

Afton Alps Ski Patrol

Policy and Procedure

Manual

January 2009

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Afton Alps Ski Patrol

The Afton Alps Ski Patrol operates under the criteria established by the Outdoor Emergency Care Program Administration Committee (OEC PAC) as established by the National Ski Patrol System, Incorporated. All patrollers who administer care at the Afton Alps Ski Area are Outdoor Emergency Care (OEC) certified as specified by OEC PAC.

Mission Statement

The Afton Alps Ski Patrol promotes safety and provides emergency medical care and rescue services to the ill or injured at the Afton Alps Ski Area.

Purpose

The purpose of the policies and procedures is to establish a framework for a system of personnel management and administration, which will insure that:

- The mission of the Patrol is carried out in an efficient and effective manner.
- Ski patrollers may proceed with the assurance that they are carrying out the philosophy and objectives of the Patrol and area management.
- Ski patrollers understand the relationship to each other and the Patrol.
- There will be uniformity in matters relating to the Patrol.

Responsibility

It is the responsibility of each patroller to read and understand the contents of this manual.

Definition of the Afton Alps Ski Patrol

The Afton Alps Ski Patrol is a volunteer working unit of the Afton Alps Ski Area management. Under the supervision of the area management, the ski patrol provides emergency medical care to customers and spectators in distress. Along with the Courtesy Patrol, the Ski Patrol promotes safety in the ski area. The patrol and its members are registered with the National Ski Patrol System, Inc. (NSPS).

Definition of a Ski Patroller

An Afton Alps Ski Patroller is an individual who volunteers his/her services, and has met or exceeded the minimum national standards and requirements for ski patrollers established by the National Ski Patrol System, Inc. Each patroller has registered with the NSPS as a member of the Afton Alps Ski Patrol, and has remitted the required registration fees.

Structure of the Afton Alps Ski Patrol

The Patrol maintains a roster of members consisting of senior, basic, auxiliary, and candidate patrollers. The roster also includes the Medical Advisor and Medical Associates. Those with National Ski Patrol Appointments will be identified on one of the bulletin boards in the Ski Patrol Room. The Patrol Director is the head of the patrol and appoints and uses the Board of Directors to complete tasks and helps to keep the patrol operating smoothly and efficiently.

The Board of Directors meets as scheduled by the Patrol Director. All patrol members are invited and encouraged to attend board meetings.

Official communications will be distributed to all patrol members by e-mail. Those not having e-mail distribution should seek such information from some fellow patroller as a routine mechanism. (The duty shift schedule is handled separately – see Section 5)

Afton Alps Ski Patrol Leadership

(All persons designated below are automatically members of the Board of Directors of the Afton Alps Ski Patrol).

PATROL DIRECTOR – is guided by Area Management Policies and reports directly to Afton Alps Management. The Patrol Director conducts all Afton Alps Ski Patrol Board of Director Meetings. The following are assistants of the Patrol Director:

- Treasurer
- OEC Advisor
- Medical Advisor
 - Medical Supplies Advisor
- Schedule Advisor
- Records Advisor
- Social Advisor
- Awards Advisor
- Web Site Advisor
- Assistant Patrol Director (coordinates the 4 activities noted below)
 - Senior Training Advisor
 - Equipment Advisor
 - Hill Training Advisor
 - Snowmobile Safety Advisor

Classification of Afton Alps Ski Patrollers

Basic Alpine Ski Patroller

A Basic Ski Patroller is an individual (18 years of age and older) who has passed the NSPS Outdoor Emergency Care Test, and Alpine Skiing and Toboggan Handling tests.

Senior Alpine Ski Patroller

A Senior Ski Patroller is a Ski patroller who has served a minimum of one full calendar year (a minimum of ten sign-in days) in the basic classification. The senior Ski Patroller has been tested and successfully passed skill tests in all the phases of ski patrolling, as follows: Outdoor Emergency Care, ski patrol procedures, attitude, public relations, and skiing and toboggan handling proficiency. A Senior Patroller may request visiting privileges anywhere within the Central Division, but shall be signed-on to an area only at the discretion of the Ski Patrol Director or Hill Captain.

Auxiliary Ski Patroller

An Auxiliary Ski Patroller is an individual (18 years of age and over) who has passed the NSPS Outdoor Emergency Care test and who devotes his/her time and efforts to providing Outdoor Emergency Care in the medical aid room or on the hill. Auxiliary Ski Patrollers do not participate in the rescue and evacuation of injured persons from the hill. With proper training they may assist with chair evacuation. Auxiliary patrollers have the same duty requirements, benefits, and privileges as any patroller. Auxiliaries are not responsible for shift duty which requires On-the-Hill training. They do not wear the NSP Cross on their jacket. Auxiliary Ski Patroller is a 1 year classification at Afton Alps.

Ski Patrol Candidate

All individuals who seek membership in the Afton Alps Ski Patrol (AASP) or those former members of the NSPS who are reapplying for membership shall be registered provisionally as candidates during a training period that prepares them to take the qualification tests for full NSPS membership. Candidates do not wear NSP Identification during training. At the discretion of the Patrol Director, a candidate with some medical limitations may be transferred for a maximum of one year (starting with the transfer date) to Auxiliary Ski Patroller status.

Visiting Patroller

A visiting patroller must be a Basic or Senior Ski Patroller. He/she must be currently registered with the NSPS and must present a current NSPS registration, OEC and CPR card to the Hill Captain. The Patrol Director or Hill Captain can give permission to sign on. The Hill Captain determines that the patroller has adequate skiing ability, and gives a skiing assignment (if appropriate) and orientation. If requested to do so, the visiting patroller must ski with an Afton Alps Patroller. He must wear an appropriate uniform and have typical medical supplies carried in a ski patrol belt, a back pack, or a vest.

Inactive Status Ski Patroller

Individuals desiring to register as inactive ski patrollers will not be issued an employee pass. They must pay to ski or come as a guest of an active patroller. Inactive patrollers must complete the annual OEC refresher requirements and pay annual dues. Inactive patrollers may not wear a patroller's coat or vest or a patrol belt when skiing, but may provide Outdoor Emergency Care in the medical room or on the hill. Inactive status is granted for one year at the discretion of the Patrol Director.

Medical Advisor

The Medical Advisor is a physician with a current State License to practice medicine, appointed by the Patrol Director to provide expertise in the medical aspects of emergency care and accident prevention. It is desirable for a medical advisor to be registered as a fully qualified patroller.

Medical Associate

The Medical Associate is a physician with a current State License who is associated with the patrol. This individual does not give emergency care or perform on the hill patroller duties but provides medical assistance. He/she has an employee pass but has no guest privileges. The Medical Associate does not sign-on for shifts but must be registered with NSPS and must carry a Medical Associate card. He/she does not wear a patroller coat or vest or patrol belt. The Medical Associate is encouraged to become a regular member of the patrol.

Job Functions

Patrol Director

The Afton Alps Ski Area Management appoints the Patrol Director. The Patrol Director is responsible for the management of the hill, education, training, medical and schedule. The Patrol Director does the following:

- Provides administration and coordination of the Afton Alps Ski Patrol
- Appoints patrollers to the Ski Patrol Board positions
- Acts as liaison with Afton Alps Ski Area management
- Acts as liaison with Section, Region, and Division NSPS officers
- Coordinates the NSPS registration of the patrol
- Coordinates employee passes with Afton Alps management
- Establishes policies and procedures for the patrol
- Handles all patrol personnel issues
- Coordinates mailings of the schedule and other communications to the patrol
- Chairs the meetings of the Ski Patrol Board
- Appoints and maintains a close relationship with the Medical Advisor
- Ensures the awards and citations are prepared and presented
- Ensures coordination of social activities

Assistant Patrol Director

The Assistant Patrol Director is responsible for handling the records required by the NSPS including the records for OEC and Patrol registration.

