Customers can be offered a toboggan ride down the mountain if they are having trouble skiing/boarding and are at risk of hurting themselves or others. The customer must be secured in the toboggan following the standard protocol of wrapping them in a blanket and tarp and securing them with the associated straps. Taxi rides are a lower priority and require that resources are available. Top Watch should not be left unattended to provide taxi rides.

**Injured Customers**

Injured customers are transported down the mountain via a toboggan, usually to the LPR. Operate toboggans under control and at moderate speed. The objective is to get the patient down the mountain as quickly as possible, consistent with patient safety and comfort. Before departing the scene, notify Top Watch, by radio, of your departure and impending arrival. Notify Top Watch when the toboggan arrives at the LPR.

In some instances, the transporting patroller will be directed to take the loaded toboggan to the “turn around” to expedite transfer of care and immediate transport via ambulance.

**Patient Evacuation from Ski Area**

After treatment the patient should be turned over to the care of responsible friends or relatives, or be evacuated from the LPR as soon as possible. The responsible patroller arranges for evacuation and stays with the patient until the patient departs from the patrol’s care.

Area protocol is to release no patient to any of the Sandia Peak facilities (lift, tram, and lodge) if they are so impaired by injury or illness that they may cause themselves further injury. Area Management will make this decision.

All patients are offered an ambulance regardless of their injury/illness. If a customer accepts an ambulance, a copy of the Supplemental Incident Report Form should be given to the responding EMSFR. Patients are transported to the “turn around” via a toboggan and/or snowmobile with the approval of area management. Only area personnel are authorized to operate SPSA snowmobiles.

Any patient who requires monitoring, is secured on a backboard, or requires a traction splint will be evacuated by an ambulance-not by privately owned vehicle (POV).

If a customer refuses an ambulance, they should be asked to sign the Incident Report, Supplemental Form, for “refusal of transport.”

**LPR to Personally Owned Vehicle (POV)**

Transport by POV is appropriate for minor injuries depending on the type and the patient’s condition. Patients that opt to leave in their POV are accompanied by a patroller to the vehicle.

Patients capable of walking unassisted are escorted by a patroller (to assist and prevent further injury) down the stairs at the front of the lodge and into their POV. Alternatively, the POV may be brought up the access road north of the parking lot to the “turn around”.

Patients are escorted to the “turn around” via a toboggan and/or snowmobile by Area personnel. Protect the patient from snow thrown from the snowmobile tracks by wrapping the patient up in the tarp. Use patrollers to monitor and transfer a patient from the transport toboggan to a POV.

If a SPSA snowmobile is not available, a team of patrollers can walk the transport-toboggan down to the “turn around”.

With the consent of Area Management, a tram-riding customer (with no significant injury/illness) may be transported to the top of the chair lift. All customers (including tram riders) riding the chairlifts must be able to load, ride, and exit the chair at the top without presenting a risk to themselves or others. Note that the chairlift is stopped for loading or unloading of patients. In this instance, a patroller will accompany the patient on the same chair: the lift will stop for loading at the bottom, and again at the top.
for unloading the patient and patroller. The patroller will escort the patient all the way to the tram entrance, and may be asked to ride down the tram with the patient. All patients riding the tram or lifts must be able to stand and walk unassisted. The escorting patroller must notify the TL/LOD before leaving and upon returning to the area. Transportation can also be provided to the tram via snowmobile by Area personnel when appropriate.

Significantly injured patients should be treated and transported to the LPR by toboggan, not by chair lift down. This includes tram-riding customers.

If a backboard, traction splint, or other similar device is evacuated with the patient to a hospital, the responsible patroller shall retrieve or arrange for the retrieval of the equipment. The responsible patroller shall coordinate with a patroller scheduled for duty the next day to return the equipment to the area. If possible, swap a backboard, straps and C-collars with the EMS receiving the patient.

**Advanced Medical Care**

The response of the patrol to life-threatening injuries or illnesses shall be immediate and definitive. Identify “load and go” patients, rapidly package them, and initiate transport without delay. Direct all capabilities of the patrol toward supporting the responsible patroller. Notify the Area EMSFRs and TL/LOD immediately if any life-threatening situations exist.

**Area Emergency Medical Services First Responders (EMSFRs)**

Area EMSFRs are on site during normal operations, and the name of the on-duty EMSFR should be posted on the white board in the LPR. Area EMSFRs generally serve as the liaison between the patrol and Area Management. Area EMSFRs personnel monitor both patrol and area radio channels.

Area EMSFRs monitor patient injury, condition, and location from the on-scene patroller. They may respond to the scene and assume responsibility of patient care. Do not assume transfer of care unless clearly expressed. They will ensure that 911 Services have been activated and will notify Area Management of the incident. In addition, they will coordinate the transfer of patient care to the responding 911 resources.

