



changing lives every day

39 MOUNT SNOW RD

WEST DOVER, VT 05356

802-464-4069

## PROGRAM POLICY MANUAL

### Version History

<b>Date</b>	<b>Version</b>	<b>Comments</b>
09 November 2017	1.0	
21 November 2017	1.1	Clarification on earned vouchers, addition of page numbers, clarification of commitment level details, updated name of organization to reflect that Mount Snow Adaptive Sports Inc will be doing business as Adaptive Sports at Mount Snow.
28 September 2018	2.0	Update of Background Requirements and Lift Evacuation Training Requirements

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## 1. INTRODUCTION

Welcome to the Adaptive Sports at Mount Snow (ASMS) family! You are a member of a supportive group of compassionate, enthusiastic, adaptive sports instructors devoted to providing athletic and recreational opportunities for people with disabilities. ASMS volunteers' lives are enriched along with the lives of our participants and their families and friends.

This handbook is intended to:

- Help you understand the policies and procedures necessary for our programs to run as safely, smoothly and consistently as possible
- Describe our organization and the relationship between you and ASMS
- Provide a clear and easily accessible resource for your reference while you are a volunteer with ASMS

ASMS is a chapter of Disabled Sports/USA, with adaptive sports partnerships throughout New England. We provide opportunities for individuals with any type of disability to participate in athletic and recreational activities that many typically-abled people take for granted. For a person with a disability, the opportunity to experience the thrill and sense of accomplishment that results from sports participation is life affirming. We are committed to including families and friends of our participants, volunteers, partners, and the community at large in our efforts to make sports and recreation available to all who wish to participate.

## 2. ADAPTIVE SPORTS AT MOUNT SNOW GOVERNANCE

Adaptive Sports at Mount Snow is a 501(c)(3) non-profit charitable organization governed by a voluntary Board of Directors. The functions of Adaptive Sports at Mount Snow shall be carried out through the Board of Directors, staff and such other Committees, and/or Task Forces as may be established and authorized by the Board in accordance with the procedures set forth in the organizational bylaws.

The purpose of Adaptive Sports at Mount Snow is to provide opportunities for individuals with any type of disability to participate in athletic and recreational activities. The organization is committed to including families and friends of our participants, volunteers, partners, and the community at large in our efforts to make sports and recreation available to all who wish to participate

The organizational offices are located at: 39 Mount Snow Road, West Dover, VT 05356. The names of the Board Officers and Members may be found at [www.msadaptive.org](http://www.msadaptive.org).

The Board of Directors is comprised of a Chair, Treasurer and Secretary as well as up to 10 Board Members. The Adaptive Sports at Mount Snow Program is administered by the Program Director who reports to the Board of Directors, and an Assistant Director who reports to the Program Director.

Throughout this manual, there are numerous references to decision-making by or responsibilities of the Program Director. The responsibilities of the Program Director may be delegated (usually to the Assistant Director) in cases of absence or other circumstances per the judgement of the Program Director.

### **3. HOURS AND SCHEDULES**

Adaptive Sports at Mount Snow winter program runs from December through the closing of the Mount Snow Ski Area which can vary from year to year. Orientation and training are conducted in the 1-1 ½ months prior to that start of the season.

Adaptive Sports at Mount Snow winter programs take place between the hours of 8:00 AM and 4:00 PM. Special events, races, fundraisers, and special programs will have differing hours. The Program Director will notify all volunteers of start and end times of all lesson, programs and events.

Volunteers with assigned lessons are expected to be on site and “suited up” 30 minutes prior to a scheduled lesson.

#### **3.1.1. Scheduling, Absences and Cancellations**

Winter Volunteers are asked to submit a season-long commitment schedule so that the Program Director may:

- Submit accurate volunteer pass and voucher requests to Mount Snow resort
- Accept lesson reservations knowing what volunteer staff is available.

All volunteers are asked to honor their commitment schedules, with the understanding that there will be emergency changes as the season progresses.

If a volunteer is unable to work on a scheduled day, they must contact the Program Director at least 48 hours in advance.

- If a volunteer twice fails to contact (eg, call, email, text or otherwise convey a message) within this timeframe, they will not be scheduled again.
- Two (2) “unexcused” absences without 48 hours’ notice will result in the volunteer being considered unreliable and they will not be scheduled again.
- If a volunteer fails to show up on a day of commitment twice without any notification to the Program Director will result in the volunteer’s dismissal from the Adaptive Sports at Mount Snow program and forfeiture of all passes and earned vouchers.

If a volunteer leaves prior to the end of a scheduled lesson, the day will not be counted toward the commitment time without prior agreement with the Program Director.

### **3.1.2. Severely inclement weather**

Severe weather DOES NOT mean that lessons are cancelled. Lessons may only be canceled if it is determined that the conditions are too dangerous for a particular student.

Lessons will be cancelled if Mount Snow Ski Resort closes their operations.

If a volunteer feels the weather is too hazardous for travel, please contact the Program Director.

If a student/participant cancels or does not show for their scheduled lesson, credit will be given to the volunteer for the day of commitment.

### **3.1.3. Instructor assignments**

Assignments of volunteers to a lesson are made only by the Program Director. Should another staff member, board member, or volunteer attempt to change an assignment and/or assign additional volunteers and/or students to a lesson, do not accept the change.

Volunteer instructors are assigned to students based upon the instructor's qualifications and abilities in relation to the student. If there are any questions, concerns or requests for an assignment at any time, contact the Program Director to discuss.

A volunteer may consult with the assigning Program Director if they want to request a change.

(Exception: Alpine Race Team/Special Olympics training assignments may be made and/or changed by the assigned Special Program Coordinator ONLY on day of training.)