- Acts as the Patrol Director in his/her absence
- Assists the Patrol Director in all functions.
- Coordinates the recruitment of new patrol candidates
- Ensures coordination of candidate training program
- Ensures coordination of Senior Training program
- Coordinates the orientations program for incoming, transferring patrollers

Medical Advisor

- Continually updates the patrol's emergency care training and proficiency standards and practice.
- Establishes, maintains, and monitors the medical guidelines.
- Coordinates and maintains the patient evacuation procedures including helicopter and ambulance procedures and communication protocols.
- Acts as liaison between the hospital(s), medical community, and the patrol.
- Advises the Medical Supplies Advisor.
- Advises the OEC Advisor.
- Advises the Patrol Director and area management on medical matters relating to the Patrol.

Medical Associate

- Reports to the Medical Advisor.
- May provide training for medical protocols, procedures and skills.
- Acts as consultant to the patrollers when requested.

Records Advisor

The Records Advisor is responsible for maintaining the records of the Afton Alps Ski patrol.

- Checks the OEC and CPR records of incoming, transferring patrollers.
- Maintains a record of the CPR card status of all patrollers.
- Oversees publication of a current Patrol roster and provides it to the patrol.
- Retains patrollers' registrations, attendance rosters, OEC, and CPR records for at least seven (7) years.

Schedule Advisor

- Determines the schedule dates for the ski season.
- Presents the scheduling procedure at the Annual OEC Refresher, describing the Internet On-Line mechanism being used, and stating the minimum activity points for the Ski Season.
- Coordinates patroller scheduling to ensure adequate coverage on all shifts.
- Prepares daily duty schedules for posting in the Ski Patrol Room, and has them available a few days in advance of the schedule dates for this posting.
- Collects sign-in sheets and records patroller attendance. Reports unexcused absences to the Patrol Director.
- Maintains current season attendance records.
- Submits season attendance records to the Records Advisor and Patrol Director at the end of the season.

OEC Advisor

- Coordinates the annual OEC refresher ensuring that all NSPS requirements are met.
- Coordinates the OEC class for candidates.
- Reports to the Patrol Director and gets advice from the Medical Advisor.
- Completes and submits the appropriate forms to NSPS at the completion of the OEC refresher.
- Submits a list of all patrollers completing the OEC refresher to the Records Advisor.
- Is an OEC Instructor in good standing with the National Ski Patrol.

Hill Training Advisor

- Coordinates the annual on-the-hill refresher ensuring that all NSPS and Afton Alps Patrol requirements are met for current patrollers, incoming patrollers, and transferring patrollers.
- Coordinates snowmobile training and orientation, including refreshers.
- Coordinates the chair lift evacuation refresher.
- Coordinates the candidate hill-training program
- Assists the Section Chief as necessary with candidate testing.
- Submits training schedule to Patrol Director and posts schedule in the medical aid room.
- Is a Toboggan Instructor in good standing with the National Ski Patrol.

Senior Training Advisor

- Promotes and recruits candidates for senior patroller.
- Provides training as needed.
- Coordinates the Senior OEC training program and on-the-hill training program.
- Is a Senior Patroller.

Medical Supplies Advisor

- Maintains and stocks the medical supplies for the Ski Patrol medical aid room
- Ensures that the crash packs are supplied and operational.

Equipment Advisor (excluding medical supplies)

- Maintains equipment, supplies, oxygen, splints, toboggans, backboards, blankets, etc.
- Maintains Equipment inventory.
- Monitors card file for equipment that has left the area and coordinates the recovery of that equipment. Keeps the Patrol Director informed of any special arrangements.
- Advises the Patrol Director and Treasurer of any equipment purchases required.

Snowmobile Advisor

- Develops policies and protocols for Snowmobile use at Afton Alps
- Oversees Candidate Snowmobile training
- Oversees Snowmobile refresher training
- Oversees Snowmobile modifications re. Safety, Visibility, Suitability, etc.

Web Site Advisor

- Establishes Internet Web Site
- Enters appropriate information on Web Site on a continuing basis.
- Informs Patrol Director regarding all Web Site inputs

Awards Advisor

- Prepares award and citation nominations.
- Keeps records of all awards received by the patrol and by individual patrollers.
- Establishes and maintains communication with Region Awards Advisor and Patrol Director.

Social Advisor

- Coordinates special events.

Treasurer

- Maintains the Patrol's financial records.
- Maintains a record of all dues paid.
- Processes all patrol equipment orders.
- Coordinates any fund-raising activities.
- Prepares operating budget for the Patrol and submits to Patrol Director by September 15.
- Submits year-end report to Patrol Director by July 15.

Hill Captain

The Hill Captain is designated on the schedule. The Hill Captain is responsible for the smooth operation of the patrol and is the immediate communication link between the patrol and management.

- Arrives 15 minutes ahead of scheduled shift. Gets AED and Radio Cabinet Key from the office. Designates a patroller to get snowmobile.
- Ensures that the snowmobile is operational.
- Checks the sign-in sheet for proper sign-ins. Records any absences and telephones individuals who are assigned but are not signed in for the shift.
- Checks the credentials (NSPS, OEC, and CPR card) and approves the signing-on of patrollers from other areas.
- Ensures coverage in each open area (Alps, Highlands, Meadows) by ski patrollers with radios.
- Communicates information to the patrollers from management and the Patrol Director.
- Ensures that the crash pack and the oxygen are operational.
- Ensures that the equipment is in place on the hill and in the medical aid room.
- Ensures that appropriate transportation has been arranged for injured skiers.
- Notifies the Patrol Director and Medical Advisor of all ALS cases.
- Organizes the hill sweep of the ski area at closing time. This should include the Alps and Meadows areas. Afton Alps Management and maintenance will sweep the Highlands area.
- Coordinates chair evacuations in cooperation with Afton Management.

- Ensures that accident reports have been properly completed by the end of each shift before the patrollers leave the area. The Hill Captain should ensure that all reports are complete and taken to the Afton office at time of area closing.
- Ensures that the medical aid rooms are in order and clean for the next shift.
- Communicates information to the next shift. Note any unresolved problems on the white marker board or on a note attached to the white marker board.
- Reports any toboggans and snowmobiles needing repair to the Equipment Advisor.
- Ensures that soiled laundry is placed in appropriate container.
- Attends Hill Captain training as designated by Patrol Director.

Hill Captain Checklist for Opening

Patrol Room

Checks supplies to make sure they are available and ready for use:

- a. Oxygen and Oxygen breathing masks
- b. Crash pack
- c. Bandaging materials
- d. Tape
- e. Splinting materials
- f. Plastic bags
- g. Ice (bucket can be filled from the bar)
- h. Report/Incident/Accident forms
- i. Paper products (tissues, paper towels)
- j. Backboards
- k. Cleaning supplies

On The Hill

Knows runs that are open and checks to make sure that equipment is ready for use on those runs.

- a. Snowmobile
- b. Toboggans and backboards

Communication

Checks for:

- a. Messages from previous shift
- b. Messages from management
- c. Messages from the Patrol Director

Hill Captain Checklist for Closing

Assures that:

a.

Ski Patroller Responsibilities

Conduct of Ski Patrollers

The primary responsibilities of all ski patrollers are prompt and proper rescue, medical aid, transportation of injured skiers, and accident prevention. If you see a hazard, correct it or notify Afton Alps management. All Afton Alps Ski Patrollers must wear a ski patrol parka and aid belt at all times while skiing, and must sign in on the daily duty sheet. A lift ticket is required for any Ski Patroller not wearing a ski patrol parka while skiing.

Scheduled ski patrollers may not serve as ski instructors, participate in ski races or take lessons.

- Under no circumstances can the drinking of any alcoholic beverage or consumption of other illegal drugs be permitted prior to, or while on duty. While wearing the official ski patrol insignia, a Ski Patroller is not permitted to drink alcoholic beverages at any time or anywhere.
- Lift line priority is used only when the ski patrol is called to an accident. Otherwise all Ski Patrollers are encouraged to ride the chairs with the skiing public to promote public relations.
- Cooperate with the Hill Captain to ensure that the patrol functions smoothly.

Dues, Certification, Passes

In order to patrol, the patroller must have the following:

- Current American Heart Association “C” levels CPR card or a Basic Life Support for the Professional Rescuer card from the American Red Cross.
- Current OEC card and completed OEC refresher requirements.
- Completed a current chairlift evacuation refresher.
- Completed a current hill refresher. Hill refresher requirements must be completed by date established by the Patrol Director to maintain active status. (This will normally be Jan 1st.)
- Employee pass for current ski season.
- Paid dues for the current ski season.