**Activating “911” Services (Emergency Medical System)**

The Area EMSFRs have the primary responsibility for activating the next level of EMS response.

When advanced care/definitive care is warranted, the patroller must communicate this as quickly as possible. Although communication is maintained through the Top Watch, the LPR plays a significant role in activating 911, because they have access to both the telephone and the 800 MHz radio. The LPR will be on stand-by as the responding patroller communicates to Top Watch.

- Area EMSFRs may opt to delegate the 911 call and associated responsibilities to a designated patroller in the LPR.
- Calling 911 requires the following information to be conveyed to the 911-Operator: patient's age and gender; baseline vitals (pulse, respiration, blood pressure, level of responsiveness and skin color/condition); and the injury or illness. If there is an illness, then provide history. For example, a patient who temporarily lost consciousness and has a medical history of diabetes. Very important: Tell the 911-operator that the patient is located at the “Sandia Peak Ski Area Lower Patrol Room”, State Road 536, Mile Marker 7 (not the Sandia Peak Crest or #10 Tramway Loop at the base of Tram). This is because the phone number that pops up on the 911-operator's screen indicates that the location is the bottom of the SP Tram. The SP Ski Area address is posted above the phone in the LPR.
- The 911-operator will dispatch one or more of the following emergency-care units: Rescue 46, Albuquerque Ambulance, and helicopter (PHI or TriState CareFlight). The helicopter may be dispatched based on the patient's information and status. Therefore, it is imperative that the responding patroller provide patient assessment details and any change in patient status.
- After calling 911, turn on the 800 MHz radio (radio display should read “FIRE CNTRL” to monitor transmissions between the emergency care units, and to provide the in-route units of any change in the patient's condition. The LPR may be advised to switch this radio's station to “EAST TACTICAL”.
- The 800 MHz is to be used by Area EMSFRs and other personnel who have received specialized emergency medical dispatch training. There will be a list of certified personnel attached to the radio. In the rare case that no certified personnel are available, activate EMS by calling 911. If you have already used the phone to activate 911, and a certified person shows up after the call, they may use the EMS radio to coordinate the situation.

It is common for both Rescue 46 (Bernalillo County) and Albuquerque Ambulance to be dispatched concurrently, with or without a helicopter. Rescue 46 (Bernalillo County) is approximately 12 minutes from the area and Albuquerque Ambulance is approximately 20-30 minutes. The helicopter from either PHI or TriState CareFlight is approximately 10 to 20 minutes away.

The use of the helicopter is reserved for life-threatening injuries/illnesses needing immediate transportation to definitive medical care. Although it is the 911-operator's decision to dispatch the ambulance or helicopter or both, it is imperative that the responsible patroller makes a recommendation based on the patient assessment.

Get an estimated time of arrival (ETA) of the responding units, document the time, and hang up the phone last. Inform Area EMSFRs what units are responding and the ETA. Be sure the Patient Supplemental Information Form is filled out with current information and pass it along to the next level of care.
Use of the helicopter requires close coordination between the responsible patroller, Area EMSFRs, and helicopter personnel. The handheld VHF radio in LPR allows communications directly to the helicopter on Med. Channel 2. If the responsible patroller requests the helicopter, Top Watch will contact Area Management to provide communications through the VHF radio. Vitals will need to be relayed to EMS.

**Helicopter Landings**

Bernalillo County Fire & Rescue 46 and Bernalillo County Sheriffs will generally respond when the helicopter is dispatched. BCSO will typically close the road to secure the helicopter landing zone. SPSP will typically transfer patient care to Rescue 46 who will then work with the helicopter crew to load the patient. Patrollers should be ready to assist if requested by Rescue 46 or helicopter crew. If road conditions or other incidents prevent response by Rescue 46 and/or BCSO, area management and SPSP will be responsible for securing the landing zone and transferring the patient to the helicopter.

Before a helicopter is landed at the ski area, follow these precautions:

- Secure the landing area with area personnel. Area personnel will usually secure the Landing Zone (LZ) with SPSP assistance. Primary landing zone is the lower parking lot. Secondary landing zone is the road at the entrance to the lower parking lot and tertiary landing zone is upper parking lot.
- Remove any large objects that might be picked up by the rotors; for example, bags, plywood, and any loose material. Wrap loose blankets, pads or other articles around the injured person and secure them.
- Overhead wires are a particular hazard in the lower & upper parking lots. Helicopter crew must be notified of overhead wires, and if possible wires should be marked by parking vehicles under them.
- Helicopter crew should also be notified of wind direction and speed in the landing zone. If the pilot requests, throw a smoke grenade near, but not in, the landing zone, preferably down wind.
- Protect yourself and the injured from blowing snow and other debris.