## **4. VOLUNTEER REQUIREMENTS**

### **All ASMS volunteer instructors are required to:**

- Have their own ski/snowboard equipment, including helmets
- Be able to, at a minimum, ski/ride safely and confidently on all blue terrain (exceptions for office based volunteers)
- Attend orientation and all required training
- Complete all required forms
- Be willing to work in all conditions as assigned
- Participate in lessons and follow instructions of lead instructors
- Demonstrate ability to be part of a team
- Demonstrate the ability to follow all ASMS policies

Requirements and benefits for the different Volunteer Roles are described in Section 18.

### **Peer Buddy Volunteers**

Peer Buddy Volunteers are individuals who are 12-14 yrs of age. The purpose of the Peer Buddy Volunteer is to provide a social component to our youth age lessons which is a valuable aid to learning a new skill. The peer buddy volunteer's will:

- Help incorporate the social realm within an age appropriate lesson.

### **Junior Assistant Volunteers:**

Junior Assistant Volunteers are individuals who are age 15. They will:

- Be assigned as an assistant instructor and be with a lead instructor on all lessons

### **New (First Year) Volunteer:**

New Volunteers are those individuals who are age 16 and older and are in their first season volunteering with an adaptive sports program. They will:

- Be assigned as assistant instructor until they have met the criteria defined by the Program Director to be a Lead Instructor.

### **Returning Volunteer**

Returning Volunteers are those individuals who are age 17 and older and who have volunteered at least 1 previous season with an adaptive sports program. They will:

- Be assigned as either Lead or Assistant Instructor as determined by the Program Director

Note that a volunteer who is under age 17 will not be considered a 'returning volunteer' regardless of the number of seasons they have volunteered.

### **Lead Instructor:**

Lead Instructors are individuals who are at least age 18 years of age. They will meet the criteria defined by the Program Director (on the basis of experience and training) which may include but not be limited to the following:

- Been a volunteer for at least one year
- Demonstrated the ability to have fun and provide a safe environment for participants
- Demonstrated the ability to mentor assistant instructors during lessons
- Been a volunteer on at least 8 separate lessons
- Received positive feedback from at least 4 different lead instructors
- Expressed interest in becoming a lead instructor

- Demonstrated the ability to provide safe and fun lessons

### **Instructor Trainer and Supervisor:**

The Instructor Trainer and Supervisor roles are assigned at the discretion of the Program Director in consultation with the ASMS Board of Directors Executive Committee.

Instructor Trainers are those individuals who are considered least a level 8 skier (confident skier on all mountain terrain and conditions), have at least 2 years' experience with an adaptive ski program or hold PSIA Adaptive or Alpine certification. They have the ability to develop and lead clinics at the request of the program Director, have expert knowledge of discipline being taught and the ability to effectively communicate that knowledge and demonstrate ability to act as a resource to instructors, and ability to mentor assistant instructors during lessons, when it is safe and appropriate to do so

Supervisors have a minimum of 3 years participation with the adaptive program at Mount Snow, have a minimum of PSIA/AASI Level 1 Adaptive certification and meet all criteria for the Instructor Trainer.

## **5. BACKGROUND REQUIREMENTS**

Adaptive Sports at Mount Snow engages with members of our community who are among the most vulnerable and the least able to protect themselves. A Background Check enhances the safety and security of Adaptive Sports at Mount Snow for participants, volunteers, and paid staff in the program. Such screenings are conducted to support workplace productivity, safety, and security by ensuring the backgrounds and qualifications of volunteers and paid staff are suitable for the position being considered in the Adaptive Sports at Mount Snow activities.

Volunteers over the age of 19 throughout the program's fiscal year (July 1-June 30), will follow the Background Check requirements. A potential volunteer and/or paid staff must consent to a background check to be considered for a position. An individual who refuses to consent to a background screening, and/or refuses to provide information necessary to conduct the screening, and/or provides false or misleading information will not be considered for the position for which s/he has applied. The original Background Check occurs at the time of initial engagement with Adaptive Sports at Mount Snow or at the time the policy is first implemented. A background check is required every 3 years beginning with the initial check.

An individual who has already been accepted as a volunteer or is hired and is subsequently found to have provided false or misleading information related to the background check may be subject to disciplinary action, up to and including termination. Background Checks are conducted for Adaptive Sports at Mount Snow by the National Center for Safety Initiatives (NCSI). The check is conducted to the standard set by the National Council of Youth Sports (NCYS). The search includes the following:

- Two national criminal database searches covering 50 states, DC, Guam and Puerto Rico
- Two Sex Offender Registry database searches for 49 states, DC, Guam and Puerto Rico
- Social Security Number verification
- Address history records

- Office of Foreign Assets Control federal terrorist database searches
- County Courthouse search
- Automatic re-check of single national database and sex offender registry 1 year after first screen

An individual may be prohibited from joining or participating either as a volunteer or paid staff on the basis of the results of the Background Check; potential exclusionary findings include the following reported incident(s) and/or conviction of:

- Any felony (any crime punishable by confinement greater than one year)
  - Defined on the basis of exposure for the offense for which the defendant was convicted, pled guilty, pled nolo contendere or which is pending a disposition. If pled down, then the crime for which the defendant ultimately was convicted.
  - Defined as all crimes punishable by greater than one year in jail or prison, regardless of how characterized by jurisdiction. If range, alternate sentencing, or indeterminate sentencing, outer range greater than one year.
- Any lesser crime involving force or threat of force against a person.
- Any lesser crime of a sexual nature or classified as a sex offense including but not limited to “victimless” crimes of a sexual nature such as prostitution, pornography, indecent exposure; and crimes in which sexual relations is an element.
- Any lesser crime involving controlled substances (not paraphernalia or alcohol).
- Any lesser crime involving cruelty to animals.
- Any sex offender registrant.
- Any lesser crime involving harm to a minor

Adaptive Sports at Mount Snow has sole authority to determine the eligibility of a volunteer or paid staff for the role for which they are applying or currently filling. At the discretion of Adaptive Sports at Mount Snow, adverse findings identified on the Background Check may be reviewed to confirm whether they are exclusionary.

