



**CRAIGLEITH SKI CLUB
COACHES MANUAL
2009 - 2010**





Welcome to the Racing Department at Craigleith Ski Club! For new staff and seasoned veterans alike, we look forward to a successful and rewarding season. Coaches at The Craigleith Ski Club form an integral part of the services offered to the Club membership. Careful attention has been paid to formulating policies and procedures that reflect this value. We have endeavored to ensure we are offering top quality programs and opportunities for personal development.

This manual is intended to outline Club policies and procedures as they pertain to Racing Department Coaches, as well as describe general Racing operational procedures.

CRAIGLEITH SKI CLUB - VISION STATEMENT:

“Creating a lifetime of memories for our Members’ Families, Friends and Future Generations”

ALPINE PROGRAMS - MISSION STATEMENT:

“Working together to create a safe and memorable alpine environment that fosters potential, on-going development of life skills and a passion for snow sports”

Here’s to a great season, have fun with the athletes!

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1. PROGRAM DETAILS

Pre – Christmas Camp

Pre Christmas Camp has been added to the program and will run the week before Christmas.

Christmas Camp

Christmas Camp begins at **8am SHARP** on the day after Boxing Day and is 5 days this year

10 Week Program

The 10 Week program begins on the first Saturday in 2010 and finishes on the first weekend in March (Club Championships). Also included in this program is a 2 day camp that will run at the end of January or mid February depending on the program you are coaching.

March Break Camp

March Break Camp takes place over 5 days towards the end of the season. This camp usually includes 2-3 days of racing. Each program may have different dates as we try and stagger the dates during this busy time of year

Program Times:

In order to be paid your daily rate we require that you work a full day.

The programs run from 9:30 AM -12:30 PM for the morning ski session and 1:30 to 3:30 PM for the afternoon session. Dryland will run approximately from 3:30 to 4:30 PM.

There will be coaches' meetings on Saturday and Sunday mornings at 8:15 AM, followed by a 45 minute session. Although Programs start at 9:30 AM and 1:30 PM, please be prepared to always meet your group **5 minutes** early at **9:25 AM** and **1:25 PM** after lunch at the North Lodge.

NOTE

THERE WILL BE A \$10 DEDUCTION OFF YOUR DAILY PAY RATE FOR LATE OR MISSED SESSIONS (exceptions include race days). THIS WILL ALSO INCLUDE BEING LATE TO MEET WITH YOUR GROUP IN THE MORNING AND AFTER LUNCH. THIS DEDUCTION WILL BE PUT INTO THE SOCIAL COMMITTEE FUND AND USED IN THE SET UP OF FUNCTIONS THAT THEY WILL BE ORGANIZING.

2. EXPECTATIONS OF STAFF

A) STANDARD OF CONDUCT

Coaches of the Craigleith Ski Club are expected to, without exception; conduct themselves and their business at all times in a manner befitting a professional. Elements of this include, but are not limited to, the following:

- Behaving with the utmost of courtesy and respect toward all members and their guests, and other staff members.
- Being punctual for all sessions and Program activities.
- Maintaining a standard of appearance that is neat, clean and tidy. This includes wearing the full coaches uniform and nametag/badge (to be worn on the outside of the jacket on the chest or a highly visible location) whenever skiing/riding on Club property.
- Striving consistently to deliver to athletes the best 'product' possible. This includes paying particular attention to the **safety of yourself and your athletes**.
- Striving continually for personal professional development within your role as a Coach.
- Following all Club and Racing department policies and practices.

B) CUSTOMER SERVICE

Remember you represent our facility and are Ambassadors of the club and the ski/snowboard industry. Members and guests will rely on you for information which may include services which are not your specialty. As you spend more time at the club, you will learn the specific details of activities, locations, individual staff responsibilities, and the like. Please make every effort to increase your knowledge of the ski area which will make you feel more comfortable with members and guests' questions and requests.

Until you are fully informed, keep in mind that there is always another staff member to ask a question of, or to refer the member or guest to. Members and guests are usually quite satisfied with the response "I'm not sure, let me find out for you", delivered with a smile.

As Racing staff, you play a large role in the customer service requirements of this club. A member or guests' experience can be made more positive and pleasurable with your help.