Ski Season Duty Schedule

Ski Patrollers are expected to work the required number of scheduled duty shifts as determined by the Patrol Director and Afton Alps management. There may be a limited number of hardship cases where patrollers cannot work the normal shifts or schedule of assignments. These individuals must contact the Patrol Director for special consideration to remain on the patrol roster.

Scheduling for the Afton Alps Ski Patrol is currently handled on an internet site identified as Afton Alps Ski Patrol.Org. You need the proper protocol for entering which is available by contacting any of the Afton Alps Ski Patrol Advisors. Access is not open to the public and needs to be controlled in a confidential manner. The monthly listing for all assignment openings is available before the season starts for the months of Nov., Dec., Jan., Feb., Mar., and Apr. Although it is possible to signup for the entire year at one time, good judgment needs to be exercised since your other personal commitments may cause complications.

Completion of any shift assignment results in a credit to a Ski Patroller of a designated number of points. This is described on the Web Site. Each year the Patrol Director will stipulate at the Annual OEC Refresher the number of points required for patrollers to maintain good standing. Each patroller is individually responsible for accomplishing this regimen. Any complications should be brought to the attention of the Patrol Director.

Patrollers are expected to patrol their shifts at the following listed times and to be present for the entire shift.

WEEK DAY SHIFTS

Day 9 AM – 4 PM
Swing 4 PM - 8 PM
Night 6 PM - 10 PM

WEEK END SHIFTS

Day 9AM -- 4PM
Swing 12PM – 6PM
Night 4PM – 10PM

Each patroller should signup for adequate shifts to accumulate between 2 and 7 points for each month that the Internet Schedule is offered. In addition to scheduling this minimum commitment, each patroller is expected to patrol at least one unassigned shift per month.

NOTE: Auxiliary Ski Patrollers do not use the Internet Scheduling procedure. They will signup on a separate schedule provided by the Schedule Advisor and/or Patrol Director.

Additionally, patrollers who are performing special duties will have their scheduling commitment reduced in accordance with the following chart.

AFTON ALPS SKI PATROL SPECIAL DUTY COMMITMENT
(Percentage of Patroller Points Required)

Basic Patroller	100%
Senior Patroller	100%
OEC and OTH Station Leaders	95%
OEC Instructors (Full Time Only)	40%
On-the-hill Instructors (Full Time Only)	40%
Scheduler	50%
Scheduling Assistants	75%
NSP Instructors in good standing	90%
Equipment & Supply Advisor	90%
Awards Advisor	90%
Social Advisor	80%
Medical Advisor	25%
Hill Captain Trainers	90%
Mentors	100%
Asst. Patrol Director	75%
Patrol Director	75%

Patrollers active in more than one category will use that category which requires the fewest points. The categories are not accumulative.

Ski patrollers are expected to arrive in the medical aid room early enough to be in uniform and ready to assume patrol duties at the scheduled shift start time. To ensure adequate hill and medical coverage, it is requested that before leaving, the patroller makes sure his/her replacement has arrived. If a ski patroller cannot ski as scheduled for any reason, it is his/her responsibility to obtain a substitute and to notify the Hill Captain with the change in the schedule.

The procedure for no-shows is as follows:

1. One no-show; the ski patroller will receive a reminder card.
2. Two no-shows; the ski patroller will receive a phone call and reminder card.
3. Three no-shows; the Ski Patrol Director will meet and review patroller attendance with the patroller for possible dismissal or request to go inactive.

Arrival at the Afton Alps Ski Area

When arriving at the ski area, please use the open ticket windows at the bottom of the hill, sign in, and show your pass to the attendant. Do not pass other cars waiting in line.

Patrol Room Sign-in

In the patrol room, print your full name (first and last name, not nickname) and arrival time on the sign-in sheet. If you are substituting for another patroller, write your name in the "Substituting For:" column after that person's name. Scheduled and substituting patrollers should sign the assigned shift area of the sheet. They should also choose a time to eat lunch. Unscheduled patrollers should sign in on the lower portion of the sheet and indicate whether they are patrolling, training, attending a patrol meeting, or taking a lesson. Sign-In protocol for Candidates and Candidate Trainers will be separately handled by the Hill Training Advisor.

Dress Code

The Afton Alps Ski Patrol dress code includes wearing a patrol jacket and belt while on the hill. Pants are to be solid dark blue or black. Jeans may not be worn as an outside garment while skiing on the hill. Patches which must be worn are the NSPS circle patch on the left front and the NSPS cross located on the back. An area emblem may be worn on the right front and a name tag either left or right on the front. The patrol jacket, hat or patrol belt may not be worn in any bar area unless the patroller is responding to a call for assistance.

Guest Privileges

Lift Tickets

Lift tickets valid anytime day or night/weekday or weekend – 1 free guest or family member, any additional immediate family members pay ½ price unless 5 years old or less (they get in free).

- Guests should arrive with patroller or meet patroller.
- ½ price ticket – Advise the ticket booth cashier, since they must scan your pass.
- Free ticket – Your pass must be scanned at the ticket booth, it only allows one per day, (unless 5 years old or less).

Rental Shop

- ½ price regular rental for patroller and immediate family or guest.

Ski Shop

- 35% off retail prices. Available for patrollers & immediate family only.

Ski School

- 35% discount on lesson programs for patroller or immediate family members, you must pre-register.

Food Coupon

- Valid for stated value on coupon (In cafeteria it is valid at Employee pricing, ONLY with presentation of Employee ID. In the Adult Lounges the coupon is valid for the regular customer price, as posted). Food Coupons are available ONLY to Assigned Patrollers or their substitutes, who fulfill a minimum 4 hour commitment.

Coffee and Hot Chocolate

Free coffee and hot chocolate are available to ski patrollers in all Chalets. (Normally, there is coffee and hot water in the Ski Patrol room.)

Christmas and Thanksgiving

Two complimentary passes to a patroller who works a shift. The passes are issued after shifts have been verified by the Patrol Director.

Request for Safety Help

When patrollers are working at Afton Alps, management asks that you help to promote safety. Please encourage skiers and boarders to stay on runs of their ability. You can even warn an individual to stay off certain terrain. Help remind skiers and snowboarders to ski in control and on slopes of their ability. If you see unsafe activity and have problems with a customer please contact the Courtesy Patrol or Maintenance.

Ski Area Coverage

The Hill Captain will determine the hill coverage. One possible coverage scenario for weekend days consists of three teams with assignments from 9 AM-12PM, 12PM-2PM and 2PM-4PM. Rotations are at 12 and 2 PM in the three areas of Afton Alps, i.e. Alps (chairs 1-5), Meadows (chairs 6-11) and Highlands (chairs 12-18). The rotation should be in a clockwise direction from Alps to Meadows, Meadows to Highlands, and Highlands to Alps. Other coverage schemes may also be used at the discretion of the Hill Captain, and depending upon circumstances occurring for any given day.

Visiting Patrol Sign-on

Visiting patrollers must:

- Have a current OEC card and CPR card in addition to an NSPS registration card for the current year or prior season.
- Comply with the dress code. (Patrol Parka, Dark Trousers, 1st Aid Gear)
- Must be signed-in and approved by the Hill Captain with the following:
 - * Visitor name and NSPS number.
 - * Visitor patrol area name
 - * Approving patroller's initials

Although not mandatory, it is suggested that the visiting patroller should agree to one full shift of duty time. It is also suggested that they not sign-on for more than two times in any one season. (Can be modified at the discretion of the Patrol Director.)

Communication

The Hill Captain must carry a radio. All other radios designated to ski patrollers should be signed out and picked up at the beginning of each shift. Scheduled patrollers have priority for radios over unscheduled patrollers or visiting patrollers. Also, the person operating the snowmobile must have a radio to facilitate communication.

Promoting Safety and a Positive Image

The Ski Patrol is charged with promoting safety on and off the hill. There are times when the Ski Patrol will be asked to assist management in helping to prevent injuries or situations that may cause injury.