Background Checks are required for all participants in the Special Olympics program, per policy of that organization; the Background Check conducted by ASMS may differ from that required by the Special Olympics program.

All volunteers will be required to complete an Adaptive Sports at Mount Snow **Background Check Statement of Understanding**. Please contact the Program Director, Assistant Director or a member of the Board of Directors if you have questions regarding the Background Check policy.

## 6. SAFETY

The safety of program participants, volunteers, staff and other guests is the top priority during all adaptive lessons and events. Each volunteer must act responsibly for his/her safety and that of fellow instructors, guests, staff and students/participants. In addition to the Adaptive Sports at Mount Snow protocols, volunteers and staff must follow the safety regulations, rules and policies of Mount Snow at all times.

Volunteers must use responsible judgement for student/participant safety.

Volunteers must stay on terrain that is within their and the student's ability.

Stay alert to continually changing weather, visibility and surface conditions. This can affect a student's/volunteer's ability to manage terrain.

Be prepared to stop or change plans at any time - use good judgment and common sense.

### 6.1. "Go With the Flow"

Maintain awareness and be respectful of others during all Mount Snow Adaptive activities.

- Respect Slow Zones - Slow down at orange signs and trail junctions.
- Follow The Pace - Faster than those around you is too fast.

### 6.2. "Know the Code"

All Adaptive Sports at Mount Snow ski/snowboard volunteers, must know and follow the [Skiers/Riders Responsibility Code](#) ['Know the Code' National Ski Areas Association]:

- Always stay in control and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you might obstruct a trail or are not visible to other skiers.
- Whenever starting downhill or merging on to a trail, look uphill and yield to others.
- Always use devices to prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.
- Always be safety conscious and make decisions based on the safest alternative.

### **6.3. Safety (Incident) Reporting**

Even though there is extensive training of volunteer instructors and evaluation of students, accidents may occur.

In case of an injury, call ski patrol immediately. Stay with the student until ski patrol arrives. Follow direction of ski patrol and accompany student to base patrol (all medical emergencies must be referred to Base First Aid or Ski Patrol). Call the Program Director as soon as possible to notify them of the incident. The Program Director will notify student's parents or guardian if appropriate. Direct any questioning party (aside from Ski Patrol or Emergency Medical Services) to call the Program Director. Do not speak with media or any members of public. The Program Director, Assistant Director, or Board of Directors are the only people authorized to make a statement to media.

Any time there is an incident that results in injury to a party (no matter how minor) or damage to equipment, an incident report must be filled out before close of business of the same day. Incident reports must be filled out as thoroughly and as objectively as possible. All incidents, accidents, injuries or damage to equipment or materials must be reported to the Program Director according to the policy above.

### **6.4. Separated Student Policy**

While every effort is made for a volunteer and student to stay together for the duration of a lesson period, if a volunteer become separated from their student they should initiate the "Separated Student Procedure", as follows:

- Upon realizing that the student is separated from the volunteer, and the volunteer no longer has a visual on the location of the student, the volunteer should proceed directly to the closest lift terminal.
- Notify the lift attendant of the separated student and provide a brief description of the separated student. Follow directions from the lift attendant.
- Once the lift attendant has notified Ski Patrol, the volunteer should notify the Program Director of the missing student.

## **7. WORKING WITH STUDENTS**

### **7.1. Bathroom Policy**

Mount Snow Adaptive Sport volunteers are Snowsport instructors and are not caretakers. Students are expected to be independent in all restroom stall needs. If they are not, a parent or caretaker must be willing to be available or within call distance. ASMS volunteers should not participate with any care that would happen within a bathroom stall. Volunteers of the same sex can escort a student to the rest room stall and can assist in unfastening and refastening of belts, button, zippers, etc., but may not assist a student in the stall. If there are any concerns during a lesson, address them with the Program Director. Failure to adhere to this policy may result in disciplinary action.

## **7.2. Seizure Policy**

If a student has had a seizure within two years, the student must wear a lift retention device. Device must be properly secured to the student. Device must be secured to the chair lift before the chair has cleared the pit or the wheel house. The device is not to be unattached until the chair is within the final tower before the bull wheel or until it is in the terminal housing. Failure to properly use a seizure retention device may result in disciplinary action.

## **7.3. Chairlift Bar**

The chair lift bar must come down with every load. This is an absolute. Anytime a volunteer is in uniform, the bar must be used. The bar needs to be down before the chair clears the pit and must remain down until the final tower before the terminal. Failure to follow this policy will result in disciplinary action.

## **7.4. Student Progress Note**

At the end of every lesson, a progress note is to be filled out. These notes enhance the quality and experience of the student's lesson. It is helping to set one another up for success. Be as thorough as possible when noting the equipment choices, and setting along with the success of the equipment choice. Include terrain choices and performance measures. This note should be completed before the close of business each day and is to be left in the student's file.

# **8. CONDUCT**

## **8.1. General Conduct**

Adaptive Sports at Mount Snow does not tolerate physical abuse, verbal abuse, neglect or harassment of others. Abuse and/or harassment are zero-tolerance violations.

Adaptive Sports at Mount Snow does not tolerate irresponsible behavior as a representative of the program or the resort. This is a zero-tolerance violation.

All volunteers must adhere to the conduct policies of Adaptive Sports at Mount Snow and the Mount Snow Resort. Volunteers are role models for participants, family members, and the guests of Mount Snow.

Volunteer behavior has a great impact on the way in which participants react and behave. The motto in the National Forest is "leave no trace." On a ski slope, the Skiers Responsibility Code must be followed at all times.

Volunteers must respect and adhere stringently to all posted signs.