Approach the helicopter only from 90 degrees and **only when signaled by the pilot or crew**. Helicopter crew will typically escort personnel into and out of the danger zone of the rotor disc. Be especially careful of the tail rotor and the uphill side of the main rotor. As soon as contact is made with the flight crew, turn over a copy of the Supplemental Incident Report Form and transfer care of the patient.

After loading the patient in the helicopter, pick up loose items and stand away from the front of the helicopter; never approach a helicopter from the front or rear.
Chapter 7 - Incident Reporting

Routine Reporting
Accurate incident reporting is a necessary and important duty. Forms must be filled out legibly, accurately, and completely. Incident reports may serve as an important document in a legal action years in the future. Standard forms may change from year to year; a sample is in the LPR with instructions and a review will be conducted at On-The- Hill.

Daily Incident Log
An Incident Log is maintained on a daily basis (see Appendices). The log is kept in a notebook at the front desk of the LPR. The log should include the date and the team assigned to that day. The log only includes the incident number, the patient’s name, probable injury or illness, and responsible patroller’s name.

Incident Report
The Incident Report plus the Supplemental Form are the most commonly used forms by the patrol, and are required for every customer provided first aid services (see Appendices). Incident reports are assigned a unique tracking number (from incident log), and are to be filled out by the responsible patroller. The form requires signatures from the patient, the responsible patroller, and sometimes a witness. Be sure to get all information and signatures before the patient is released from care or transferred to advanced care.

The TL shall designate a member of the team to review the completed incident reports and file them in the file cabinet in the LPR. Area Management and Patrol Director perform the quality review of all incident forms.

Other Reports and Forms
The following reports and forms are used to document a variety of situations. These forms are in the LPR.

- Lift Operators Incident Report – completed by the lift operator who gives this report to the Lift Supervisor, who forwards it to the Area Management. Upon offloading, if passenger’s skis or snowboard are on the snow and under their own control, the incident is not considered to be “lift-related” unless the passenger is struck by the lift. If in doubt, check with Area Management. Obtain a witness statement report from the skiers on the chair(s) behind, if possible, and attach to the Incident Report.
- Ski School Incident Report – completed by the instructor, approved by the Ski School Supervisor and attached to the Incident Report. This form is used when a student is injured only while in a class during a lesson.
- Premises Report Non-Skiing Incident Report Form – use for lodge incident, etc. in lieu of an Incident Report.
- Standard Witness Form – Third Party Statement – Try to obtain for any of the above situations from other guests on the scene or from the chairs behind a lift-related incident.
- Terrain Park – use for any incident that occurred within the terrain park.

All completed and reviewed forms should be attached to the primary incident report.

Incidents Involving Patrollers
The TL shall notify the Patrol Director and Area Management immediately of any incident where a member of the patrol is directly involved.

Call Backs
Patrollers are to call their patients and follow-up within a week of their care. This serves three positive purposes: first, direct feedback on the quality of the patroller’s assessment and care; second, a public relations benefit indicating that the patrol is concerned about the condition of their guests; and third, a better indication of the real injury rate in the ski area.

Patrollers should use a “call back” form to record information necessary for the call back. Do not make a photocopy of Incident Reports

Report the results of the callbacks to the patrol’s designated “call back” person, who maintains the record for the patrol and provides the results to the Patrol Director. Results can be recorded on the callback form and dropped off in the LPR in the designated envelope, or can be emailed to the “call back” person.

Serious Incident Investigation
An investigation is conducted any time a serious injury to a guest meets the general requirements outlined below, or if requested by Area Management. The responsible patroller, the TL, and Area Management conduct the investigation. Any patrollers involved in the incident should also assist in gathering or providing information. If possible, detain any witnesses and get names and addresses along with statements. Try to protect the scene from alteration until the investigation is completed. Detailed guidance and additional forms for special situations are in the LPR.
In addition to the forms and statements discussed above, collect additional information to create a full record of patrol actions. Include copies of dispatch logs and other pertinent materials. Add all information to the file on the day that the incident occurs. All of the necessary forms are in the LPR. Consult the TL or Area Management if in doubt about whether an incident is “serious”.

**Criteria for Incident Investigation**

Any potential life or limb threats, serious injuries to the neck, head or back, any unusual incident, or a death on the hill requires an incident investigation.

Other injuries that may require an accident investigation are ones:
- caused by collisions of any type
- involving minor children
- involving an angry guest
- involving man-made obstacles or ski area equipment
- which prevent the injured person from working (regardless of the degree of injury).

The TL and responsible patroller should consult with Area Management about the need for an investigation. Patrollers may be requested to assist in collecting information.