- Advise skiers when equipment (such as poles without baskets, or skis/snowboards without brakes or runaway straps) needs to be secured or replaced. Skiers without safe and proper equipment are not allowed to be on the hills. Direct skiers to the ski shop for repairs or rental.
- Alert management regarding safety hazards. Management closes runs.
- Advise skiers that it is not permitted to jump from chairs before arriving at the snow-covered unloading ramp at the top of the lift. Any person who jumps from a chair must be detained and turned over to Courtesy Patrol or Maintenance. (Alternatively, he can be escorted to the Afton Alps Office.)

- Advise out of control skiers to ski in control at all times.

If skiers do not comply with requests for safety, the following actions may be taken:

- Mark the skier's lift ticket with a "W", using a black marker as an initial warning.
- If a skier's lift ticket has been marked and any patroller sees the skier continuing unsafe conduct, call Afton Alps management or escort the skier to management.

Release of Information

Information, written or verbal, will not be released to anyone (lawyers, insurance agents, chaperons, etc.) regarding an accident or ski conditions without approval and/or instructions from management.

Complaints or Concerns

Any skier with complaints against the area should be referred to the office personnel and management.

All concerns regarding ski patrollers should be directed to the Hill Captain. The Hill Captain should then take appropriate actions, log the complaint and action taken, and notify the Patrol Director.

Transferring Patrollers

Any ski patroller requesting a transfer from another patrol to Afton Alps Ski Patrol should present to the Afton Alps Patrol Director a dated letter from his/her former Ski Patrol Director stating his/her abilities, contributions to the Ski Patrol, and Ski patrol record.

Medical Aid Room

All patrollers are responsible for maintaining the clean and adequately stocked medical aid room.

- * Maintain clean floors, counters, and restroom.
- * Dispose of non bio-hazardous waste in the dumpster located behind the rental shop. Dispose Bio-hazardous waste as described in the Hazardous Waste plan.
- * Notify the Hill Captain of any broken or damaged equipment such as the snowmobile, toboggans, or splints.
- * Notify the Hill Captain of any medical or equipment needs.

Training Programs

Fall Refresher Training

Annually, the Afton Alps Ski Patrol offers an OEC and On-the-Hill refresher according to the NSPS requirements. Chair Evacuation is offered every third year. Each patroller is responsible for attending these refreshers either with the Afton Alps Ski Patrol or with another NSPS-affiliated patrol to meet the NSPS requirements. Each Patroller must also be currently certified in CPR at the American Heart Association “C” level or the equivalent Basic Life Support for the Professional Rescuer from the American Red Cross. CPR must be refreshed biannually.

Candidate Training

Prerequisites

- Each applicant must have a current Outdoor Emergency Care card or EMT certification (EMTs may take the “OEC EMT’s Challenge” thereby meeting the course requirements. They must also have an American Heart Association “C” level certification or equivalent issued within the past year.) (Due to the specific skiing and outdoor nature of the OEC training, all previous Afton Alps Candidates have invariably attended the Afton Alps OEC Training Course. This is strongly encouraged.)
- He/She must be 18 years of age or older.

Procedure for Applying

The applicant must contact the Patrol Director.

Evaluation

The applicant must attend the Afton Alps candidate meeting which will consist of written and practical OEC tests. At a later date an on-the-hill skiing evaluation will be conducted. The purpose of these evaluations is to ensure that the candidate’s skiing abilities and OEC skills are strong enough to continue the rigorous ski patrol training.

Training Schedule

An appropriate schedule for OEC training will be provided to all candidates. An appropriate On-the-Hill schedule will also be provided to all candidates. After completing the training, the candidate will take an OEC test and an On-the-Hill test. These tests, in part, are organized and administered by the Western Region. After successfully passing this test, the candidate will be classified as a Basic Ski Patroller.

Senior Training

Prerequisites

He/she must have actively patrolled for a full season as a Basic Ski Patroller.

- Candidate must be 18 years of age or older.
- Candidate must currently be an 'active' Basic Ski Patroller.
- In order for the Candidate to participate in testing, the Patrol Director's Signature is required on the Senior Testing Application Form.

Senior Training Schedule

- Senior level OEC, toboggan handling and ski proficiency training will be scheduled and conducted. The Patrol Director will designate a coordinator of Senior Training.
- The candidate will complete the Central Division written OEC, written NSPS, and OEC practical station tests.
- The candidate will complete the Central Division Ski Proficiency and Toboggan Handling test at an area other than Afton Alps
- After successfully passing all of these tests the candidate will be classified Senior Ski Patroller.

Orientation of Transfers

New transfer orientation will be scheduled as needed and directed by the Patrol Director. The orientation will be designed to make the transferring patroller more familiar with the area, equipment location, and policies and procedures used at the Afton Alps Ski Area. It will include reviewing the content of the Afton Alps Ski Patrol Policies and Procedures Manual. A mentor will be provided to aid in all of these familiarization steps, as well as to ski with the new patroller during the first few patrolling episodes.

Service

The Afton Alps Ski Patrol encourages active participants to become involved in service projects. Opportunities are available within Section 6, Western Region, Central Division and National organizations such as Senior Testing, Basic Testing, Section, Region and Division responsibilities. Other opportunities are available in the community such as skiing with the blind and deaf, foster child programs and disadvantaged youth programs. Patrollers should watch for information about service projects on the bulletin board or as communicated by the Patrol Director or others.

Awards

The NSPS and patrol recognize excellence and dedication of patrollers through public appreciation. Recognition by peers is for continued, improved and exemplary service. Recognition by NSPS is for accomplishments in service to NSPS and the skiing public. NSPS recognizes the following awards or insignias:

- Skill achievements
- Meritorious service
- Outstanding patroller and patrol
- National recognition awards
- Service recognition
- Honorary Awards

The patrol annually submits nominations for NSPS awards in accordance with the Western Region nomination procedures. The patrol has an internal recognition and awards program.

Ski Patrol Procedures

The procedures are to serve as guidelines to maintain high standards of rescue and medical aid of the injured and ill at the ski area. It is the responsibility of the patroller to know the difficulty of the runs, location of the lifts and phones to the office, locations of toboggans and all other available equipment. The patroller should know the location of the chalets, rental and repair shops.

Equipment Procedures

Toboggans and Backboards

- Ski, walk, skate, carry or snowmobile the toboggan and backboard to the medical aid room.
- Loaded toboggans should be skied down all steep hills.
- Refill the toboggan before returning it to the hill. All toboggans should contain a backboard, dry blanket, and jiffy splint.
- Return the toboggan to the hill with the snowmobile, and store appropriately.
- While patrolling, look for improperly stored or missing toboggans and equipment.
- If loaded toboggans are stored outside at the top of any run, always tip the toboggan up on one side to keep skiers from sitting on it, and to prevent snow and ice from accumulating in the bed of the toboggan.

Snowmobile Use

- * All ski patrollers must view NSAA Snowmobile Safety Video each year. Any one born after Dec. 31st, 1976, is required to take DNR Snowmobile Safety Course (offered on Internet) and pass the test at the end of the course (\$10.00 test fee reimbursable from Afton Alps).
- Only authorized personnel are approved to drive the snowmobile.
- All snowmobile operators need to know how to operate the parking brake, kill switch, the brake, reversing lever, and the throttle.
- Check for adequate gas and oil at the beginning of the shift. Patrollers should consult with maintenance if gas and/or oil are needed.
- Snowmobile Speed Guidelines:
 - a. Operator only (No toboggan – No more than 20 MPH
 - b. Snowmobile and empty toboggan – No more than 15 MPH
 - c. Snowmobile and loaded toboggan – No more than 10 MPH
- Park the snowmobile on the flat and off to the side in front of the ski patrol room as close to the row of pine trees as possible without interfering with skier traffic.
- The toboggan used with the snowmobile should always be properly equipped with a backboard, jiffy-splint, blanket, and protective sheet.
- Use headlights during operation.
- Watch for skiers when operating snowmobile. The snowmobile never has the right of way over a skier/snowboarder!