All volunteers are ambassadors of good will. They are expected to use the position to share a love of winter activities and to promote the organization and program to the public.

Mount Snow (Peak Resorts) are our hosts. Adaptive Sports at Mount Snow volunteers represent the mountain/resort as well as the ASMS program.

As a program volunteer you and your behaviors will be associated with the mountain as well as with the program.

Anyone found to be in violation of this behavior policy behaving irresponsibly or not adhering to Mount Snow policies will be dismissed as a volunteer.

- Adaptive Sports at Mount Snow has zero-tolerance for physical or verbal abuse or harassment, or otherwise inappropriate behavior by its members, volunteers or participants toward anyone.
- Volunteers with Adaptive Sports at Mount Snow are expected to interact positively with all participants, staff and guests at the Mount Snow venue under all circumstances.
- If a volunteer encounters a guest who is behaving irresponsibly or unsafely, ask their name politely, and report the incident to the Program Director.
- The volunteer role is to focus on the safety and enjoyment of the participant/student and volunteer staff; it is not our role to police guests of Mount Snow.
- Assaultive, neglectful or harassing behavior by a Adaptive Sports at Mount Snow volunteer will result in removal from the organization, and revocation of passes/vouchers.
- Verbal or physical altercations, neglect and/or otherwise negative interactions with program participants or Mount Snow guests, regardless of circumstances, will result in permanent dismissal from Adaptive Sports at Mount Snow.

## **8.2. Lift Line Policy**

Adaptive Sports at Mount Snow Program staff, volunteers and students are permitted to use the service entrances on any/all lifts only during a scheduled lesson with a student. Misuse of the Mount Snow lift line entrances is a zero-tolerance violation.

Instructors must be wearing a Adaptive Sports at Mount Snow uniform with a nametag clearly visible.

Use of the service entrance if you are not with a student, is allowed for a student related EMERGENCY.

In the event that you have an emergency and do use the service entrance without a student present, you must notify the Program Director, and detail the circumstances in an incident report.

Do not use the service entrance during training clinics under any circumstances.

During holiday periods, use of the “Privates” entrance at Discovery Shuttle is prohibited unless it is absolutely necessary for the student to not wait in the standard Service Entrance.

If it is necessary to use the Privates entrance at Discovery, please notify the Program Director prior to use.

## **9. ORIENTATION AND TRAINING**

### **General**

All volunteers must complete the required orientation and training each year prior to being assigned to a program activity.

Orientation is scheduled on specific dates (which will be announced) in the fall, and ad hoc sessions as needed after the 1<sup>st</sup> of the year. Orientation consists of 1 full day and does not count towards fulfilment of training requirements.

- All volunteers (new and returning) must attend orientation

Each half day training session counts as one session so, for example, attending one full day of training is 2 sessions.

- New volunteers must complete 8 training sessions (4 full days)
- Returning volunteers must complete 4 training sessions (2 full days)
  - Note that only volunteers who are 17 and older are considered returning volunteers

The orientation and training schedule is provided each season and may vary; schedules may change without notice. The initial fall orientation weekend typically includes 1 day of orientation and 1 day (2 sessions) of training, but this should be confirmed each season.

**No Volunteer Will Be Assigned to a Program Activity Without Completion of All Required Paperwork, Background Check and Orientation/Training.**

### **Lift Evacuation Training**

Lift Evacuation training is **mandatory** for all “Black Diamond” level volunteers (see Section 18.1) who must complete the training requirement prior to being assigned to a lesson. Returning Black Diamond level volunteers must take lift evacuation training every 2 years after the initial training.

### **Other Training**

All volunteers are encouraged to attend workshops or certification exams to increase their level of knowledge and qualifications for instructing and leading the sports and recreation activities offered by Adaptive Sports at Mount Snow.

#### **Professional Ski Instructors of America (PSIA)**

The Professional Ski Instructors of America (PSIA) provides training in the system of teaching used throughout the United States at virtually all ski schools. The Adaptive techniques are all based on this system of teaching. PSIA holds workshop clinics, specialty clinics and certification exams during the winter in alpine, adaptive, Nordic and snowboard disciplines.

All volunteer instructors are encouraged to attend any PSIA workshops or certification exams to increase their level of knowledge and qualifications. Additional information, applications and a schedule of events are available at the Adaptive Sports at Mount Snow office.

### **Other Courses/Certification**

Some helpful courses and/or certifications that can be considered for building your skills:

- CPR, First Aid
- American Association of Snowboard Instructors (AASI): Alpine, Adaptive
- Wilderness First Responder
- Wilderness First Aid

## **10. TRANSPORTATION**

Volunteers may arrange to use MOOVER transportation within the Mount Snow area for program participant (student) transportation only after consultation with and permission given by the parent/caregiver of the participant. The Program Director should be made aware of these arrangements.

Adaptive ski/snowboard equipment is located on-site at Mount Snow. Volunteers may be asked to transport adaptive equipment for special events/programs.

Volunteers are not liable for any damage to adaptive equipment that may result from their transporting equipment when done at the request of a Adaptive Sports at Mount Snow staff member.

## **11. CONFIDENTIALITY**

Any information that an employee, board member or volunteer learns about Adaptive Sports at Mount Snow, or its participants, donors or other volunteers that is not otherwise publicly available constitutes confidential information.

Employees, Board members and Volunteers may not disclose confidential information to anyone who is not part of the Adaptive Sports at Mount Snow Program or to other persons working with Adaptive Sports at Mount Snow who do not need to know such information to assist in rendering services. The disclosure, distribution, electronic transmission or copying of any confidential information is strictly prohibited.

Conversations or discussions regarding an employee or volunteer, program participant, incidents, operational issues or events involving a participant should only be conducted in an appropriately private location with appropriate staff and/or Board Members.

