



Volunteer Handbook

Revised Nov. 2024

Index

| | |
|--|----|
| Mission..... | 2 |
| Introduction..... | 2 |
| Contact Information..... | 3 |
| Hours of Operation..... | 3 |
| Services and Operations..... | 3 |
| How to Assure Safety..... | 4 |
| Skiers/Riders Responsibility Code:..... | 4 |
| General Procedures/Policies..... | 5 |
| Training..... | 5 |
| Volunteer Benefits..... | 5 |
| Attitash or Wildcat..... | 5 |
| Eastern Slope Ski Club (ESSC) Programs..... | 5 |
| Jackson Ski Touring Foundation..... | 6 |
| On-Site Rental Equipment Policy..... | 6 |
| Professional Certification..... | 6 |
| Scheduling, Absences and Cancellations..... | 6 |
| First Aid..... | 8 |
| Helmet Policy..... | 8 |
| Lift Evacuation Policy and Procedure..... | 9 |
| Transportation..... | 9 |
| Parking..... | 10 |
| Equipment..... | 10 |
| Pet Policy..... | 11 |
| Confidentiality..... | 11 |
| Non- Discrimination Policy..... | 12 |
| Social Media/Image Policy..... | 12 |
| General Conduct..... | 13 |
| Communicating Important Information..... | 13 |
| Fundraising..... | 13 |
| Uniform & Jacket Policy..... | 14 |
| Lift-line Policy..... | 14 |
| Interactions with Guests at Host Venues..... | 14 |
| Physical, Verbal, or Other Abuse & Harassment; Interactions with Staff and Guests..... | 14 |
| Volunteer Dismissal Policy..... | 14 |
| Anonymous Reporting (Whistleblower) Policy..... | 15 |
| Acceptance of Mt. Washington Valley Adaptive Sports Policies and Procedures..... | 17 |
| Volunteer Insurance Responsibility..... | 17 |
| Volunteer Confidentiality Agreement..... | 18 |

Mission

To offer increased access to life affirming athletic and recreational opportunities for persons with physical and intellectual disabilities that will create freedom, promote independence, support inclusion and help those individuals and their families discover their full social, mental and athletic potential.

Introduction

Welcome to Mt. Washington Valley Adaptive Sports! You are a member of a supportive group of compassionate, enthusiastic, adaptive sports professionals devoted to providing athletic and recreational opportunities for people with disabilities. Mt. Washington Valley Adaptive Sports volunteers' lives are enriched along with the lives of our participants and their families and friends. Our program could not run without you, thank you for volunteering.

This handbook is intended to:

- Describe our organization and the relationship between you and Mt. Washington Valley Adaptive Sports (MWVAS)
- Outline the policies and procedures necessary for our programs to run as safely, smoothly and consistently as possible
- Provide a clear and easily accessible resource for your reference while you are a volunteer with Mt. Washington Valley Adaptive Sports

Mt. Washington Valley Adaptive Sports (MWVAS) is a Paralympic Sport Club and a chapter of Move United. 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.

Mt. Washington Valley Adaptive Sports, Inc. is a 501(c)(3) non-profit charitable organization, and may lawfully solicit donations.

TIN #04-3367707

Website: mwvas.org

Facebook: facebook.com/mtwashingtonvalleyadaptivesports/

Instagram: [@mwv_adaptive_sports](https://www.instagram.com/mwv_adaptive_sports)

Contact Information

Mailing Address: PO Box 1447
Glen NH, 03838

Office Phone: 603-374-2688

Program Director: Bob Levin
Assistant Program Director: Erin Wiggin

Board Members: Mark Shepherd
Jon Erickson
Mik Oyler
Olivier Roguet
Thomas Doucette
Lisa McCoy
Gene Geary

Hours of Operation

Mt. Washington Valley Adaptive Sports winter programs generally take place between the hours of 8:30AM and 3:00PM, and vary by location and program. Special events, fundraisers, and special programs may have different hours. The Program Director will notify all volunteers of start and end times of all lessons, programs and events.