**Collisions**

Collisions involving two guests require the collection of additional information and the completion of a separate form. While the responsible patroller’s immediate concern is for the proper care of the injured, attempt to ensure that the “hitter” does not get away without completing the Collision Form.

**Investigation Information and File**

After the initial investigation has been completed, add any other information associated with the incident to the file in the LPR. Have another patroller and the TL review the information as soon as practical.

**Death on the Hill**

While the role of the responsible patroller does not change, the need for close coordination with Area Management is heightened by this situation. The Area EMSFRs responsibilities are to oversee and coordinate overall life saving efforts.

**Life Saving Measures**

Patrollers are not trained to pronounce a patient dead. The ski patroller will start life-saving measures immediately except in the case of “obvious death” (see below), and continue with the procedures for life-threatening injuries. Decisions on the life or death of seriously injured patients should be made by advanced care.

**Obvious Death**

There are only a few circumstances where a patroller may make the decision of “obvious death”: decapitation or marked decomposition of the body. Remember the basic caution on hypothermia: “a patient is not dead unless the patient is warm and dead”.

In cases of an obvious death on the hill, close the run, if possible, or close off the immediate area with closure ropes and patrol personnel, and notify Area Management. Based on the responsible patroller’s description of the scene, the 911-operator will take appropriate steps to notify the medical examiner and other appropriate agencies.

**Notification of Next of Kin**

The notification of next of kin is handled through police channels rather than by area personal. Under no circumstances will a patroller handle next of kin notification.
Chapter 8 - Emergency Situations: Lift Evacuation

Introduction

Objective
In the event of a chair lift malfunction, it is the objective of the SPSP to evacuate all passengers in a safe and timely manner.

A chair lift evacuation occurs in several phases: notification & initial response; execution; and post-evacuation. During execution of the evacuation, remove passengers from the chair lift and escort them to terrain that is appropriate to their abilities. Pre-season and on-going equipment inspection and training (especially pre-season and On-the-Hill training) are also a critical part of the lift evacuation plan.

These guidelines are for a chair lift emergency without large numbers of passengers who have been injured. See the Mass Casualty chapter for procedures to deal with a large number of injured customers.

Key Points & Definitions
Time is a critical factor in a lift evacuation and response time guidelines have been set out in the SPSA-National Forest Service (NFS) Winter Sports Site Operating Plan.

Care for customers injured by a chair lift emergency takes priority over evacuating the chair lift.

Adequate patrol coverage must be maintained during a chair lift emergency.

Per the SPSA-NFS Winter Sports Site Operating Plan, ONLY THE GENERAL MANAGER, AREA MANAGER OR THE DESIGNATED AREA REPRESENTATIVE CAN CALL FOR “ROPES OVER” AND SECURE THE LIFT.

Details of the SPSA Lift Evacuation procedure are found in the Appendix.
Chapter 9 - Emergency Situations: Other

Evacuation of High Finance Restaurant
Occasionally, the patrol assists in the evacuation of High Finance if the tram is closed due to high winds. Most customers will be evacuated by using the chair lift to download them to the ski area base. Furnish blankets to riders who have inadequate winter clothing. Patrollers shall be stationed at the bottom of the lift to give assistance to riders who become excessively cold on the ride down. Some customers may have serious medical conditions for which chair lift evacuation is not appropriate. These customers will normally be evacuated by snowmobile or toboggan with a patroller assisting as appropriate.

Avalanche
SPSA is not prone to avalanches. Patrollers are encouraged to take the NSP Avalanche courses.

Search and Rescue

In-Area Incidents
If a witness reports that someone has gone out of the area or knows where the person is and that they are in need of assistance, the patrol should provide assistance, particularly if the missing person has a known medical condition which may cause impairment.

Many people reported as missing have only become separated from friends or family. If the only information provided is that someone is missing, wait to take action until closing sweep, but notify the TL and Area Management.

Suggest to the concerned friends or parents that they search the base lodge area (including the rest rooms), ski school and rental shop. Suggest a phone search, calling friends or relatives who may have taken the person home, or where the person may have gone. Have the missing person paged in the High Finance and at the upper and lower tram terminals. Check to see whether rental equipment was turned into the rental shop.

If the person is still missing after this effort, have the friend or parent report back and complete the Interview Sheet Missing Person Incident, and provide the description to the UPR. Tell the friend or parent to report to the LPR if the person is still missing at 4:00 p.m. and to stay there until the individual is found. Report the missing person to Area Management.

Complete the closing sweep, watching for tracks leading out of the area.

If person is still missing after closing sweep:
Alert the State Police to initiate a Search and Rescue (SAR). Confirm the need for SAR with the state police and conduct a second sweep of the ski area. If this is not successful, follow the instructions in Out-of Area Incidents below.