Confidential information includes but is not limited to:

- participant records

- volunteer files
- staff files

## **12. FUNDRAISING**

Adaptive Sports at Mount Snow is a 501(c) (3) non-profit organization. Any donation is tax deductible.

Sports and recreation for everyone is the philosophy at Adaptive Sports at Mount Snow, thus creating and sustaining accessible, meaningful and fun recreational opportunities is critical. The Board of Directors, volunteers and others work with individuals, foundations, and corporations to raise funds. Adaptive Sports at Mount Snow is always seeking to develop new sources of revenue via planned giving, matching gift programs and special events.

Giving your time as a volunteer is greatly appreciated! Because of your commitment to ASMS you can be a tremendous asset in assisting our fundraising efforts by identifying people, including yourself, your employees, co-workers or other organizations that may wish to support our program.

We request that each volunteer participate in a fundraising event annually. Please contact the Program Director or the Board of Directors Head of Fundraising to volunteer for a fundraising role.

## **13. SOCIAL MEDIA/IMAGES**

Social Media is very much a part of communication and expression today. All staff and volunteers are asked to sign a media release in order to allow us to create exposure for the organization for general awareness, services offered, special events, fundraising activities, and other important communication needs.

Note: All requests to remain anonymous will be honored.

Posting:

When posting on any social media account concerning Adaptive Sports at Mount Snow, we ask that you:

- Disclose your Affiliation

If you talk about work related matters that are within your area of job responsibility you must disclose your affiliation with Adaptive Sports at Mount Snow.

- Honor Our Differences

Live the values. Adaptive Sports at Mount Snow will not tolerate discrimination (including age, sex, race, color, creed, religion, ethnicity, sexual orientation, gender identity, national origin, citizenship, disability, or marital status or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances).

Any questions or concerns about what is appropriate to post on any of these media is something to discuss with the Program Director or Assistant Director.

Guidelines for functioning online are the same as the values, ethics and confidentiality policies employees and volunteers are expected to live every day. Remember, your responsibility to Adaptive Sports at Mount Snow doesn't end when you are off the hill. For that reason, this policy applies to both company social media and personal use as it relates to Adaptive Sports at Mount Snow. We value our impact on the community and would like to provide value with our professionalism and storytelling. Anything deemed as offensive we will ask you to remove, but if it compromises the image or integrity of the program, further course of action will be taken per the Program Director.

#### **14. PET POLICY**

Mount Snow is a pet free resort. Pets are not allowed at the resort.

Certified Working Service and Therapy Dogs are always welcome at Adaptive Sports at Mount Snow, and are exempt from the Pet Policy.

For events located off-site, with advance permission from the Program Director, well-behaved pets are welcome.

Pet owners/caretakers must be prepared and available to handle any pet emergency that may happen during the adaptive event.

Any participant/family member may request the removal of a pet and the pet owner/caretaker must make immediate arrangements to leave and take the pet away from the event.

A pet owner/caretaker will not be able to fulfill volunteer requirements therefore is not considered a volunteer at that event

Anyone who is necessary/critical to the successful outcome of the event must not bring his/her pet. This applies to family, caregivers, volunteers, and staff.

When Adaptive Sports at Mount Snow is planning an event, and considering volunteer coverage, a volunteer who brings a pet will not be counted as 'coverage' since that person may need to leave at any time, and will not receive requisite volunteer benefit (voucher, pass, etc.)

#### **15. EQUIPMENT**

##### **Program/Participant Equipment**

Adaptive Sports at Mount Snow provides specialized equipment for participants. For those participants who utilize regular skis/boards, most participants are provided equipment through the Mount Snow Rental Program.

Adaptive Sports at Mount Snow adaptive equipment must be used properly to ensure the safety of our participants. Volunteers must take appropriate training to learn how to check and use each piece of adaptive equipment before using it with a participant.

Typical ski/snowboard rental equipment is included as part of the lesson with Adaptive Sports at Mount Snow for participants. Typical ski/snowboard rental equipment IS NOT INCLUDED in the Seasonal Programs or clinics.

Adaptive Sports at Mount Snow requires that all participants wear a properly fitted helmet while participating with the program.

In the event that a participant is unable or unwilling to wear a helmet due to their disability, please notify the Program Director immediately. DO NOT take a student out without a helmet without first discussing with the Program Director.

Helmet exceptions may be made in the case of certain disabilities, but only at the discretion of the Program Director.

### **Volunteer/Staff Equipment**

Volunteers must provide their own equipment. As a professional, volunteers are expected to keep personal equipment in good condition. The equipment should be suitable for the activity, checked regularly, and maintained in top operating condition.

Adaptive Sports at Mount Snow requires that all volunteers wear a properly fitted helmet while participating with the program.

Volunteers who use skis are required to have bindings inspected by a certified ski technician prior to any on snow activities at the start of the season. Proof of this inspection must be submitted to the Program Director. Snow boards are exempt. All certified inspection paperwork will be maintained in the volunteer files.

- Binding checks may be obtained free of charge for ASMS volunteers at “The Grind”.

All volunteers MUST wear a helmet when on the slopes in a Adaptive Sports at Mount Snow lesson, and/or when wearing a Adaptive Sports at Mount Snow uniform on the slopes, with or without a student (such as during training). There are absolutely no exceptions to the helmet policy for Adaptive Sports at Mount Snow staff and volunteers.

### **Equipment Storage**

There is some limited space available for volunteers to store personal equipment in the Adaptive Sports at Mount Snow equipment room. Volunteers are asked to only store equipment when they are actively volunteering.

Equipment left in the room is at the volunteers own risk.

All equipment MUST be removed from the equipment room at the end of each season.

As an adaptive ski/ride instructor, volunteers are required to have their own equipment and are not entitled to rental equipment from Mount Snow (see Zero-Tolerance Policies). Adaptive Sports at Mount Snow staff and volunteers are NOT entitled to complimentary rentals from the rental shop at the Mount Snow venue. If a volunteer experiences an equipment problem and

needs to obtain equipment from the rental shop, ONLY the Program Director may approve and obtain this equipment.