Services and Operations

All Mt. Washington Valley Adaptive Sports programs are provided by reservation only to ensure that appropriate volunteers and any needed adaptive equipment are available. Space for participants in our programs is limited to the qualified volunteer staff available on any given day; a reservation request does not guarantee availability. Same-day requests may be accommodated at the discretion of the Program Director. Please refer interested participants or their families/ caregivers to the Program Director.

It is the intention of Mt. Washington Valley Adaptive Sports to provide any person with a disability the opportunity to participate in the adaptive programs we provide. If there is a financial hardship, financial assistance may be available. Please encourage interested parties to contact the Program Director for details.

Our Lessons: *SAFETY FIRST, THEN FUN, THEN LEARNING!*

The safety of our participants, volunteers and other guests is the #1 priority during all adaptive lessons and events.

How to Assure Safety

Each volunteer must act responsibly for his/her safety and that of fellow instructors, guests and our students. Even with extensive training of volunteer instructors and evaluation of students, accidents may occur. All incidents, accidents, injuries or damage to equipment or materials must be reported to the Program Director immediately, and documented on an Mt. Washington Valley Adaptive Sports incident report. Each volunteer must follow the safety regulations, rules and policies of host venues at all times.

Your judgment will affect a student's safety. Please only embark within your and the participants' abilities. Be alert to changing weather, visibility and surface conditions. Be prepared to stop at any time and most importantly, use good judgment and common sense.

Go With The Flow!

- Please be aware and respectful of others as you lead or assist a participant in an activity.
- Respect Slow Zones - Slow down at orange signs and trail junctions.
- Follow the Pace - Faster than those around you is too fast KNOW THE CODE!

As a Ski/Snowboard Instructor, you must know and follow the Skiers/Riders Responsibility Code:

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

This is a partial list. Be safety conscious

Let's Talk About FUN!

If you, and your student are not having fun, learning will not take place. Always be positive and keep the experience FUN. Fun will lead to learning.

General Procedures/Policies

Training

Mt. Washington Valley Adaptive Sports requires annual training of its staff and volunteers in order to stay proficient and current in its practices.

Training Requirements

- Seasonal Orientation
- Lift Evacuation Training every 2 years (alpine ski or snowboard volunteers only)
- 3 on-snow training sessions
- Equipment competency check-offs for each piece of adaptive equipment volunteer will use

Volunteer Benefits

ALL TRAINING REQUIREMENTS MUST BE MET TO RECEIVE BENEFITS

Volunteers will receive a discount identification card upon completion of training.

Attitash or Wildcat

- 2 - 2-hour lessons = 1 day of teaching
- 20+ Days of Commitment - Season Pass
- Less than 20 days - Ticket for the day of instruction plus a voucher for an additional one-day ticket. Voucher numbers are recorded and assigned by the Program Director at the time a volunteer is given their voucher(s). Vouchers are intended for your use, or the use of close family/friends. They may not be sold for any currency value at any time.
- If you have purchased your own pass or ticket, you may still earn a voucher
- Volunteers that meet their training requirements are also entitled to discounts at local participating area businesses. These discounts are for Mt. Washington Valley Adaptive Sports volunteers only and are subject to change at any time by the merchant.

Eastern Slope Ski Club (ESSC) Programs

We work with ESSC and local SAU's to help deliver programming to school students with disabilities, so that no child is excluded from school ski programming. In order to receive the benefits provided by the Eastern Slope Ski Club, Mt. Washington Valley Adaptive Sports

Volunteers must:

- Attend Mt. Washington Valley Adaptive Sports Orientation
- Full fill Mt. Washington Valley Adaptive Sports training requirements
- Complete background check for each SAU where instructor will be volunteering (to be reimbursed by ESSC)
- Complete annual form through ESSC: Forms can be found here <https://easternslopeskiclub.org/volunteer/>

- If you wish to receive the volunteer card entitling you to day passes to surrounding alpine and cross country ski areas, you must also attend either the annual ESSC orientation OR one of several Zoom clinics. These dates will be announced on emails from Mount Washington Valley Adaptive Sports.