Out-of-Area Incidents
The SPSP may respond to out-of-area incidents when they do not jeopardize adequate coverage of the ski area. When support is requested, the General Manager together with the TL decides if the request may be supported by Patrol personnel. Out-of-area incidents include lost or injured cross-country skiers, tubing area incidents, and automobile accidents.

When responding to such an incident out of the ski area boundary, the team leader will coordinate with the State Police and the designated Mission Initiator or Field Coordinator.

STATE POLICE ALBUQUERQUE AREA 841-9256
Patrollers will respond to incidents out of the ski area boundary when the Mission Initiator or Field Coordinator authorizes the patrol to participate in the search and provides the mission number. Individuals are covered by the State Police liability insurance while participating in a State Police authorized search and rescue outside the bounds of the ski area.

In some cases, out-of-area incidents will result in walk-in cases to either the LPR or the parking lot. Examine the person(s) in the LPR or the vehicle they arrived in and document the exam on the out of area incident report. Clearly indicate on the report form that the injury occurred outside the ski area. Call 911 to dispatch County Rescue if the injury needs further medical attention or transport. Stabilize and monitor the patient until County Rescue arrives and takes over care of the patient.

Mass Casualty

Disaster Plan - Patrol Response
A disaster is defined as any incident serious enough to overwhelm the normal capacity of the area resources. A major accident such as a lift disaster, fire, explosion, or a plane crash would quickly overtax the patrol and their equipment and is cause for activating the Area Disaster Plan.
The responsibilities of the patrol upon activation of the Area Disaster Plan are described below. For the most part, medical care will be the primary patrol responsibility and other normal patrol duties will either be suspended or taken over by other area personnel.

**Incident Command System**

*Initial Survey*

The Team Leader, General Manager or the person designated by either of the above will proceed to the incident site and assess and determine the level of response required. The General Manager and TL will then decide if the Area should be closed and the Disaster Plan activated.

*Activate Disaster Plan*

The INCIDENT COMMAND SYSTEM (ICS) will be used to manage all aspects of the Area Disaster plan. The General Manager or their designated substitute will become the Incident Commander (IC) and decide how many outside resources will be needed once the initial response is underway.

Outside resources will be activated by Area EMSFRs using the special EMS radio, or by calling 911 with a follow up call to State Police to ensure a Mission Number and appropriate resource response. This call will be made by the Incident Commander or person designated by him/her.

The TL or designated patroller would be the “on scene” Rescue Leader and will report to the Operations Branch head, who is assigned by and reports directly to the IC.

The Patrol will be responsible for Triaging patients, initial treatment and transport to the receiving area in the base area. Normally the Patrol would handle communications with outside agencies but their efforts will be directed to patient care in this situation. Under the ICS approach the IC will appoint a non-medical person to activate outside resources.

*Triage Team*

This team will consist of one or two Patrollers and will be the first on scene. It is their job to make an initial survey of the patients and tag them according to their need for help in accordance with OEC standard of care for triage.

*Emergency Medical Team*

This team is the second stage, following as quickly as possible behind the Triage Team, and administering immediate care according to the priorities established in the initial triage of patients.

*Transportation Team*

This team will help move the patients to the base area following immediate care by the Emergency Medical Team. Patrollers or Area personnel trained in toboggan handling will transport patients to the receiving triage/treatment location in the base area. This location will be determined by the nature and size of the disaster and what buildings may have been affected.

*Receiving Team*

This team will be in the designated base area and will handle patients as they are brought in. Doctors, Nurses, and EMS Personnel will be asked to report to this area. Patient information such as names, injuries, destinations, and times will be recorded using standard patrol forms.

*Evacuation Team*

If management determines this team is necessary, it will contain personnel with evacuation training that are not otherwise first aid or medically trained. Lift operators, Instructors, and other Area personnel will normally make up this team. The IC will appoint an experienced employee to lead this team.

*Security And Crowd Control*

Most crowd control issues will be handled by Law Enforcement Agencies once they arrive. Area employees designated by the IC will handle the initial aspects of this task. The initial securing of the incident site to allow first aid and transportation teams to operate will likely be SPSP patrollers or SPSA Instructors. Maintaining the accident site for investigation while patient care continues is also an important aspect of the security team.

*Public Information*

This team will gather information about the injured as they are brought to the receiving area. They will be responsible for aiding the families and friends of the injured.

The General Manager or an individual designated by him will be the Media Contact person. ONLY the Media Contact person will release information to the media.

*Communications*

Communications must be maintained between all Teams. Radio traffic will be heavy and should be limited to essential information only. The same is true of telephones. With only a few phone lines out the Ski Area, phones must only be used for emergency traffic. In the event of a telephone system breakdown, radio communications with Santa Fe using Area frequencies...
can be established and telephone messages relayed from there. The tram can also be reached by Area radio to complete the telephone link.