C) DUTY OF CARE

A person owes "DUTY OF CARE" to other persons when:

- A person comes on your property
- A person pays to use your property
- A person purchases or rents goods from you
- A person rides a vehicle or other mode of transportation that you operate
- A person hires you to provide instruction or guidance
- A person hires you to provide services to a minor
- A person hires you to provide services to a very young child

When you, as a Coach, agree to undertake the instruction and supervision of a person, whether that person is an adult or a child, you enter into a special relationship with that individual, out of which the Court will impose upon you a duty of care for the safety of that athlete. This duty of care commences when you first meet you athlete at the start of a session, and does not end until the session is complete.

It is very important to bear in mind, that in the eyes of the law, your role as a Coach is not simply to educate your athletes on the finer points of skiing, but rather act as a knowledgeable, responsible and vigilant guide to the athlete while on the mountain. A coach must teach in strict accordance with the Alpine Responsibility Code, and ensure that the athletes under his/her supervision are skiing or snowboarding in full compliance with the code, and understanding the reasons for doing so. The Coach must exercise great judgment in selecting the terrain upon which the instruction and supervision will take place, to ensure that it is commensurate with the athlete's ability, and minimizes the risks arising

D) POLICING AND WARNING PROCEDURES

Please review the following policing procedures. Your actions will be required to intervene in an emergency or other situations, such as those listed in the next section.

1. Ensure that the victim (if any) is not injured. If so, send a bystander for the ski patrol. Ski Patrol can be contacted by a lift attendant, the main office, any supervisor with a radio or the Ski Patrol hut at the bottom of the quad chair. Stay with the victim until help arrives.
2. If the actions of the person causing the incident are in need of correction because of a potential threat to others and/or to him/herself, and if you decide to take action, keep the following warning procedures in mind:

Members:

1. Note the members badge and record the members name and/or number.

Guests:

1. Ask the person to accompany you to the nearest lift or to the day lodge.
2. If the person goes to the lift, follow him/her and ask the lift attendants to refuse lift access before calling your supervisor. If you go to the lodge, call your supervisor immediately so that management can take over the problem.

YOU WILL BE SUPPORTED IN YOUR EFFORTS PROVIDING THAT YOUR CONDUCT IS NOT PART OF THE ESCALATION OF TENSIONS.

Management has the right to demand the surrender of a member or guest's lift ticket and/or badge privilege immediately without prior warning for the following:

1. Jumping from a chairlift
2. Committing a second (serious) violation of the Alpine Responsibility Code and/or the protocol and etiquette standards management has imposed.
3. Tampering with warning devices, fences, ropes, barriers or security and safety devices
4. Re-positioning, concealing or attempting to steal any company owned property.
5. Verbally abusive, aggressive or combative with other members, guests or employees.

NOTE: Management may in the case of items 3, 4 and 5 summon police to intervene, depending upon the severity and your interpretation of the occurrence.

The key to successful handling of a problem situation is your calm, rational and polite communication with the member or guest. Ninety percent of these incidents are well within your ability to act upon. Know your limitations. If, on the rare occasion, you sense that you cannot successfully deal with an incident, SOLICIT THE HELP OF YOUR SUPERVISOR(S).

E) CODE OF ETHICS

Go to CSCF website and do the NCCP make ethical decisions online evaluation as part of the CSCF licensing policy.

CANADIAN SKI FEDERATION – COACHING CODE OF ETHICS INTRODUCTION

The Alpine Coaching Code of Ethics has been developed to help alpine coaches achieve a level of personal conduct consistent with the position and profession of *Alpine Ski Coach*.