Any volunteer in a Adaptive Sports at Mount Snow uniform, or otherwise suggesting that he/she is working as a Adaptive Sports at Mount Snow volunteer who requests complimentary equipment from the rental shop for themselves, family members, or participants not eligible for rental equipment, without approval from the Program Director, will be dismissed from the program, and all passes/vouchers will be revoked.

## **16. UNIFORMS AND APPEARANCE**

Adaptive Sports at Mount Snow uniforms are for use during active volunteer activities. Misuse of a jacket is a zero-tolerance violation.

Adaptive Sports at Mount Snow provides outerwear for volunteers. On some occasions, volunteers may be provided a program T-Shirt to wear over their own ski/snowboard parka.

Each volunteer must provide their own BLACK ski/snowboard pants.

Adaptive Sports at Mount Snow outerwear are stored in the Program Equipment room on the second floor of the Discovery Center.

Outerwear is hung by size and should be returned to the proper section at the end of use.

When obtaining outerwear, it should be checked for the lift evacuation streamer. This is usually located in the sleeve pocket. If one is not available, additional streamers are available in the program room. Do not go out on a lesson without the streamer.

At the conclusion of use, uniform pockets should be checked for personal items and then hung and returned to the proper section (size designated) of the rack.

The Adaptive Sports at Mount Snow uniform policy mirrors the uniform policy of Mount Snow ski resorts. Volunteers may ONLY wear a Adaptive Sports at Mount Snow instructor jacket on the hill:

- During a ASMS assignment
- During training clinics
- While conducting a terrain check at the request of the Program Director

If you free-ski before, between and/or after your scheduled lessons, you must change out of your Adaptive Sports at Mount Snow uniform.

Uniforms may be worn to lunch or to walk the base of the mountain.

Uniforms may NEVER be worn into the bar area.

Adaptive Sports at Mount Snow uniforms may not be taken off premises for any reason without the permission of the Program Director.

All volunteers must wear appropriate clothing while participating in a Adaptive Sports at Mount Snow program.

Volunteers are expected to maintain a neat and clean appearance. All clothing and accessory equipment must be of current standards and in good repair.

It is imperative that all volunteers dress appropriately for the weather and act as a model for participants.

## **17. LESSONS AND PASSES**

### **General Information**

Adaptive Sports at Mount Snow is open to people with disabilities regardless of their financial situation. The Program Director has the authority to make decisions as to whether an individual student can be safely accommodated by the program.

Anyone who wishes to participate in the adaptive sports programs should contact Adaptive Sports at Mount Snow by phone or email regardless of ability to pay. It is through our fundraising activities, grants and donors that no one will be turned away for lack of ability to pay.

All adaptive lessons begin and end in the Mount Snow Discovery Center, main floor, just past the granite desk to the right. An elevator to access the program room is available. Enter the Discovery Building at street level; the elevator is through the green doors to the right. Take the elevator to “1” and enter the main building through the green double doors.

Students are not permitted to stay at the Adaptive Program office during break between morning and afternoon sessions. Students finish the morning session at 11:30am at the Adaptive Program office, start the afternoon session at 1:00pm, and end the afternoon session at 3:00pm at the Adaptive Program office.

For first time participants it is suggested that only a half day lesson be requested. This will allow participants/families and volunteers to better assess a person’s desire to continue, looking both at physical strength and tolerance for conditions as well as emotional stability. Participants need to demonstrate an ability to have lesson focus and physical tolerance.

### **Ski/snowboard lesson packages**

There are a number of options for participation in Adaptive Sports at Mount Snow. The information included in this manual is for general understanding; specific details and the price list should be obtained from the Program Director/Assistant Director:

#### **Half Day Package:**

- One 2-hour private lesson (one lead instructor, at least one assistant instructor)

- 9:30-11:30 am or 1:00-3:00 pm lesson session
- Includes full day all mountain lift ticket and all necessary equipment

**Full Day Package:**

- Two 2-hour private lessons (one lead instructor, at least one assistant)
- 9:30-11:30 am and 1:00-3:00pm
- Includes full day all mountain lift ticket and all necessary equipment

**Half Day Adaptive Clinic: (must book 2 lessons if a full day is desired)**

The Adaptive Clinic is for those who have their own ski/snowboard equipment, and Mount Snow season pass/lift ticket.

- Either 9:30-11:30am or 1:00-3:00pm, private lesson (one lead instructor, at least one assistant)
- Additional adaptive equipment needed may be provided by Adaptive Sports at Mount Snow at no additional charge
- DOES NOT include lift ticket or ski/snowboard rental equipment

**Ski/snowboard Season Lesson Passes**

Season Lesson Passes are valid from approximately mid- December through the beginning of April for up to 36 days of lessons. Reservations must be made in advance, and availability is not guaranteed. There are no season lessons during holiday weeks both Christmas and Presidents Week. Season Lesson Pass holders receive pre-season priority reservations, and may book their entire season in advance. Reservations may be cancelled and rescheduled with 24 hours advance notice without forfeit of one day.

A limited number of season adaptive lesson passes are available with Adaptive Sports at Mount Snow. Financial assistance may be available for those experiencing financial difficulties. Seasonal passes are not suitable for all students; please call the program office at 802-464-4069 for more information. The issuance of season passes is at the discretion of the Program Director.