- The snowmobile cannot be operated in a controlled manner on steep hills. Additionally, the SKI PATROL SNOWMOBILE MUST NOT BE USED FOR TRAVELLING UP AND DOWN HILLS 2 AND 3. Therefore, the toboggan must be disconnected from the snowmobile and delivered to any steep hill injury, etc., site by an experienced ski patroller. The snowmobile can be reconnected to the toboggan at a lower place on the hill, after a patroller has skied the “loaded” toboggan down the steep hill.
- Drive the snowmobile up or down the fall line whenever possible, and do not attempt to make 180 Deg. turns on steep hills. Drive near the side of ski runs when feasible. Make all traverses at the top or bottom of the ski run where the terrain is nominally flat. If you must traverse on a low inclined ski run, lean to the uphill side of the snowmobile to reposition your center of gravity.
- Park the snowmobile perpendicular to the fall line on gentle hills. On steeper hills, the snowmobile can be turned slightly to either side of the fall line with the front skids turned approximately perpendicular to the fall line. When parking on a ski run, set the parking brake if possible.
- Turn off the engine whenever parked or unattended.
- Drive slowly near skiers and on narrow trails.
- Use the brake when going downhill sparingly and intermittently. When coasting downhill, let the engine idle or give it slight throttle to engage the clutch, which enables the engine to control the speed of the snowmobile.
- If possible, tow “loaded” toboggan downhill with a patroller skiing the tail rope. A “loaded” toboggan being towed uphill should never have a patroller skiing the tail rope due to the excess load on the snowmobile.
- When towing the toboggan behind the snowmobile, make sure the tow bar is properly attached, the tail rope is secure, and the ‘drag’ chain at the front of the toboggan is properly fastened in the up position. Safety chains at both ends of the tow bar must be functional and in use.
- If there is no tow bar, tie the toboggan tail rope around the crossbar between the handles and then to the snowmobile. In this case a second patroller should sit backwards on the snowmobile and hold the handles to control the toboggan and keep it from sliding into the snowmobile.
- If snowmobile is malfunctioning, make arrangements to have it delivered to maintenance for necessary repairs.

Communications

Radio Use

- The first scheduled patrollers signed in for duty will get the key for the radio cabinet from the office.
- Patrollers with radios should write number of radio on the sign-in sheet in the medical aid room.
- The patroller signing out a radio is responsible for its return. If he transfers it to another patroller this should be noted on the record.
- Visiting patrollers may not carry radios, except as determined by the Hill Captain.

- The Hill Captain must carry a radio. Whenever possible the Medical Advisor and the Medical Associate should also carry a radio.
- Scheduled patrollers should carry a radio and have priority over unscheduled patrollers for the remaining radios.
- There should be at least one radio in each area when the Hill Captain designates this scenario for Area Ski Patrol Coverage.
- Radios can be used to contact other patrollers, management, the office, security, maintenance, and the ticket booths.
- Repeat all transmissions as necessary when interference or excessive background noise occurs.
- Speak in normal, conversational English; do not use CB slang.
- Check the radio occasionally to ensure that the microphone key is not stuck in the “On” position, which causes unnecessary and objectionable interference.
- Radios should not be left unattended.
- Radio communication should not contain criticisms, personal business or descriptions of serious accidents.
- On cold days, keep the radio inside your jacket to preserve the battery’s strength.
- Be aware that it is difficult to transmit and receive in some areas, particularly under the high-tension transmission lines or at the bottom of the hills in the Highlands. Also, there are times when the “repeater” at the top of the hill (near maintenance) may not be working. This requires a change to a different channel for transmission.
- If a transmission is made and no response occurs, check that the radio is on, the volume is up and the squelch is off.
- Wait approximately 2 seconds after keying the microphone before talking. Hold microphone close to your mouth. Speak directly into the microphone.
- Notify the Hill Captain if a radio is not working properly. This info will then be communicated to the Equipment person who will arrange for necessary repairs.

Visual Signals

If a patroller on the hill needs a toboggan he/she should cross his/her ski poles above the head to signal to a patroller at the top of a run who will then bring a toboggan to the needed site. If a toboggan is not needed he/she should wave a single pole above the head.

Telephones

Outgoing telephone lines are located in the main office, medical aid room and in the chalets. The tan and white phones in the medical aid room are used to call the lines in the ski area. Phones are located at the top of lifts 6, 8, 10 and at the base of lifts 2, 5, 14, and 16 with lines to the Office.

Chair Lift Evacuation

Chair Lift Evacuation is authorized exclusively by Management.

- If an evacuation is called, the Hill Captain coordinates the patrol portion of the evacuation process between management and patrollers.
- The evacuation ropes, lead lines, rope savers, lead line launching devices, and sitting “Ts” are located in the medical aid room hallway going to the restroom. Clipboards are found in the medical aid room. Flares are found in the kitchen for night evacuations.
- If a chair evacuation is called for, the patrollers should make no comments about the cause of chair’s breakdown.
- Let management handle any public complaints. Direct the public to the office. Use gloves when belaying.
- Each patroller must be familiar with all techniques and procedures involved in a chair evacuation. He/She must complete the refresher and take part in each task of a chair evacuation refresher, which includes being evacuated from a chair, Team Leader, and Primary Rope Belayer.
- Immediately notify the Patrol Director or Assistant Patrol Director.

Medical Guidelines and Procedures

The Afton Alps Ski Patrol operates under the criteria established by the Outdoor Emergency Care Program Administration Committee (OEC PAC) as established by the National Ski Patrol System, Inc. All patrollers who administer care at Afton Alps Ski Area are Outdoor Emergency Care (OEC) certified as specified by OEC PAC.

The following protocols are informative only and represent that which is the highest standard of care relating to any set of circumstances.

It is the intention of the Afton Alps Ski Patrol that these protocols be used as consultative material in striving for optimal patient care. It is recognized that any specific procedure or care is always subject to modifications depending on the circumstances of a particular case. Further, these protocols may be deviated from after consultation with the Medical Resource Control Center (MRCC) and/or medical control physician.

Recommended Basic Supplies for Patroller Belt

Cravats	4	Scissors
4X4's + multiples	5-7	Several Safety pins
Accident form	2	Adhesive tape
Band-aids	10	Wire splint
Butterflies	8-10	Penlight
Tongue blades	6	Cravats or binders for the Jiffy Splints
Plastic bags	2-6	3 – 4 Pairs of Examination Gloves (Disposable)
Ink pen		Pocket mask with one-way valve
Antiseptic towelette		

Hill Procedures

Procedure at the accident scene

- The first patroller on the scene is generally in charge, unless he/she designates another patroller to take over.
- When possible, request that another patroller, maintenance, or Afton Alps Office, bring any additional equipment to the needed location.

Equipment used at Scene

- The patroller in charge, or designee, ensures the reloading and return of the toboggan to its original location.

Sweep Procedures

- The sweep procedure is divided into three areas; Highlands (Hills 12-18), Meadows (Hills 6-11), and the Alps (Hills 1-5). This sweep will be done as designated by the Hill Captain.
- Management (maintenance) completes the sweep of the Highlands.

Patient Care in the Medical Aid Room

The responding patroller in charge accompanies the injured (ill) skier into the Medical Aid Room, or transfers appropriate injury information to other patrollers. All patrollers not involved with patients should not enter the Medical Aid Facility Room unless requested to assist or needing to be in the room for some other Patrol related purpose.

- The responding patroller completes the accident report, or requests another to do so.
 - a. Ensures description of accident and location is clear, accurate, and complete.
 - b. Ensures the aid given (both on the hill and in the medical aid room) is listed on the accident report form.
 - c. Lists all patrollers who assisted with the accident.
 - d. Lists any medical equipment sent with patient.
 - e. Signs accident form.
- Ski boots are removed (if possible), unless the injured skier requests you not to remove them.
- Call the Afton Alps office to have family, chaperone, or friends paged.
- Arrange for transportation.
 - a. Be sure all helpers understand loading operation before starting.
 - b. If an ambulance is needed, call the Hastings Fire Department. Inform them whether Basic Life Support (BLS) or Advanced Life Support (ALS) is being requested; the age and sex of the person to be transported; and a brief indication of the type of medical condition encountered. If the Hastings Fire Department does not answer the call, then call 911.
 - c. The Health Partners' East Metro Medical Resource Control Center (MRCC), Tel # 651-254-2990, may also be used for advice regarding patient care.
- Normally, only two people at a time (i.e., parents, chaperons, friends, relatives) should be in the medical aid area with the patient.
- Be sure that injured skier's personal belongings are obtained from the chalets.
- Offer directions and a map to the hospitals as needed.
- If it is necessary to send the patrol's special equipment with a patient, be sure that clear and definite arrangements are made for its return.