The coach/athlete and coach/parent relationship is a privileged one. Coaches play a pivotal role in the personal and athletic development of their athletes. An understanding of the inherent power that coaches can exert over athletes is an extremely important notion. Coaches must recognize they are role models through which the values and goals of the sport, and the sport organizations they represent, are channeled. Coaches must also recognize that they assume the full range of “duty of care” responsibilities while the athlete is under their control. The following Coaching Code of Ethics is organized around four ethical principles:

- **Respect for Participants** - this principle challenges coaches to act in a manner respectful of the dignity of all participants in the sport
- **Responsible Coaching** - this principle carries basic ethical expectations that the activities of coaches will benefit society in general and participants in particular~ and will do no harm.
- **Integrity in Relationships** - this principle means that coaches are expected to be honest, sincere and honorable in their relationships with others.
- **Honoring Sport** - this principle challenges coaches to recognize, act on and promote the value of sport for individuals, teams, other partners in the sport, and for society in general

Each main principle is followed by an explanation of a key word that is supportive of the main principle

RESPECT FOR PARTICIPANTS

1. Respect

- treat all participants, officials and volunteers in sport with respect at all times.
- Provide feedback to athletes and other participants in a caring manner that is sensitive to their needs, e.g., focus on performance rather than the athlete
- Not engage publicly in demeaning descriptions of others in sport (e.g., statements, conversations, jokes, presentations, media reports).

2. Rights

- Recognize athletes' right to consult with other coaches and advisors
- Respect athletes as autonomous individuals and refrain from intervening inappropriately in personal affairs which are outside the generally accepted jurisdiction of a coach.

3. Equity

- Treat all participants equitably within the context of the sport regardless of gender, race, place of origin, athletic potential, color, religion, political beliefs, socio-economic status, sexual orientation or any other conditions.
- Act to prevent or correct practices that are unjustly discriminatory.

4. Empowerment

- Encourage and facilitate participants' abilities to be responsible for their own

behavior, performance and decisions.

5. Informed Participation

- Communicate and cooperate with family members or guardians, involving them in appropriate decisions which affect them.

6. Confidentiality

- Keep confidential, unless detrimental to the athlete, any information about athletes or others which have been gained through coaching activities and which they believe is considered confidential by those persons.
- Exercise discretion in recording and communicating information so that information is not interpreted or used to the detriment of others.

RESPONSIBLE COACHING

7. Professional Training

- Be responsible for achieving and maintaining a high personal level of professional competence through appropriate training.
- Keep yourselves up to date with relevant information through personal learning, discussions, workshops, courses, conferences etc. to ensure their services will benefit others.
ensure their services will benefit others

8. Self Knowledge

- Evaluate how their own experiences, attitudes, beliefs, values and stresses influence their actions as coaches and integrate this awareness into all efforts to benefit others.

9. Beneficence

- Coach in a way that benefits athletes, removing harm and acting consistently for the good of the athlete, keeping in mind that the same training, skills and powers that coaches use to produce benefits for athletes are also capable of producing harm.

10. Coaching Limits

- Take the limits of their knowledge and capacity into account in their coaching practice. In particular, coaches must not assume responsibilities for which they are insufficiently prepared
- Refrain from working in unsafe or inappropriate situations that significantly compromise the quality of their services and the health and safety of athletes.

11. Complete Effort

- Ensure that every reasonable effort has been applied to help the athlete reach their potential.

12. Athlete's Interest

- Be aware of significant pressures in athletes' lives, e.g., school, family and financial pressures, and coach in a manner that fosters positive life experiences.

13. Safety

- Ensure that athletes train and perform in suitable and safe settings.
- Make athletes aware of their responsibilities for participating safely in the sport.

14. Sexual Relationships

- Be acutely aware of power in coaching relationships and, therefore, avoid sexual intimacy with athletes, either during coaching or for that period of time following completion of the athlete's career during which an imbalance of power could jeopardize effective decision making. The principle of zero tolerance should be exercised.
- Abstain from and refuse to tolerate in others all forms of harassment, including sexual harassment. Sexual harassment includes either or both of the following:
 - a. the use of power or authority in an attempt to coerce another person to engage in or tolerate sexual activity.
Such uses include explicit or implicit threats of reprisals for non-compliance or promises of reward for compliance;
 - b. engaging in deliberate or repeated unsolicited sexually oriented comments, anecdotes, gestures, or touching:
 - i. are offensive and unwelcome
 - ii. create an offensive, hostile or intimidating environment;
 - iii. can be expected to be harmful to the recipient and or team

16. Extended Responsibility

- Recognize and address harmful personal practices of others in the sport, e.g., drug and alcohol use addiction, physical and mental abuse, misuse of power.