Jackson Ski Touring Foundation

Volunteers can earn one complimentary voucher for each day of instructing if they have participated in at least one on snow training session within the last 2 seasons

MWV Ski Touring

Mt. Washington Valley Adaptive Sports has 2 transferable trail passes that are used for our programs. If a volunteer wishes to use them they may do so with advanced notice if they are not being used for programming.

On-Site Rental Equipment Policy

As a volunteer, you are required to have your own ski/snowboard equipment. Mt. Washington Valley Adaptive Sports staff and volunteers are NOT entitled to complimentary rentals from the rental shop at our host venues.

Professional Certification

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 we offer to our participants. Consider building your skills and obtaining the following certifications:

- CPR, First Aid
- Professional Ski Instructors of America (PSIA): Adaptive, Alpine & Nordic The Professional Ski Instructors of America (PSIA) is the system of teaching used throughout the United States at most 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. Applications and schedule of events are available at the office. If you have any questions about the process or your qualifications, please see the Program Director.
- American Association of Snowboard Instructors (AASI)
- American Canoe Association (ACA)
- Wilderness First Responder
- Wilderness First Aid

MWVAS Volunteers Are Not Classified As Employees

As a volunteer of Mt. Washington Valley Adaptive Sports, you are not eligible for Worker's Compensation benefits or insurance protection under the Mt. Washington Valley Adaptive Sports umbrella while participating in any way in any Mt. Washington Valley Adaptive Sports activity or any activity that is associated in any way with the Mt. Washington Valley Adaptive Sports organization. It is your sole responsibility to procure medical and liability insurance coverage while participating in any Mt. Washington Valley Adaptive Sports activity or function.

Furthermore, any volunteer benefits extended or made available to you by Mt. Washington Valley Adaptive Sports in no way constitute or imply an employment arrangement.

Volunteers are invited to participate with Mt. Washington Valley Adaptive Sports at the discretion of the Program Director, Assistant 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.

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 host resort
- Accept lesson reservations knowing what volunteer staff is available.
- To the extent possible, all volunteers are asked to honor their commitment schedules, but we are aware that there will be changes as the season progresses.
- If you are unable to work on your scheduled day, you must contact the Program Director at least 24 hours in advance, except in the case of sudden illness or emergency. If you are unable to teach on a date that you committed to, please call or email as soon as possible. Failure to show up on a day/time you have committed to twice without notifying the Program Director will result in dismissal from the Mt. Washington Valley Adaptive Sports volunteer program and forfeiture of all passes/earned vouchers.

Severely inclement weather DOES NOT mean that your student will cancel.

We may cancel a lesson if we determine the conditions to be dangerous for a student, but we do not generally cancel lessons unless the host resort closes their operations. Please show up for your assigned lesson unless we inform you otherwise. If you feel the weather is too hazardous for you to travel, please be sure to contact us as soon as possible so we may attempt to substitute another instructor.

If your student cancels or does not show up for a lesson, we will make every effort to assign you to another lesson that is appropriate to your ability and interests. If we are unable to assign you to another lesson, you will be asked to attend a training clinic if available. If there is no appropriate reassignment available, you will still receive credit for your commitment for that day.

Instructor assignments are made **ONLY**** by the Program Director or Assistant Program Director**

Should another staff member, board member, or volunteer attempt to change your assignment and/or assign additional volunteers and/or students to your lesson, do not accept the change without consulting the Program Director.

Instructors are assigned to students by the Program Director based upon the instructor's qualifications and abilities in relation to the student. If you have any questions, concerns or requests for your assignment at any time, contact the Program Director to discuss.

First Aid

- A Basic First Aid Kit is available in the Program Room
- Mt. Washington Valley Adaptive Sports Staff and Volunteers are not medical personnel; all medical emergencies must be referred to Base First Aid
- There is an AED in the Adventure Center and main lodge. Be familiar with AED locations, and how to use one. The AED gives instructions on its use. It is built for laypersons and will not let you administer a shock unless it is warranted; you may use it while waiting for ski patrol and EMTs to arrive.