Complete an index card with the following information:

 - Patients name, address, and phone
 - Date
 - Destination
 - Equipment sent.
 - Put the card in the gray file on the counter in the medical aid room.

Let the Hill Captain know this information so that he may contact the Equipment Advisor to make arrangements for a pickup at the hospital.

- Rental equipment must be placed in the storage room (skis, snowboards, poles, and boots). Obtain the rental equipment form from the injured skier and attach it to the equipment. If a skier comes in for medical aid and wishes to continue skiing, the patroller MUST keep the rental equipment involved in the injury and accompany the skier to the rental shop for replacements. If a skier has returned his/her equipment before coming into the medical aid room for treatment, the patroller MUST contact the rental shop and retrieve that equipment and a copy of the rental slip.
- If a lift is involved, the responder must take a “Lift Incident Report” form to the operator and have him/her complete it. Alternatively, the Lift Supervisor can be contacted by radio to pick up the form and have it completed.
- If an employee is injured make sure Afton Alps Office is informed so they can fill out OSHA Injury Report Form.
- If a collision occurs make sure appropriate forms are completed.
- If a skier is injured during a lesson, have the instructor complete the “Alton Alps Ski School Area Accident Report” form.
- Relatives/friends of patrollers, who are not patrollers, are not to be in the medical aid area.

Transportation

The Afton Alps Ski Area is served by a highly skilled and experienced Emergency Medical Services system. Rapid entry into that system is to be ensured in all cases requiring care beyond the level available at the Medical Aid room. A patient’s requirements generally fall into one of the following categories:

- Transportation by Advanced Life Support (ALS).
- Transportation by Basic Life support (BLS).
- Transportation home by private vehicle or bus.
- Return safely to skiing, or rest in one of the chalets.

In cases where the most appropriate method of transportation is unclear, the patient should be treated as if they fall into the highest appropriate category.

Indication for immediate Advanced Life Support transportation may include, but is not limited to:

- Any compromise to the airway or cardiopulmonary system
- Acute chest pain (with or without previous history)
- Blood pressure below 100 mmHg systolic in adults
- Prolonged shortness of breath
- Wounds with estimated blood loss of greater than 500 cc (1 pint)
- Any patient unresponsive to deep pain stimulus
- Any penetrating wound of the chest, abdomen, or head

- Any trauma patient with significant neurological deficit (numbness or lack of movement)
- Any patient who has fallen more than 20 feet
- Pelvic fractures (suspected)
- Status asthmatics
- Seizures, prolonged or repetitive
- Electrocution
- Pedestrian Struck by Auto
- Significant auto and/or bus accident
- Drowning
- Diabetes (hypoglycemia, hyperglycemia)
- CVA/Stroke
- Stabbing/gunshot wound
- Significant overdose
- Sustained loss of consciousness (over five minutes)
- Severe impact to neck, spine, head
- Other cases which, in the judgment of the attending personnel, require immediate Advanced Life Support
- Pediatric femur fractures (Age less than 12 years)
- The Patrol Director and Medical Advisor need to be advised of all ALS patient transports.

Indication for immediate Basic Life Support transportation may include, but is not limited to:

- Brief loss of consciousness, now alert
- Fractures of any long bones
- Back injuries except cervical
- Other cases which, in the judgment of the attending personnel, require immediate evaluation
- Cases reviewed with the hospital emergency room staff that do not require Advanced Life Support
- Isolated femur fractures (age above 12 years)

Indication for Life Link Helicopter ALS transportation may include, but is not limited to:

- Patient unresponsive to deep pain stimulus
- Patient with penetrating wound to the chest, abdomen, or head
- Serious bus accidents or other Mass Casualty Incidents (MCI's)
- As suggested or directed by MRCC
- Other cases, which, in the judgment of the attending personnel, require immediate helicopter transport
- Helicopter is dispatched through Afton Alps Office

Hastings Ground Transportation

Advance Life Support or Basic Life Support

Phone: Primary; 651-437-3126 Secondary 651-437-5470

(The secondary number is given in the event you cannot make contact using the primary number).

- Cases that require immediate evaluation by emergency personal and transport, but do not require helicopter transport.
 - Serious bus accidents or other mass casualty incidents (MCI's).
- 1) You will be talking directly with the Hastings ambulance dispatcher.
 - 2) Identify yourself.
 - 3) Advise what type of service is required, Advanced Life Support (ALS) or Basic Life Support (BLS).
 - 4) Give dispatcher vital information for making the ALS or BLS Designation.
 - 5) Confirm with dispatcher the decision for ALS or BLS. The dispatcher has the authority to change your call.
 - 6) After hanging up following the call to Hastings dispatch, you must contact the Afton Alps Office and advise them of the call.

Helicopter Transportation

- 1) Patrol calls Afton Alps Office requesting Life Link Helicopter. Afton Alps Office calls Life Link.
- 2) Patrol advises Afton Alps office if the Helicopter is to LAUNCH or be put on STANDBY.
- 3) Patrol gives the office the details of the injury so they can relay to Life Link.
- 4) Patroller communicating with Afton Alps Office must repeat all information and Helicopter status to the Hill Captain and or other patrollers involved in the injury situation.
- 5) Afton Alps office advises Patrol that the Helicopter is on the way.
- 6) If Life Link is not available, Life Link will call North Air Care. If neither can come to Afton Alps, Life Link will advise Afton of this situation. It is the Afton Office responsibility to make all phone calls related to Life Link
Afton Office then calls Hastings Ambulance 651-437-3126 or 651-437-5470 advising that a helicopter is not available for Advanced Life Support transport.
- 7) Afton Office then advises the Patrol of the situation.
- 8) Afton is referred to as "Location 500" when on the radio with Life Link Helicopter.

Helicopter Accommodation, Helicopter Safety Precautions and Special Notes

If life Link III has been called, the office will notify maintenance to secure the landing area.

- If Life Link III cannot respond, the office will inquire if Life Link III has contacted North Air Care and their estimated time of arrival. If no helicopter is available, the office will call Hastings ALS Ambulance.
- Communication to the helicopter pilot will primarily be the responsibility of the Hill Captain in conjunction with management, using the area radios. Afton Alps is referred to as “Location 500” when communicating with Life Link on the radio. If there is a radio failure, all landing information can be relayed through the Life Link III dispatcher at 651-778-0416.
- The primary landing area is the management/security parking area east of the medical aid room. The pilot may elect to go airborne and land at a closer access point to the patient. The landing zone security is the primary responsibility of management. The Hill Captain will assist management. The landing area should be immediately cleared once the decision is made to land the helicopter. This includes the taking down of the helicopter landing zone signs and moving of vehicles. This is the primary responsibility of management, but the patrol should assist whenever requested.
- It is necessary to block traffic only during the landing, unloading, loading and launching of the helicopter; and not while the crew is attending the patient in the medical aid room.
- The pilot will want to know the approximate wind speed and direction. Management will assist with this information.
- The Helicopter rotor wash can produce high winds; protect your eyes by using your goggles and keeping your back to the helicopter as it lands and takes off.
- The Patrol Director and Medical Advisor need to be advised of all ALS transports..
- Always refer to Advanced Life Support or Basic Life Support (ALS and BLS sound too much alike on the radio).
- Life Link III may be called and placed on stand-by alert if the nature of the incident is not clear.
- The Patrol must work closely with the office staff to avoid any communication errors.
- If the patient is not in the medical aid room, the alternate location must be clearly identified.
- The secondary landing zone is the base of hill 4. This landing zone demands special security measures, especially with regard to skiers coming down from hill 3 and 5.
- All alternative landing zones (including relaunch) should be at least 75 feet in diameter and free of obstructions.