**Transportation Of Injured And Equipment**
Toboggans, snow cats, snowmobiles, ATV’s, chairlifts and wheeled vehicles will make up the transportation equipment. Toboggans will generally be returned up the hill by snowmobiles or snow cats by Area personnel.

**Preserving The Scene**
The disaster site should be preserved for investigation within the parameters of optimal patient care. Obvious on-site fatalities must not be moved until the State Police/OME approves the time and method of removal.

**Documentation**
At least one person should be assigned as a scribe to support the IC by documenting as much as practical without hindering the rescue effort or the entire mass casualty incident (MCI). The scribe will be non-medical Area personnel designated by the IC when the disaster plan is activated. This documentation will be made available for later review by the participating agencies.

**Rescuer Safety**
The rescue operation should not be considered over until all rescue personnel and all guests are accounted for and all rescue equipment has been inspected, replaced, and returned to service.

**Critical Incident Stress Debriefing (CISD)**
There should be a follow-up with all people involved in a disaster or MCI to offer and recommend CISD sessions. This will be scheduled by the Area Manager or IC.

As soon as practical after an incident, a review of the disaster response should be held to assess and analyze the process. The General Manager or IC will schedule the debrief.
Chapter 10 - Infection Control Plan

Introduction
The Sandia Peak Ski Area Infection Control Plan complies with the Occupational Safety and Health Administration (OSHA). This document refers to Area Management as the Area Manager or his delegate, which may be the Mountain Manager or from time to time, the Area EMSFRs.

General
SPSA is unique because both paid employees and unpaid volunteers staff the Area. This is an area plan covering both portions of the staff, although only the paid SPSA employees are required to comply with OSHA standards concerning blood borne pathogens. It is the policy of SPSP that the volunteer members of the patrol will voluntarily comply with the OSHA standards to the degree possible. In those areas where this is not possible, the plan specifies alternate procedures.

Exposure Categories
The Center for Disease Control has established three categories of potential exposure based on the work-related tasks:

1. Tasks that involve exposure to blood, body fluid, or tissues.
2. Tasks that routinely involve no exposure to blood, body fluid, or tissue, but may require performing unplanned category 1 tasks.
3. Tasks that involve no exposure to blood, body fluid, or tissue.

Volunteer patrollers do not routinely come in contact with blood or body fluids. However, they may occasionally be required to perform unplanned category 1 tasks. They are therefore routinely classified as category 2. Due to the role of the Area EMSFRs who lend support on all life threatening injuries, they are much more likely to have exposure to blood, body fluids or tissue, and are classified as category 1.

Work Practices
All patrollers are advised to carry pocket masks, small red biohazard bags, and face shields. All patrollers are required to carry disposable gloves. When appropriate, patrollers will use the patrol's equipment for positive pressure ventilation.

Surgical masks and gloves are available in the patrol rooms and should be used by attending patrollers when there is the possibility for category 1 exposure.

Small and medium sized red biohazard bags are stored in both the UPR and LPR. Things that DO go in the red bag are bloody gauze, anything contaminated by patient bodily fluids, rubber gloves, etc. Things that DO NOT go in the red bag and red bag containers are the gauze wrapper (unless contaminated), coffee cups, candy wrappers, etc. For used oxygen tubing, cut off the mask or cannula portion that was in contact with the patient and dispose of that in the biohazard container. The rest of the tubing is not contaminated and may be disposed of in the regular trash. Periodically, the red bags will be collected and disposed of by Area personnel.

Place all disposable sharps equipment (scalpel blades, needles, etc.) in the red sharp container in the LPR. Area personnel will dispose of this container when full or at the end of the ski season.

An assigned patroller will routinely wash and dry the cloth litters, sleeping bags and blankets after any contact with blood or body fluids (see LPR Procedures — Contaminated Waste and Laundry section below).

Disinfect the tabletops and working counter tops with an appropriate disinfectant (iodophor or 10% bleach solution spray) after each use.

OSHA, the Department of Labor, and the Department of Health and Human Services have indicated that the employer should make hepatitis B virus (HBV) immunization available for all workers classified Category 1 and who test negative for HBV antibodies. This requirement will apply only to the Area EMSFRs.

In the event of inadvertent personal exposure to blood, body fluids or tissue, the patroller will prepare a written report and give a copy to the patrol’s OEC advisor, the Patrol Director, and to the Area Manager.

Classification of Ski Area Personnel
Area Management has reviewed, and will review on an annual basis, all of their employee positions to determine whether a risk of occupational exposure exists.