Helmet Policy

All Mt. Washington Valley Adaptive Sports staff, volunteers and participants are required to wear a properly fitted helmet during their Mt. Washington Valley Adaptive Sports ski/snowboard sessions. If a volunteer or participant does not have a helmet, they may borrow one from Mt. Washington Valley Adaptive Sports.

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

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

Lift Evacuation Policy and Procedure

It is the responsibility of ski patrol to ensure that each ski resort guest is evacuated safely. Therefore, the methods used to evacuate resort guests including MWVAS participants is ultimately at the discretion of ski patrol. In the event of any injury to MWVAS participants or volunteers during evacuation, ski patrol is liable. Patrol takes this responsibility very seriously.

MWVAS works with ski patrol during pre-season lift evacuation training to determine best practices for removal of MWVAS equipment, participants and instructors from the lift. During an evacuation, a volunteer may provide ski patrol with information regarding the physical, cognitive and/or behavioral disabilities of the participant if that information helps ensure safety and comfort during the evacuation process.

The ideal order of evacuation is Volunteer-Participant-Volunteer. This process allows a volunteer to stay with the participant until they leave the chair, with another instructor ready to receive the participant and any equipment at ground level.

At Attitash and Wildcat: If a volunteer and/ or participant requires additional support, a ski patroller can ascend the lift and board the chair.

Transportation

Volunteers and Participants

As a rule, Mt. Washington Valley Adaptive Sports does not provide transportation for volunteers or participants/families/friends. We may from time-to-time help coordinate carpools, or transportation to and within venues. If you need help with transportation as a volunteer, contact the Program Director who may at their discretion, help you arrange transportation with other Mt. Washington Valley Adaptive Sports volunteers or participants.

Equipment

Adaptive ski/snowboard equipment is located at our Attitash Program Office and in a local storage unit. From time to time, the Program Director may ask volunteers to help transport adaptive equipment for special events/programs. Volunteers are not liable for any damage to adaptive equipment that may result from their transporting equipment on behalf of Mt. Washington Valley Adaptive Sports.

Parking

Our host venues each have policies regarding parking and we must abide by the policies. The Program Director will let volunteers know what the policy is for each venue.

Attitash - Volunteers are required to use the Overflow Lot 2 located north of Attitash Base Lodge. Take River Run Drive across the train tracks and turn right onto Earles Field Rd.

There is a shuttle bus that runs to and from the lot throughout the day with increased frequency in the mornings. If you have paid for your own pass or lift ticket, you may park with other paying mountain guests.

Equipment

Mt. Washington Valley Adaptive Sports 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.

Each piece of adaptive equipment has an associated checklist with a QR code. Part of your preparation for a lesson is to ensure the piece of equipment you intend to use during your adaptive lesson is in satisfactory condition. You can pull up the checklist using the QR code. If there is any concern about the condition of the adaptive piece of equipment, please notify the Program Director immediately.

Personal Equipment:

- As a professional, you should keep your personal equipment in good condition. It should be suitable for the activity, checked regularly, and maintained in top operating condition.
- If you will be skiing, you are required to have your bindings inspected by a certified ski technician prior to any on snow activities at the start of the season

Rental Equipment for Participants

- Typical ski/snowboard rental equipment is included in our Daily Adaptive Lessons
- Typical ski/snowboard rental equipment IS NOT INCLUDED in our Seasonal Programs or clinics
- As an adaptive ski/ride instructor, you are required to have your own equipment and are not entitled to rental equipment from the host venue

Pet Policy

Certified Working Service and Therapy Dogs are welcome, and are exempt from the Pet Policy.