INTEGRITY IN RELATIONSHIP

17. Honesty

- Accurately represent their qualifications, experience, competence and affiliations in spoken and written communications, being careful not to use descriptions or information which could be misinterpreted.

18. Honorable

- Know the sport rules, regulations and standards, and support and abide by them.

19. Conflict of Interest

- Not exploit any relationship established as a coach to further personal, political or business interests at the expense of the best interest of participants in the sport.
- Declare conflicts of interest when they arise and seek to manage them in a manner which respects the best interests of all those involved.

HONORING SPORT

20. Drug Free Sport

- Actively discourage the use of performance enhancing drugs and support athletes' efforts to be drug free.

21. Positive Role Model

- Maintain the highest standards of personal conduct and project a favorable image of skiing and ski racing and of coaching to athletes, other coaches, officials, spectators, families, the media and the general public.

22. Responsibility to Industry Partners

- Promote cooperation with ski areas, ski schools, the skiing public and other groups that participate in and promote skiing and ski racing.

23. Respect for Other Coaches

- Respect the good efforts of other coaches in the field. Refrain from vilifying the actions of other coaches in public or private.

Note: The content of this document was developed from the *Coaching Code of Ethics - Principles and Ethical Standards* published in 1994 by the Canadian Professional Coaches Association and from input provided by Alpine club volunteers, ACA Division staff and volunteers and practicing coaches.

The Alpine Ski Coaching Code of Ethics has been approved by the CSCF Board of Directors and Alpine Canada Alpine

F) CSCF ANNUAL COACHING REQUIREMENTS

All Coaches who have their dues to the National office are covered under their insurance policy. It is a condition of employment that the coaches' membership card # is provided to the race office before the start of the Pre Christmas Camp. In order to coach at Craigleith Ski Club, your dues **MUST** be paid and up to date.

SUMMARY – LICENSING REQUIREMENTS

Licensing requirements vary depending on 1) **coach certification** status and 2) whether or not the coach is **actively coaching**.

I AM COACHING this season and

my coach certification is:
Entry Level Trained or
Level 1 Certified (old system)

OR

my coach certification is:
any other certification status

Licensing Requirements

- Pay CSCF membership dues
 - Sign CSCF Coach Code of Conduct
- = **Licensed**

- Pay CSCF membership dues
 - Sign CSCF Coach Code of Conduct
 - Complete 4 ongoing education credits
 - Complete 1 risk management credit
- = **Licensed**

I AM NOT COACHING this season

- Pay CSCF membership dues
- Licensing is **NOT REQUIRED**

As soon as dues are paid, the member is "**in good standing**" with the CSCF.

To remain "in good standing" with the CSCF, active coaches must meet **licensing** requirements by **January 31** annually.

AOA ON-LINE WAIVER

The Alpine Ontario mandatory waivers are available online. For all returning users, there is a "forgot password" function for your convenience. It is **MANDATORY for all coaches to sign the AOA ON-LINE WAIVER.**

G) TRAINING SESSIONS

Prior to, and throughout the season, specific training sessions will be held and are mandatory for you to attend. These training sessions can occur on and off the snow, and are our way of communicating with you about specific things related to your job. If, for whatever reason you cannot attend a training session, you must contact your supervisor or head coach to inform them of your absence. Not attending these sessions may result in not qualifying for an increase in pay for that season.

H) SESSION

Attending session is a mandatory part of your employment at Craigeith Ski Club / Racing Department. Session is an important part of your job, and assists you in the coaching of your athletes and the betterment of yourself. You must arrive in enough time to prepare and be on snow ready to ski for 8:15am.

Afternoon sessions will also be made available to all staff wishing to upgrade their certification. It is your responsibility to make your goals known to the head coach prior to the beginning of each season. This is essential, so that we may structure the appropriate training to assist you in achieving your goals

I) SIGN IN PROCEDURES

Roll call for staff will be done at 8:15 AM sharp at the North Lodge on Saturday and Sunday mornings. Coaches must arrive in enough time to prepare and be on snow and ready to ski for 8:15am. Attendance is monitored; those found not in attendance will have \$10 deducted from pay and will be dealt with on an individual basis. If you cannot attend session for whatever reason (race, course setting etc) you must notify your supervisor, and be excused for that one day.