Documentation
Maintain medical and training records for all personnel whose job description is classified as having an occupational exposure to blood borne pathogens. The Sandia Peak Ski Area Personnel Department will maintain these records for their employees and the Sandia Peak Ski Patrol Director will maintain the records of the volunteer ski patrollers with the official patrol records.
Maintain medical records for the duration of employment/active patrolling, plus thirty (30) years. Infection Control Medical Records lists the forms and procedures.

Maintain training records for three (3) years following the date of training (reference the Infection Control Training Records).

**Hepatitis B Virus (HBV) Vaccination**

All SPSA employees whose job is classified as having an occupational exposure are offered the opportunity to be vaccinated against HBV at no cost to them. Volunteer ski patrollers will be offered the vaccinations at a reduced cost, and if an exposure occurs, they will be offered a vaccination at no cost.

**Hepatitis C**

At this time there is no information available through the NSP OEC program on the risk of hepatitis exposure to patrollers.

**On the Hill Procedures**

Patrollers will treat all unknown situations as though an infectious materials hazard exists. Gloves shall be donned prior to approaching the patient. In the case where a hazard obviously exists, a surgical mask and goggles shall be worn. In this situation, advise the top watch to warn any other patrollers responding, and notify the LPR so they can be prepared when the patient is brought in. Use the red biohazard bags to contain contaminated materials and secure them in the toboggan for proper disposal in the lower patrol room. This does not include contaminated snow.

**Lower Patrol Room Procedures**

**Patient care**

In a suspected or known infectious materials situation, isolate the patient to the degree possible and clear the immediately surrounding area.

**Patroller Precautions**

Anyone working on or with the patient will use appropriate protective equipment. Any contaminated waste or laundry will be disposed of in appropriately marked containers immediately following use. After removing any protective equipment, the patroller will thoroughly wash the hands with antimicrobial soap.

If a patroller feels that he/she may have become infected due to inadvertent skin contact with bodily fluids from the patient, it is the patroller’s first duty to wash the affected area completely as soon as possible. In addition, remove potentially contaminated clothing and place in a large black plastic bag, and mark and identified the bag as “contaminated laundry.”

The patroller should then inform the TL who will initiate the Post Exposure Procedure below.

**Housekeeping**

- Decontaminate all work surfaces in the LPR prior to the lift opening, after each patient, and after the evening sweep.
- Decontaminate all surfaces that have been overtly contaminated as soon as feasible.
- Replace protective coverings (disposable pillow cases) upon contamination or after evening sweep.

**Contaminated Waste and Laundry**

Contaminated waste containers complying with the OSHA standards for such containers are located in the LPR.

Temporary storage of contaminated waste and laundry will be in the LPR.

Contaminated laundry will be professionally laundered at a facility designated by Area Management on an ‘as required’ basis and returned to service. Contaminated laundry will be stored in the LPR for no longer than a week.

**Post Exposure Procedures**

In the event of an Exposure Event, or potential Exposure Event, the affected patroller(s) will immediately contact the TL/LOD who will initiate the post exposure procedures by contacting the Patrol Director and the Area Manager. The General Manager will be responsible for ensuring that all post exposure requirements are complied with.

The affected patroller will be provided a post exposure medical evaluation funded by SPSA.

When possible, the affected patroller will be provided with the results of the source individual blood test as regards HBV or HIV.

A health care professional opinion concerning the results of this evaluation will be provided to the affected patroller within 15 working days of the completion of the evaluation.

Follow-up procedures for the exposed patroller include antibody or antigen testing, counseling, illness reporting, and safe and effective post exposure prophylaxis.
Responsibilities

SPSA provides the following equipment and services:

- Maintain medical and training records for Area employees.
- Provide HBV vaccinations for employees classified as having an occupational exposure risk and volunteer patrollers having experienced an exposure incident.
- Provide containers, container storage, and transportation for contaminated waste and laundry.
- Launder contaminated laundry and return it to service.
- Provide, at no cost to the employee and/or patroller, follow-up medical care and counseling after infectious contact.

SPSP provides the following:

- Maintain training records for SPSP patrollers.
- Provide infection control training and testing for all patrollers. Training is done during the On-the-Hill annual refresher. Patrollers are tested whenever they suspect they have been infected.
- Prepare, revise, and keep current the Infection Control Plan.

Education and Training

The Sandia Peak Ski Patrol will provide initial and recurrent training in accordance with OSHA standards. The Infection Control Training Record forms are in the LPR.

Initial training will be conducted during the Outdoor Emergency Care (OEC) course and On-the-Hill training, which all new patrollers are required to successfully complete. Those persons who challenge the OEC course will be tested to insure the required knowledge level.

Training will be accomplished annually during OEC refresher course and during On-the-Hill annual training. A patroller must complete both refreshers to work as a patroller.