- Pets are not permitted at the winter resorts we work with. For events located off site, with advance permission from the Program Director, in some cases well behaved pets are welcome.
- As caretaker of your pet, you must be prepared and available to handle pet emergencies that may happen during the adaptive event, which will affect your ability to fulfill volunteer requirements.
- Anyone who is critical to the successful outcome of the event must not bring his/her pet. This applies to family, caregivers, volunteers, and staff.
- When Mt. Washington Valley Adaptive Sports 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 benefits (voucher, pass, etc.)

Confidentiality

Participant Records and Information

Participant medical information confidentiality is legally protected under HIPAA. Be sensitive and discreet when discussing a participant's diagnosis and medical information. If you need clarification with the information or terminology in a participant's file, consult directly with the participant or their guardian or representative, or with the Program Director or the Assistant Program Director. A volunteer may never share, in part or in whole, a participant's private information recorded on their registration form with anyone who is not directly involved in their programming. A MWVAS participant's information cannot be shared with volunteers who are not involved in their programming. All volunteers must sign a volunteer confidentiality agreement.

Do NOT discuss, at any time, the participant's medical information with any person unrelated to Mt. Washington Valley Adaptive Sports.

All participant paperwork related to any program run under the auspices of Mt. Washington Valley Adaptive Sports is the property of Mt. Washington Valley Adaptive Sports and may not be accessed, duplicated or removed from Mt. Washington Valley Adaptive Sports office for any reason without the explicit permission of the Program Director.

Mt. Washington Valley Adaptive Sports Confidentiality

No volunteer may discuss any incidents, program-related issues, or operational events with anyone who is not directly related to the incident, issue or event. If you have questions or concerns about Mt. Washington Valley Adaptive Sports matters, please speak to the Program Director, Assistant Program Director, or a member of the Mt. Washington Valley Adaptive Sports Board of Directors.

Mt. Washington Valley Adaptive Sports encourages the submission of concerns by staff, board members or volunteers. If you have a concern about the behavior of a staff or board member, or other

Mt. Washington Valley Adaptive Sports volunteers that you are unable to resolve directly, please directly contact Board Chair, Mark Shepherd. Your concerns deserve attention, and will remain confidential and protected, as outlined in our Whistleblower Policy.

Non- Discrimination Policy

All volunteers adhere to and are protected by MWVAS non-discrimination policy, as follows:

Ability Plus inc., Doing Business as Mount Washington Valley Adaptive Sports (MWVAS) Non-Discrimination Policy:

Mount Washington Valley Adaptive Sports does not unlawfully discriminate internally (in its administrative and program operations) or externally (in provision of services) on the basis of race, political orientation, religion, gender or gender identity, sexual orientation, age, national origin, ethnicity, ancestry, marital status, veteran status, or mental or physical disability or any other status prohibited by applicable law.

Social Media/Image Policy

This policy is to protect the privacy of our participants, and must be adhered to:

With rapidly changing technology and the associated concerns of confidentiality and privacy, AbilityPLUS/ MWVAS presents the following clarified policy regarding photos and videos taken by volunteers and staff during MWVAS activities:

Photos and videos of participants, volunteers, or others during MWVAS activities must be transferred to MWVAS staff immediately after the lesson/activity and deleted from the volunteer's personal device to protect confidentiality.

If participants, families, friends, or caregivers share photos they've taken with volunteers, the volunteer must share them with MWVAS staff for use and refrain from distributing the media themselves.

Numerous laws and guidelines exist surrounding protecting minors and at risk populations such as people with disabilities. There are circumstances where participants and/or families request or require privacy for a variety of reasons. MWVAS maintains a consistent policy regarding this matter in order to respect and comply with these laws for the continued success of our organization. If a scenario presents itself from which questions arise, please direct them to the Program Director or Assistant Program Director. MWVAS strives for a strong photo and video presence for use on social media, outreach, advertisements, and for participants and their families. MWVAS is committed to staying abreast of the laws surrounding confidentiality and ways to remain in compliance. Volunteer assistance with selecting, sorting, and editing media in the Program Office is welcome and encouraged. Questions and concerns about this policy may be directed to the Board of Directors.

Thank you for your understanding and compliance with this important matter.