**Season Lesson Pass Includes:**

- 36 days (either half or full) private lessons with one lead instructor and assistant instructor as suitable for the student
- Every effort will be made to pair student with same lead instructor(s) throughout the season to consistently build on skills development
- Ongoing feedback between Program Director, instructors, participant and participant family to ensure participant is receiving appropriate instruction and goals are being reached

- Alpine Race Team/Special Olympics team training is free of charge for all season lesson participants
- Students are required to have their own season pass or purchase a daily lift ticket
- Students are required to have their own typical ski/ride equipment
- Any necessary adaptive equipment is provided by Adaptive Sports at Mount Snow

**Full Day Adaptive Season Lesson Package:**

- 2 two-hour private lessons (one lead instructor, at least one assistant)
- 9:30-11:30 am and 1:00-3:00pm

**Extended Hours Full Day Adaptive Season Lesson Package:**

- 2 private lessons; 3-hours in the morning and 2-hours in the afternoon (one lead instructor, at least one assistant)
- 8:30-11:30 am and 1:00-3:00pm

**Half Day Adaptive Season Lesson Package:**

- 1 Morning two-hour private lesson (one lead instructor, at least one assistant)
- 9:30-11:30 am

**Extended Hours Half Day Adaptive Season Lesson Package:**

- 1 Morning 3-hour private lesson (one lead instructor, at least one assistant)
- 8:30-11:30 am

**18. VOLUNTEER COMMITMENT**

Volunteers are the heart, soul and backbone of the Adaptive Sports at Mount Snow organization. As a 501(c)(3) non-profit, the organization relies on volunteers who dedicate their time out on the snow in winter, helping out in the office, and planning and facilitating special events and fundraisers all year long.

There are four (4) volunteer commitment levels that may earn lift tickets, vouchers, season passes and food/retail discounts.

Volunteer opportunities are available both on the slopes and in the office; volunteering in either venue results in the same benefits.

## **18.1. Levels of volunteering**

### **18.1.1. Peer Buddy: Minimum 6 days of volunteering**

#### **Requirements**

- Age 12-14yrs
- Must be at least a “blue level” skier/rider
- Must attend either the standard volunteer training orientation or a separate peer buddy volunteer specific orientation

#### **Benefits**

- Receives a full day pass for the day they are volunteering
- Receive additional day passes, 1 per each full day volunteering
- Parents who drive their student volunteer to the mountain receive a day pass for day of travel

### **18.1.2. Green Circle: 6-20 Days volunteering**

#### **Requirements**

- 14 years of age or older
- 6-20 full days volunteering (see definitions)
- Must be at least a “blue level” skier/rider
- Training required:
  - Orientation
  - 4 training sessions minimum for returning volunteers and 8 training sessions for new volunteers (see definitions)

#### **Benefits\*:**

- Full day lift ticket on day of volunteering
- Receive additional day passes, 1 per each full day volunteering
- 50% Mount Snow food/beverage discount day of volunteering (for self only, and only while volunteering)
- Personal ski/snowboard skills and teaching training/adaptive clinics available throughout season

### **18.1.3. Blue Square: 21-25 Days volunteering**

#### **Requirements:**

- 14 years of age or older
- 21-25 full day commitment volunteering (see definitions)
- Must be at least a “blue level” skier/rider
- Training:
  - Orientation
  - 4 training sessions for returning volunteers and 8 training sessions for new volunteers (see definitions)

#### **Benefits\*:**

- All Green Circle Benefits Plus:
- Volunteer Season Pass (Mount Snow only  $\leq$  2 yrs volunteering, All Peak Resort 3+ yrs volunteering; see definitions)
- 50% Mount Snow Food/Beverage for self only
- 30% Retail Discount (see definitions for restrictions)
- Season long personal skills and teaching training/adaptive clinics available

### **18.1.4. Black Diamond: Over 25 Days volunteering**

#### **Requirements**

- 14 years of age or older, ability to lead lesson and/or run training clinics
- Over 25 Days commitment volunteering (see definitions)
- Must be at least a “blue level” skier/rider
- Work with Extended hours and/or bridge (Devo, Mountain Camp) programs
- 2nd season volunteering with Adaptive Sports at Mount Snow (or previously with Ability Plus Mount Snow)
- Training:
  - Orientation
  - 4 training sessions for returning volunteers and 8 training sessions for new volunteers (see definitions)

- Lift Evacuation every two (2) years (after the 1<sup>st</sup> training)

**Benefits\*:**

- All Blue Square, plus
- Season Pass for one qualified dependent (same pass type as primary volunteer)

\*PSIA/AASI Certification reimbursement may be available, based on grant availability (see definitions)

**18.1.5. Current Board of Directors/Staff**

Current members of the ASMS Board of Directors and ASMS Staff are granted all benefits listed under the Black Diamond commitment level.

**18.2. Definitions**

- A full day commitment is two sessions, any combination morning and/or afternoon on one day or over a number of days. The minimum number of days for commitment is 12 sessions. (6 full days)
- Season Pass:
  - Mount Snow only- first two (2) years volunteering
  - All Peak Resort (Explorer) Pass- three (3) plus years volunteering
- Retail and Food discount restrictions:
  - good only on non-sale items
  - no gift cards can be purchased
  - food discount applies only to those items per Mount Snow Resort policy (ie., certain items such as, but not necessarily limited to, commercially packaged items are not discounted).
- PSIA/AASI reimbursement may be available, but should be confirmed with the Program Director. If available, reimbursement is only after successful completion of one (1) year volunteering; expectation is that the volunteer will return at the same commitment level the next year (after any reimbursement)
  - Reimbursement is for the exam fee and is paid only if the exam is passed
  - Additional funds may be available based on grant funding. When (if) this funding is available, reimbursement is made with the following priorities and on a first come, first reimbursed basis:
    - Exam cost

- Weekend clinic cost
- Educational materials
- Dues

## **19. EARNED VOUCHERS**

Adaptive Sports at Mount Snow Program earned vouchers are for use by the volunteer who earned it. Misuse of an earned voucher is a zero-tolerance violation.

Winter sports volunteers who work 6 or more days earn one voucher for each full day of volunteering.