From time to time, Area Management will hire new patrol-certified employees (EMSFRs) during the season. In this case, initial training will be conducted on a one-on-one basis.

Any updates to training will be conducted on an as-required basis when procedures or equipment are changed and information concerning the change needs to be disseminated. The team OEC advisor will conduct this training on the next duty day. It is the responsibility of the TL and the OEC advisor to ensure that all team members receive the update training.
Chapter 11 - SPSA & SPSP Special Activities and Programs

Visiting Patrollers/VIPs
Either the TL or Patrol Director may sign-in a visiting patroller with the approval of Area Management. All visiting patrollers are required to carry a valid lift ticket, generally provided compliments of SPSA. Check to ensure the visiting patroller is a currently registered Senior Patroller within the Rocky Mountain Division, an Alpine Patroller from Pajarito Ski Area, or a National Patroller and that they have current OEC and CPR cards. In special cases, the Patrol Director may authorize signing in patrollers of other classifications. The Patrol Director must notify the TL in advance before signing in NSP patrollers from other areas.

There are two categories of visiting patrollers:
- Dignitaries or similar who are observing our operations, conducting clinics, or participating in our training. These patrollers must have a lift ticket in their possession and must accompany a SPSP patroller while patrolling.
- Working visiting patrollers who have completed the annual recertification requirements are to be considered floaters. They must have completed On-The-Hill training as well as the S&T annual re-certification prior to patrolling. They will receive a personal Floater Identification to be used in conjunction with the daily floater identification when they patrol.

All visiting patrollers must sign on using one of the guest logins on the computer. Visiting patrollers must meet the same uniform requirements and standards as SPSP patrollers.

Other VIPs and members of the NSPS organization may visit the area. The Patrol Director or TL may request complimentary passes from the Area Manager.

Adaptive Skier Program
The adaptive skier program presents special challenges for patrollers. While many adaptive skiers may have obvious physical problems, others may have more subtle forms of physical or mental impairment. These may be far more difficult to deal with from an emergency care standpoint. Some of these adaptive patients may not respond, either to their own pain or to your treatment, as you might expect them to. Request assistance from sponsors and instructors in the adaptive program. Special lift evacuation procedures are detailed in the lift evacuation section of this manual.

Ski SWAP
SWAP, SPSP’s annual primary fundraiser, is organized by the Patrol and is generally held late October to early November. All Patrollers must participate in SWAP to maintain active SPSP membership and receive SPSA benefits. Various department/functions have been organized for effective SWAP operations with each lead by an experienced patroller. Patrollers are encouraged to sign-up for those functions where their skills and interests can best serve SWAP and train to become functional leads in the future.

- SWAP Coordinator
- Setup/Tear Down
- Receiving/Public check-in
- Public Admissions & Public check-out
- Problem Solving
- Commercial Check-in
- Computers
- Security
- Cashiering
- Business Center/Back Office
- Skis/Bindings/Snowboards/Boots/Nordic
- Clothing/Kids
- Food

Patroller Benefits
SPSA provides a benefits package as an incentive to patrollers. Benefits are determined annually and implemented by the SPSA General Manager and the SPSP Patrol Director to ensure availability and to prevent abuse. Benefit details are generally published prior to the start of the winter season. The current Patroller Benefits are presented in the Appendices.

Awards and Scholarship Programs
SPSP recognizes patrollers’ service and dedication through expressions of appreciation in the form of awards. For more information contact the Patrol Director. These awards include the following:
Local Awards
- National Patroller of the Year
- Student Patroller of the Year
- Bike Patroller of the Year
- Patroller of the Year
- Team Leader of the Year
- Certificate of Appreciation
- The Golden Helmet Award

Division Awards
- National Appointment
- Purple & Blue Merit Stars
- Patroller Cross
- Leadership Commendation
- Green & Yellow Merit Stars
- Angel Pins
- Appointment
- Service Awards
- Gold & Silver Merit Stars
- Distinguished Service Award
- Certificate of Appreciation

The Greg Hunter Scholarship Fund
The Patrol provides grants directly to educational institutions on behalf of successful applicants. For more information contact the Patrol Director.

Other SPSP Activities

Special Events
SPSP occasionally hosts special events, training sessions, or clinics. The Patrol Director, or appropriate advisor, should coordinate as far in advance as possible for complimentary tickets for these events. Visiting patrollers participating in these events are normally not expected to sign-in and patrol.
Appendices

Web version to be published separately

SPSA/SPSP Memorandum of Understanding (MOU)
SPSP Bylaws
Training Manual
Area Protocols
Lift Evacuation
Benefits
Sweep Maps, Miscellaneous Forms and Checklists