If you are not able to come to work or will be late, it is imperative that you inform the Race Office no later than 8:00 AM that day. Advance notice is required and highly recommended. The Craigeith Ski Club phone number is 705-445-3847, Dave Campbell's extension is 238, Sandy Nattress ext. is 266 and Jamie Schwalm will be available on a number that will be provided. If you are unable to reach someone, the Coaches North Chalet's ext. is 267. If you fail in reaching someone use your supervisor's cell number which will be provided. Please try and reach one of us, DO NOT LEAVE A MESSAGE.

J) SCHEDULE

If you make a commitment to a specific job (Christmas Camp, 10 Week Program, March Break Camp) you are responsible to work in its entirety. Priority will be given to Coaches who commit to the 10 week program.

Additional Time Off – If for whatever reason you require time off from your job, you are required to inform your supervisor (as much notice as possible) and find an appropriate replacement for the day of your absence. If you can not find a coach to fill your spot please notify a Supervisor and they can help find a replacement.

If for whatever reason you are unable to attend work do to emergency, illness etc, you must inform your supervisor and/or head coach immediately. You can do so by phoning the race office at 705 445 3847 at extension 238

K) TIME CARDS

Each employee is required to accurately complete the Race Coach time sheet for time worked. Time Sheets will be submitted to your Program Supervisor who will confirm and sign off before giving it to the Head Coach for processing. If for whatever reason you are not able to fill out your time sheet, you may do so in advance, or have someone fill it out on your behalf. **(If not completed this will result in a delay in your pay)** Pay periods are bi-weekly and always end on a Sunday. **Pay is on Direct Deposit this year so there will be no cheques issued.**

Pay Periods will be posted in Race office and North Coaches Chalet.

L) ATTENDANCE LOG

Pre Christmas / Christmas Camp / 10 Week Program / March Break

An attendance card will be provided to the coaches. These cards will have to be filled out on a daily basis to keep track of attendance during each of these programs. The attendance card will need to be handed in to the Supervisor or Race Office by the end of training on the last day of the respective program.

Friday Training

An attendance card will be provided to the coaches. These cards will have to be filled every Friday to keep track of attendance. The attendance card will need to be handed in to the Supervisor or Race Office by the end of training on that Friday.

M) RACE DEPARTMENT EQUIPMENT

Coaches will need to respect equipment that is the property of the Craigleith Race Department. Signing out of equipment will be essential in order to keep track of and properly maintain this equipment. Before ANY equipment leaves the equipment room it MUST be signed out by a Supervisor. The person that signs out the equipment is responsible for returning it at the end of the day, session or season.

Coaches will need to be up to speed with the "Equipment check list" which describes more in detail the maintenance and tracking of all the equipment that coaches' need to be effective on the hill. This list covers gates, drills, cameras, gate keys etc...

N) HILL RADIO COMMUNICATION

The radios provided for your use by our organization are licensed by the Federal Department of Communication. Accordingly, the use of radios is for exchange of important ski area business-related communication only. Chatting or non-essential conversation will tie up the lines and limit access important to accident communications. Please remember – you may be by yourself when transmitting, but the receiving party may be in a crowd! Be appropriate in the language you use over the radio.

O) HILL SPACE

The hill space designations are determined by the General Manager, Snow School Director and/or the Head Coach. The schedule is coordinated to provide fair use of the terrain, and any changes should be authorized by your supervisor.

When setting up your training environment the following procedures should be considered:

- 1 Mark the training area clearly to ensure other people see it (Always use a Race in Progress or Training in Progress sign). When using drill equipment (pylons, etc.) be sure that they are placed on flat enough terrain to be visible to approaching skiers and snowboarders.
- 2 Rope off or use "X" bamboo poles at the top section of the course to keep general skier traffic from entering the area.
- 3 Slide-slip the course both during training and after the course has been removed
- 4 Secure all breakaway and bamboo gates CAREFULLY AT BOTH ENDS WITH BUNGEE CORDS AND BE VERY CAUTIOUS while transporting them on the lifts.
- 5 To best maintain the equipment, return it to the proper storage areas when you are finished.
- 6 Never leave a course unattended.
- 7 GS gates should be flagged.