Volunteer earned vouchers are intended for volunteer use, and may be shared ONLY with friends/family at the volunteer's discretion.

Volunteers may not offer the voucher to anyone who is not a friend or family member. Vouchers may not be sold for any currency value at any time to anyone.

Voucher numbers are recorded and assigned by the Program Director at the time a volunteer is given their voucher(s).

Volunteers are responsible and accountable for the use of each voucher assigned to them.

Should anyone be found improperly sharing or selling a voucher assigned to a Adaptive Sports at Mount Snow volunteer, the volunteer is held responsible

Anyone found to have violated the Mount Snow voucher terms and conditions, as detailed on the voucher, will be dismissed from the program, and all passes/vouchers revoked.

## **20. SEASON PASS AND FOOD DISCOUNT**

Adaptive Sports at Mount Snow Program winter sport volunteers may receive food discount passes and/or season passes from Mount Snow. Misuse of a season pass and/or a food discount pass is a zero-tolerance violation.

Winter sports instructors who volunteer 6 - 20 days during the ski season receive a food discount pass. Winter Sports instructors who volunteer 21 or more days receive a season pass as described in Section 18 that provides a food and retail discount (restrictions apply).

- Retail and Food discount restrictions:
  - good only on non-sale items
  - no gift cards can be purchased
  - food discount applies only to those items per Mount Snow Resort policy (ie., certain items such as, but not necessarily limited to, commercially packaged items are not discounted)

The food discounts are for the designated volunteer only, and only on days when they are working with the Adaptive Sports at Mount Snow Program.

The season pass is valid for all days the resort operates and may be used at any time, even without a lesson.

Sharing, buying food for others or otherwise misusing the discount food pass or season pass will result in the volunteer being dismissed from the program, and all passes/vouchers revoked.

## **21. WHISTLEBLOWER POLICY**

Adaptive Sports at Mount Snow Program follows Vermont law concerning the rights of a whistleblower.

A whistleblower is someone who reports illegal or ethical violations by Adaptive Sports at Mount Snow at the risk of being retaliated against.

An employee or volunteer who makes a complaint about Adaptive Sports at Mount Snow misconduct, such as complaints about health and safety code violations, fraud, financial mismanagement or other illegal activities is considered a whistleblower.

Employees or volunteers who follow up with the complaints or give information to investigators are also considered whistleblowers.

Whistleblowers play an extremely important role in uncovering and correcting waste, environmental dangers, public safety violations, conspiracies, fraud and deceit.

Vermont whistleblower law protects employees from wrongful discharge through both state statutes and common law.

Adaptive Sports at Mount Snow will not suspend or terminate the employment of, or take other adverse personnel action against, a volunteer or employee who makes a report under the Vermont Whistleblowers Act.

## **22. ZERO-TOLERANCE POLICIES**

**Attendance** (Section 3.1.1 Scheduling, Absences and Cancellations)

- Failure to show up on a day of commitment twice without notifying the Program Director

**Uniforms and Equipment** (Section 15 Equipment; Section 16 Uniforms and Appearance)

- Request for or use of complimentary rental equipment for personal use (self or others).
- Use of the Adaptive Sports at Mount Snow jacket before, between and/or after scheduled lessons.

**Vouchers, discounts and passes** (Section 19 Earned Vouchers; Section 20 Season Pass and Food Discount)

- Misuse of an earned voucher (sale, etc.)
- Misuse of a season pass or food discount pass (sharing, purchasing for others, etc.)

**Behavior** (Section 8.1 General Conduct)

- Physical or verbal abuse, neglect and/or harassment toward others (participants, staff, guests.)

**Lift Line** (Section 8.2 Lift Line Policy)

- Misuse of the Service Entrance line (using the service entrance without a student/participant)

**23. FORMS, WAIVERS AND RELEASES**

Volunteers at Adaptive Sports at Mount Snow are not employees. Adaptive Sports at Mount Snow requires signed forms for the acknowledgement of receipt and acceptance of several waivers and or releases by each volunteer and/or parent/guardian. These must be signed prior to participation in any program or activity run by Adaptive Sports at Mount Snow.

Volunteers of Adaptive Sports at Mount Snow are not eligible for Worker’s Compensation benefits or insurance protection under the Adaptive Sports at Mount Snow umbrella policy while participating in any Adaptive Sports at Mount Snow activity or any activity that is associated with the Adaptive Sports at Mount Snow organization.

It is the volunteer (or volunteer’s family if under age 18) responsibility to procure medical and liability insurance coverage while participating in any Adaptive Sports at Mount Snow activity or function.

Any benefits extended to or made available to volunteers at Adaptive Sports at Mount Snow in no way constitute or imply an employment arrangement.

Volunteers are invited to participate with Adaptive Sports at Mount Snow at the discretion of the Program Director and Board of Directors, and may be rejected or dismissed from the organization without warning at any time for any or no reason. (Please see corrective action policy for additional information)

Volunteers are required to complete a volunteer application and to sign the following Acknowledgements, Waivers and/or Releases:

- Volunteer Application (completed annually)- includes attestation to background and capabilities.
- Acceptance of Insurance Responsibility
- Policies and Procedures Acknowledgement & Acceptance – includes acceptance and agreement to adhere to all policies and procedures described in this manual

- DSUSA Liability and Media Release
- Background Check Statement of Understanding

**ALL FORMS, WAIVERS, ACKNOWLEDGEMENTS AND/OR RELEASES  
MUST BE COMPLETED, SIGNED AND SUBMITTED PRIOR TO BEING  
ASSIGNED TO A PROGRAM ACTIVITY**

NO VOLUNTEER WILL BE ASSIGNED TO A PROGRAM ACTIVITY UNTIL THEY  
HAVE SUCCESSFULLY COMPLETED THE BACKGROUND CHECK