General Conduct

Please adhere to the conduct policies of Mt. Washington Valley Adaptive Sports and our host venues. You are a valuable role model for our participants, members, and the guests of the venues at which our activities take place.

You have a great impact on the way in which our participants perform and behave. When you are in the National Forest, please “leave no trace.” When on a ski slope, adhere to the Skiers Responsibility Code and to all posted signs.

When leading or assisting your participant in an activity, help him/her by sharing your love for the activity. We are all ambassadors of good will. Take the opportunity to promote our organization and programs to the public.

While we are operating our programs at our host venues, we represent their organization as well as ours. Venue staff, management, and guests will undoubtedly associate your actions with Mt. Washington Valley Adaptive Sports and the venue as a whole.

Communicating Important Information

The Program Director manages a tremendous amount of information each day, and fulfills several roles and responsibilities. The Program Room is often chaotic. If you need to communicate an important piece of information, please be sure to do it in writing (email or text is best), and do not assume your information was received unless you receive a reply from the Program Director.

Fundraising

Sports and recreation for everyone is our philosophy at Mt. Washington Valley Adaptive Sports. Creating and sustaining accessible, meaningful and fun recreational opportunities is critical. One challenge associated with offering our programming is funding. Mt. Washington Valley Adaptive Sports is a non-profit organization. Our Board of Directors, volunteers and members work with individuals, foundations, and corporations to raise funds. Mt. Washington Valley Adaptive Sports is always seeking to develop new sources of revenue via planned giving, matching gift programs and our special events.

Giving your time as a volunteer is greatly appreciated! Because of your commitment to Mt. Washington Valley Adaptive Sports, 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 ask that each volunteer participate in a fundraising event annually. Please contact the Program Director to volunteer for a fundraising role.

Uniform & Jacket Policy

The Mt. Washington Valley Adaptive Sports jacket policy mirrors the uniform policy of our host ski resorts. Volunteers may wear a Mt. Washington Valley Adaptive Sports instructor jacket on the hill:

- During assigned lesson while working with student/participant
- During training clinics
- While conducting terrain check at request of Program Director

If you would like to free-ski between and/or after your scheduled lessons, you must change out of your Mt. Washington Valley Adaptive Sports uniform jacket.

Adaptive instructors are required to wear self-provided black ski/snowboard pants. All volunteers must wear appropriate clothing while participating in an Mt. Washington Valley Adaptive Sports program and maintain a neat and clean appearance. All clothing and accessory equipment must be of current standards and in good repair. It is imperative that you dress appropriately for the weather and act as a model for participants.

Lift-line Policy

Mt. Washington Valley Adaptive Sports volunteers and staff are not permitted to jump lift lines but may use the “Lesson” line at lifts. (During Lessons)

Interactions with Guests at Host Venues

As a volunteer with Mt. Washington Valley Adaptive Sports, you are expected to interact positively with all staff and guests at our host venues under all circumstances. If you should encounter a guest you feel is behaving irresponsibly or unsafely, avoid engaging or interacting with the guest and always report the incident to the Program Director.

Physical, Verbal, or Other Abuse & Harassment; Interactions with Staff and Guests

Mt. Washington Valley Adaptive Sports has zero tolerance for physical, verbal, other abuse or harassment, otherwise inappropriate behavior by its members, volunteers or participants toward anyone.

Volunteer Dismissal Policy

Divergence from any of the above policies can result in dismissal from the Mt. Washington Valley Adaptive Sports volunteer staff and result in revocation of all volunteer benefits.

Please talk with our staff if you have any questions.

Anonymous Reporting (Whistleblower) Policy

AbilityPLUS, doing business as Mount Washington Valley Adaptive Sports or MWVAS, requires directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities.

Our policy for anonymous reporting (whistleblowing) is intended to encourage and enable employees and others to raise serious concerns internally so that Mount Washington Valley Adaptive Sports can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of Mount Washington Valley Adaptive Sports's code of ethics or suspected violations of law or regulations that govern Mount Washington Valley Adaptive Sports's operations.