P) HELMETS

The Craigleith Helmet Policy is in the staff payroll package. This policy will cover the details of when and where the helmet has to be worn. We will post the Policy on the Craigleith Coaches website.

As this is a Health and Safety policy, it is very serious and we would appreciate proper compliance to this policy. It has become more and more important over the years for skiers to wear helmets on account of the increased forces and speeds. As role models for the athletes it is only natural that we as coaches show the proper example by wearing the helmets while skiing and coaching the athletes.

Q) UNIFORMS

While working for Craigleith, coaches are responsible to wear their uniform in a presentable fashion (clean, no rips). This includes when coaches are representing Craigleith off the property. The uniform will include jacket, pants and a liner. (See uniform agreement for staff).

The badge is an essential part of the uniform, and it must be worn at all times. If the badge is forgotten, lost or damaged, it is the coaches' responsibility to get a lift ticket for the day, and notify their supervisor so that the badge can be replaced if necessary. It costs \$10 to get a new badge.

The weather does vary and we recognize that on rainy days coaches will keep themselves dry with rainwear overtop of their uniform. There will be no staff rainwear issued and therefore personal rain gear will be acceptable. Staff can place orders at the end of the year for Rain ponchos, soft shells and other pieces offered by Karbon.

R) MEETING PLACE / LOST CHILDREN

Give specific meeting areas at the top of lifts and take frequent head counts and educate students to go to the bottom of the nearest lift if separated from the group (or, if you have a special meeting place, make sure they are all familiar with it and constantly remind them). Please note on your yellow class card the meeting spot for that particular class.

Remember ABC –Always Be Counting – Top –Stops & Bottoms

S) COLD CONDITIONS / FATIGUE

A cooling of the body's core will lead to sluggish response, with increasingly limited abilities to concentrate. In severe circumstances—a student may risk physical injury through frost-bite. Monitor your students' physical and psychological responses to ensure they are performing well within their comfort zones. Take warm up breaks as required when their performance or physical capacity is threatened. You can have a material impact on a student's comfort by recommending they dress warmly.

Your students will enjoy activity filled lessons. The benefits of increasing skill/drill activity versus long laborious verbal explanations are obvious and well proven. During the course of your lessons, look for signs of fatigue in your students—particularly among the young and the elderly. Increased falls, heavy breathing, degenerating coordination, and declining athletic ability are all signs that your students may need a rest or a change of pace.

Alternating strenuous exercises, such as, speiss exercise, with less stressful exercises such as following your lead in large radius and smooth turns, will allow for recovery, yet still provide adequate challenges to your students.

Indoor Breaks: Please remember that athletes are here to ski, not sit! Have a toolbox of tricks to provide variety (relay races, tag, ski a favorite run, etc) on days when a change of pace is needed. If you need to get indoors please consider 'dryland training' as an alternative while you wait for the weather to pass or coldness to subside.

Candy and/or Sweets: Do NOT ALLOW candy/sweets for athletes during program time.

Hot Chocolate: On very cold days warm-up/hot chocolate breaks for athlete's groups are permitted.

T) MEDICAL CONCERNS

We will be asking parents to inform us of any medical concerns which their child may have. This information will be given to team managers by parents and kept on file in the Race Office. It's your job to be informed and to have the information ready or accessible in the event that another Coach needs to take your group.

U) PARKING

Parking space is at a premium on the Main property especially on weekends. Since you are meeting your athletes at the North Lodge, please use the parking there. **DO NOT USE THE UPPER PARKING BESIDE THE NORTH LODGE** (it is an ambulance route).

V) SMOKING

All Craigleith Ski Club offices and buildings have a no-smoking policy. Smoking is permitted outside only. **Coaches are not permitted to smoke while in uniform.** Please remember our influence as healthy role models.

W) ALCOHOL

1. Consumption of alcohol while lifts are still operating, by any Club employee while "on duty" is strictly prohibited.
2. If a Club employee has completed their scheduled work duty for the day and is considered "off duty" and wishes to consume alcohol on Club property, they are not permitted to wear their Club uniform (i.e. Snow School, Racing, Patrol or Operations jacket, Club vest) while doing so.
3. Club employees who are paid on a daily rate are not to consume alcohol until operations for the day have ceased.
4. Employees are not to resume work after consuming alcohol.