- If the helicopter is landing at the scene of the accident, it should land at either the base or top of the hill (usually at the base) and the patient should then be brought to the helicopter. If it is necessary for the patient to be transported behind the snowmobile to the helicopter, you **MUST** stop the snowmobile at least 50 feet from the rotating blades of the helicopter. All transfers of patients to the helicopter must be done manually, and as directed by the helicopter crew.
- Communicate information regarding all obstructions within one-half mile of the landing site, (e.g. high-tension line across top of ski area, trees, posts, etc.) to the helicopter pilot via the radio.
- At night, the landing zone should be illuminated with the headlights from cars. A police or sheriff's car with the rotating lights operating is best. The car should be positioned so that it is facing into the wind to avoid blinding the helicopter pilot.
- North Air Care is the back-up for Life Link III. If Life Link III cannot respond for some reason, they will contact North Air Care. Afton Alps should follow the same procedures as for Life Link III.
- Hastings Ambulance service is the back up ALS service when Life Link or North Air Care cannot respond.
- Do not approach the helicopter at any time unless accompanied by a crew member.
- Allow no unauthorized people into the landing area.
- Keep all personnel clear of the tail rotor at all times.
- Hold all equipment horizontally, below shoulder level.
- Be mindful of the decrease in rotor height if the helicopter is on a slope.
- Assist crew as requested. Protect patient from rotor gust at all times. Never approach the helicopter from the front or rear of the aircraft.

Code Red

The Code Red Medical or Code Red Security statement is used for emergency situations listed below. The patroller requiring emergency assistance will radio the appropriate code, location and equipment needed.

Code Red Medical

- It is used for serious life-threatening situations such as full cardiac arrests and life-threatening trauma.
- Patrollers and management are to respond immediately to the scene.
- A designated patroller will radio status of situation as soon as possible.
- Cancel Code Red as soon as the situation is in control.

Code Red Security

- A Patroller's personal safety is in immediate danger.
- Patrollers and management are to respond immediately to the scene.
- A designated patroller will radio status of situation as soon as possible.
- Cancel Code Red as soon as the situation is in control.

Death at the Area

In the event that a death occurs at Afton Alps Ski Area, the following actions should be taken.

- Notify Management
- Notify the Hill Captain. He/She will coordinate patrol activities and contact the Patrol Director and the Medical Advisor.
- A skiing physician may pronounce the patient dead.
- The office will call the Washington County Sheriff and Coroner.
- The patient is not to be moved until the Sheriff or Coroner has given permission.
- Cover the patient and help management to screen the area, if possible.

Communicable/Infectious Disease Control in Medical Aid Room

Ski patrollers are at risk for exposure to communicable/infectious disease. The following guidelines are an attempt to outline procedures that will reduce that risk. All patrollers will use universal precautions. Treat all human blood and certain body fluids as if known to be infectious for human immunodeficiency virus (HIV – the virus that causes AIDS), Hepatitis B virus (HBV), and other blood borne pathogens.

Personal Protective Equipment

- **Gloves:** Wear anytime it is anticipated to have hand contact with blood and body fluids, potentially infectious materials, mucous membrane, or non-intact skin.
- **Masks, eye protection, and face shield:** Wear whenever splashes, spray, splatter or droplets of blood or other potentially infectious materials may be generated and eye, nose or mouth contamination can be reasonably expected. Remove or replace as soon as practical when contaminated.
- **Gowns:** Should be worn in situations where gross contamination can be anticipated. Remove as soon as feasible if penetrated by blood or other potentially infectious material.

Hand Washing

- Wash hands with soap and water immediately or as soon as possible after removal of gloves or other personal protective equipment. Use antiseptic towelettes as a temporary measure while on the hill.

Housekeeping in the Medical Aid Room

- Clean all patient care areas with soap and water. Wipe with an anti-bacterial/anti-viral/anti-tuberculosis solution at the beginning of the shift and as needed between patients. (Dimension 256 at $\frac{3}{4}$ Oz. /gallon of water may be used).
- Laundry: Cloths, etc., soiled with blood or other body fluids must be cleaned before reusing. Place soiled laundry in designated container. Hill Captain will assume responsibility for alerting the Patrol Director.
- Blood Soaked Dressings (Dressings from which blood may be rung by squeezing the dressing): They should be placed in special waste containers with special “Hazardous Waste” markings. Other miscellaneous waste should not be placed in these special containers. These special waste containers will be emptied by the Equipment Advisor through specialty “Hazardous Waste” handling companies.
- Dressings with minimal amounts of blood or dried blood may be disposed of in the regular waste receptacles.
- Equipment cleaning procedures:
 - 1 Backboards – Soap and water wash, then wipe with disinfectant solution (Use special solution noted above)
 - 2 Cervical collars – Discard if soiled with blood
 - 3 Oxygen mask -- Discard after patient use.
 - 4 Oral Airways – Discard after patient use.
 - 5 Bag-valve mask – Discard after patient use
 - 6 Stethoscopes – Wash with soapy water and then wipe with disinfectant solution noted above.
 - 7 Metal emesis basins – Wash with soapy water and then wipe with disinfectant solution noted above. Dispose of plastic ones.
 - 8 Blood pressure cuffs – Wash with soapy water if soiled. Wipe bladder with disinfectant solution noted above.
 - 9 Scissors – Wash with soapy water and then wipe with disinfectant solution noted above.
 - 10 Suction – Discard after patient use.
 - 11 Other patient care equipment – Most can be washed with soapy water and wiped with disinfectant solution noted above.

Communicable Disease Exposure Reporting Guideline

- A “significant exposure” of ski patrol personnel to a communicable disease requires proper notification, testing and counseling.
- Notification must be done immediately to allow for appropriate screening and testing of the patroller and the patient source if consent is obtained. (According to Minnesota State law, the patient may refuse to be tested for the HIV-AIDS virus or the hepatitis B virus.)
- A significant blood borne exposure may be obtained by:
 - a. Contact of broken skin or mucous membrane of ski patrol personnel with patient’s blood or other bodily fluids.
 - b. A needle stick, scalpel or instrument wound, or other wound infected by an object that is contaminated with blood, and that is capable of cutting or puncturing the skin of ski patrol personnel.
- If an exposure occurs:
The ski patroller should go to the hospital where the patient was delivered as soon as possible (within 24 hours). If this is not possible, he/she can be evaluated at Regions Hospital or call his/her own physician for consultation. The injured patroller will be required to fill out a form following the exposure.

The following steps will be taken by the health care professional reviewing the form:

- a. Review of patroller’s tetanus and hepatitis vaccination history
- b. Discussion of the risk of disease transmission from the exposure

Tetanus and hepatitis treatment may be given in addition to drawing baseline blood samples. Discussion of activities until the follow-up period has been completed

- c. Schedule for follow-up appointment at the initial evaluation. The follow-up appointment will cover the results of your lab work and source if known, and discussion of your treatment or further follow-up based on these results.

The Control of Bloodborne Pathogens, Infectious Wastes, and Agents

1.0 Executive Summary

- 1.1 The Blood borne Pathogen standard, initiated by OSHA, is designed to protect employees from blood and body fluid encountered in the workplace. The Standard went into effect in 1992. The Afton Alps Bloodborne Pathogen Plan (BBP) was developed in 2002.
- 1.2 The performance of routine tasks will be the basis of “at risk” determination. The patrollers are designated to handle blood and body fluid incidences. The “Good Samaritan” provision for accidental exposures is not part of any job description nor included as routine duties.
- 1.3 Personal protective equipment (personal barriers) such as **gloves, CPR masks, eye protective wear, and aprons must be used** when cleaning blood and body fluid spills. Housekeeping guidelines and clean-up procedures are in place directing the patrollers in proper procedures to minimize personal risk, and provide adequate decontamination of affected spaces. The Standard precaution (assumption that all body fluids are contaminated and treated as such) is used in all response actions.
- 1.4 All patrollers identified “At Risk” receive OSHA required training annually through the ski patrol OEC instructors.
- 1.5 The patrol will rely on a Regions Hospital Emergency physician to perform case determination and provide necessary follow-up care and treatment. The “**Employee Accident Investigation Report**” and “**First Report of Injury**” will initiate necessary record keeping procedures. Physicians will provide the Patrol director with a Written Opinion Outlining case findings and recommended treatment.
- 1.6 The patrol has developed a **spill response procedure** and a **housekeeping guideline** to be followed when performing spill cleanup. Staff involved in this activity will adhere to these procedures.
- 1.7 The person responsible for compliance of this program is the Patrol Director.