What Can Be Reported

Federal law prohibits all corporations, including nonprofits, from retaliating against employees who "blow the whistle" on their employer's financial management and accounting practices. Mount Washington Valley Adaptive Sports supports the anonymous reporting/ whistleblowing of all illegal and unethical behavior and practices of any of its volunteers, employees, directors or constituents. This includes but is not limited to financial misconduct, physical, sexual or verbal abuse, harassment, or other forms of misconduct.

No Retaliation

It is contrary to the values of Mount Washington Valley Adaptive Sports for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, abuse, harassment, or suspected fraud, or suspected violation of any regulation governing the operations of Mount Washington Valley Adaptive Sports. An employee, volunteer or board member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of their position with Mount Washington Valley Adaptive Sports.

Reporting Procedure

Mount Washington Valley Adaptive Sports has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor(s). If you are not comfortable speaking with your supervisor for any reason, or you are not satisfied with your supervisor's response, you are encouraged to speak with Mik Oyler (oylermik@gmail.com), Chair of the MWVAS Personnel Committee. Supervisors and board members who receive a complaint are required to report complaints or concerns about suspected ethical and legal violations in writing to the Mount Washington Valley Adaptive Sports board of directors and to Mik Oyler, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor, or to the Program Director, or to the Board of Directors.

The Board of Directors is responsible for ensuring that all complaints brought to their attention about unethical or illegal conduct are investigated and resolved. Mik Oyler will advise the Program Director

and the Board of Directors of all complaints and their resolution and will report quarterly on compliance activity.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

Mount Washington Valley Adaptive Sports will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Acceptance of Mt. Washington Valley Adaptive Sports Policies and Procedures

I acknowledge that I have read, understand and agree to follow the guidelines as set forth in the Mt. Washington Valley Adaptive Sports Volunteer Policies/ Procedures Handbook.

Volunteer Signature

Date

Parent/Guardian Signature (if under 18yo) Date

Volunteer Insurance Responsibility

I understand that as a volunteer of Mt. Washington Valley Adaptive Sports, I am not eligible for Worker's Compensation benefits or insurance protection under the Mt. Washington Valley Adaptive Sports umbrella while participating in any way in any Mt. Washington Valley Adaptive Sports activity or any activity that is associated in any way with the Mt. Washington Valley Adaptive Sports organization. I understand that by applying to become an Mt. Washington Valley Adaptive Sports volunteer that it is my sole responsibility to procure medical and liability insurance coverage while participating in any Mt. Washington Valley Adaptive Sports activity or function. I understand that this form is a part of my permanent record at the Mt. Washington Valley Adaptive Sports office and does not expire as long as I am an active participant in Mt. Washington Valley Adaptive Sports programs.

I further understand and agree that any stipends and/or perquisites extended or made available to me by Mt. Washington Valley Adaptive Sports are incidental and/or gratuities, and said stipends and/or perquisites in no way constitute or imply an employment arrangement, or alter the aforementioned benefits and insurance responsibilities and agreements.

Volunteer Signature

Date

Parent/Guardian Signature (if under 18yo) Date

Volunteer Confidentiality Agreement

I acknowledge that in my role as volunteer, I may have access to personal and private participant information. This information is designed to help me plan safe, productive and fun outdoor recreation experiences for participants with whom I directly interact.

A. Except where applicable in Part B, I will not share personal and private participant information, including but not limited to:

- Health information
- Disability type, severity, or onset
- Use of orthotics, prosthetics, or appliances such as colostomy bag or catheter
- Financial status or ability to pay
- Guardianship status
- Any other information which is private in nature or may be construed as private

B. I will confidentially discuss a participant's information only when:

- I am the instructor or support volunteer who is working directly with the student or participant
- I am speaking with another MWVAS instructor/ volunteer who also works directly with the participant and also has permission to access to their information
- The information is directly relevant to our work with the participant
- No other person, including other instructors/ volunteers, can overhear me

Volunteer Signature

Date

Parent/Guardian Signature (if under 18yo)

Date