2.0 In 1992 the Occupational Safety and Health Administration issued new rulings on Bloodborne Pathogens (Bloodborne Pathogens Standard, 20CFR 1910.1030). The Minnesota Department of Labor (MN-OSHA) adopted these standards and all revisions and interpretations. The provisions in this standard were written to include any requirements already in place for Infectious Wastes and Infectious Agents.

In 2000, additional requirements for antibody titers and sharps logs were adopted. Information about these requirements can be found in sections 6.3 and 7.0.

This Management Plan has been developed by Afton Alps for the protection of its Staff against **infectious agents, infectious wastes, and bloodborne pathogens** that may be encountered in the workplace.

2.0 Coverage Under the Standard

2.1 Determination of ‘At Risk’ employees

The standard does not specify which employee groups or which tasks are considered “at risk” for exposure. All employees

4.0 Implementation of the Management Plan

4.1 Implementation Dates

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4.2 Review and revision is done annually by the patrol director/designee.

5.0 Best Practices

Best work practices are used to effectively eliminate or minimize exposure to bloodborne pathogens.

5.1 Standard Precautions

Standard Precautions dictate that **all body fluids are considered potentially infectious and therefore treated as such**. All detailed procedures will be followed during cleaning and sanitizing a body fluid release. Standard Precautions shall also be used during cleanup of miscellaneous materials such as broken glass, personal sanitary items, or other personal items.

Assume everyone is infected with HIV, hepatitis B or other bloodborne pathogens and avoid skin exposure to infected fluids.

Fluids to be concerned about are:

1. Blood
2. Cerebrospinal fluid – a clear fluid surrounding the brain and spinal cord that may leak out of the nose, ears or mouth as a result of severe head injuries.

3. Amniotic fluid – the fluid in the uterus present during labor and delivery.
4. Semen, vaginal fluids and breast milk may also contain bloodborne pathogens, but are not common in first aid situations.
5. Any body fluid containing visible blood.
6. Pericardial, peritoneal, pleural and synovial body fluids.

5.2 Work Practice Controls

A. Work Requirements

Wear disposable gloves

Always wash hands well with soap and water after removing disposable gloves.

Wear safety goggles if there is potential for contaminates splashing in the eyes.

Wear a mask if there is potential for contaminants splashing in the mouth or nose.

If your skin is not covered by clothing, wear additional protective clothing (such as a disposable apron or gown).

Use an absorbent material (paper towel/cloth) as a barrier between you and the blood source.

If you believe you have been exposed, notify the Hill Captain/Patrol Director

B. Handling Sharps

Be careful with sharps and dispose of sharps such as needles or lancets or contaminated broken glass in a puncture resistant container. Use tongs or other equipment to pick up broken glass.

Disposable gloves should be used along with tongs or equipment when handling any contaminated sharps.

Needles and other contaminated sharps should not be bent, recapped or removed. Shearing or breaking off contaminated needles is absolutely prohibited.

C. Self-Management

Whenever possible and appropriate, employees should practice self-management of injuries and should teach students the same. The principle of self-management is that the individual whose blood or other body fluids are exposed should themselves, if possible, manage, treat, clean and dispose of the contaminated materials, thereby avoiding contact by a second party.

D. Eating & Drinking/Other

Eating, drinking, applying cosmetics or lip balm and contact lens handling are prohibited in work areas where there is reasonable likelihood of occupational exposure. Food and drink should not be stored in close proximity to where blood or potentially infectious materials are present.

5.3 Engineering Controls

Patrollers and other persons identified as “At Risk” shall have available to them the necessary means to isolate or remove hazards from the workplace.

A. Personal protective equipment

Gloves, CPR masks, eye protective wear, and aprons
Shall be the primary engineering controls used.

B. Sharps Container

1. Sharps containers will be available in Aid Area.
2. Container will be puncture-resistant, labeled or color-coded and leak proof on sides and bottom, and be able to be closed after each use.
3. If outside contamination of container occurs, the primary container shall be placed within a secondary container, which is puncture-resistant, leak proof and labeled or color-coded.

6.0 Hazard Communication

6.1 Labeling

Warning labels will be placed on **sharps containers**. This labeling shall meet the requirements for Hazard Communication.

6.2 Bloodborne Pathogen and Information

The patrol provides Bloodborne Pathogen Awareness training to all identified “At Risk” employees. The OSHA required safety training is offered annually by the patrol OEC instructors.

6.3 Recordkeeping

- A. Records of training will be maintained for a period of 3 years from the date of training and will include: a program summary which includes any written information presented, the trainers name, and qualifications, training dates and the name and job title of all persons attending training.
- B. Sharps Log

Log of incidents pertaining to needle sticks or other sharps

Must contain information about the type and brand of device involved in incident, the location of the incident, and a description of the incident.

May be unnecessary if this information is included on the “First Report of Injury”/OSHA 300 Log.

7.0 Exposure Control

7.1 Pre-Exposure Options

Patrollers “At Risk” who desire the pre-exposure vaccination of three (3) intramuscular (arm) injections over a six (6) month period are asked to **contact the Medical Director** for referral to a provider. Patrollers shall be reminded that the vaccination offers a variable level of protection and only to Hepatitis B.

7.2 First Reports of Injury

The **Employee First Report of Injury completed and submitted to the Patrol Director** for each body fluid exposure incident.

7.3 Physicians Written Opinion

The physician will provide the Patrol Director with a written opinion when an patroller is sent to them for a Hepatitis B vaccine or when an employee is seen following an exposure incident. The Physician's Written opinion will contain an evaluation of the exposure incident, whether or not the Hepatitis B vaccine is warranted, and discussion with the employee regarding any conditions resulting from the exposure incident.

7.4 Retention of Medical Records

Medical records will be kept for exposed patrollers for the length of employment plus 30 years. All records will be confidential. The records will contain: the employee name, social security number, vaccination status, exam status, a physician written opinion, and any test results pertinent to the case. These records are available to the patroller.

8.0 Training

The training curriculum shall follow the Occupational Health and Safety Administration guidelines and the employees shall receive their training during Their normal work hours or be compensated for overtime by the employer.

8.1 The training roster and attendance documentation is located in the Patrol Room.

Critical Incident Stress Management Statement

Emergency service personnel, including ski patrollers, are at high risk of developing stress related illness and injuries from the effects of cumulative or critical incident stress. Ski patrollers share many common stressors inherent in their work with other emergency service personnel (fire, law enforcement, ambulance, and rescue). These stressors include the risk of injury, the need to make immediate decisions without error, working in an unfamiliar or uncontrollable working environment, the frequent exposure to the sights, smells, and sounds of human trauma, and the continual responsibility for human life. Ski patrollers and other emergency personnel frequently work as a team and rely on each other's expertise when providing emergency services.

The Western Region of the NSPS is concerned with the impact of cumulative and critical incident stress on ski patrollers and supports the development of a NSPS CISM Program for all patrols in the Western Region. This program works in conjunction with the Regional Emergency Service CISD Programs and others in the emergency services community.

A critical incident is any incident faced by emergency services personnel that causes them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function either at the scene or later. All that is necessary is that the incident, regardless of type, generates unusually strong feelings in the emergency workers. Some examples of situations, which might precipitate a critical incident stress response, include:

- Victim with traumatic injuries
- Unpleasant body recoveries
- Losing the life after extensive resuscitative efforts
- Injury or death of an emergency worker
- Death of a child, suicide, mass casualty incident threats to a patrollers' safety

Symptoms of stress, which may develop in the patroller, are confusion, non-directed activity, disorientation, tunnel vision, crying, muscle tenseness (clenching teeth, etc.), profuse sweating, chest pain and/or increased heart beat, blurred vision, loss of memory, confusion, non-directed activity, disorientation/restlessness, irritability, chronic fatigue, sleep disturbances, anxiety, depression, moodiness, muscle tremors, difficulties concentrating, increased substance abuse, nightmares, headaches, vomiting, diarrhea and/or suspiciousness. These symptoms may develop during the incident, post incident or weeks to months after the incident.