X) USE OF PERSONAL ELECTRONIC DEVICES

While working with the athletes, the use of any personal electronic devices is prohibited (ie: cell phones and ipods).

3. FIRST AID / ACCIDENT PROCEDURES

A) FIRST AID

Improved equipment, teaching techniques and snow surface management practices have all played major roles in the reduction of injuries resulting from accidents. When a member or guest is injured, a professionally managed response will give the member or guest the advantages of stabilizing his/her condition and reducing physical and emotional trauma.

In cases of severe injury, response can be key to the victim's survival. The Ski Patrol Members are well qualified and trained to respond to emergency situations. Together with management, and possibly outside medical professionals, these situations are managed to ensure the persons safe recovery from the accident.

Your role, should you be first at an accident scene, is to immediately communicate the emergency to the ski patrol, either by radio or by a message carried by a passerby or other staff member.

Then ensure that the victim is safe from further danger by stabilizing the accident site to the best of your ability.

After you secure the site, turn your attention to the member or guest to comfort him/her until help arrives. If it does not pose a severe risk to you—use your coat to keep the victim warm and to delay the onset of shock.

If you are a qualified first aid practitioner, have made your status known in advance to your supervisor, and have secured clearance to act in advance, begin first aid procedures if you feel degeneration of the victim's condition.

Under no circumstances are you to take action outside of the limits of your confidence, skill, education and experience. Impromptu actions on your part may result in worsening the victim's condition.

Always complete communications regarding the circumstances of an accident which you witness, participate in, or are a victim of, by **filing a VERBAL and WRITTEN accident report** with your supervisor. Depending upon the nature of the incident, your supervisor will inform you as to your obligations to properly document the incident.

DO NOT DISCUSS ANY ACCIDENT WITH ANY PERSON OTHER THAN YOUR IMMEDIATE SUPERVISOR. WE HAVE AN OBLIGATION TO MANAGEMENT TO ENSURE CONFIDENTIALITY.

In order to improve our professional response to emergency situations, you must always report your involvement with any accident/injury situation to your supervisor as soon as possible and follow instructions closely. Common sense, following procedures, and your calm, deliberate actions will produce professional levels of response.

B) IN CLASS ACCIDENTS / INJURY PROCEDURE

All students assume the risk of accidental injury. Even a student being taught by the most responsible and experienced instructor or coach can suffer an injury.

When someone is injured, report the incident in the following manner:

1. Quickly evaluate the surroundings and determine if there is further risk of injury because of the location of the accident. Mark the accident by "X" with your skis so the accident is visual to other traffic.
2. Attend to the injured person. Do not move the individual, keep him/her warm.
3. Instruct your two strongest students to go to the bottom of the closest lift and report the IMMEDIATE NEED FOR SKI PATROL. If this is not possible, flag down a passerby and ask him/her to do the same.
4. When contacting the ski patrol, make sure to inform them whether the injury is minor, serious or life threatening and precisely where the accident is located on the hill. Note the name of the run, lift tower etc.
5. Stay with the injured person until the ski patrol has arrived, has assessed the situation, and indicates that your help is no longer needed.
6. If the procedure takes a significant amount of the time from the lesson, contact supervisor for assistance with your class.
7. After the ski patrol has arrived and decides your assistance is no longer needed, return to the base area and fill out an Incident Report Form. Personally hand the completed form to your supervisor and make yourself available to answer further questions.

If an injury occurs, the coaches' first action is to call Ski Patrol. The coach will need to help fill out the incident report with Ski Patrol. If possible the coach should stay with the athlete until the athlete is fully looked after by the Ski Patrol. The Supervisor or Head Coach should be advised in a timely fashion so they can answer any questions by parents regarding the accident or injury.

Coaches are to use their best judgment on any athlete fall/injury. Any athlete that sustains injuries that may require professional attention must do so before rejoining the program for training (etc.) The Head Coach and parents must be notified if an athlete sustains an injury that requires medical attention or results in any time off snow.

C) EMPLOYEE INJURIES OR ACCIDENTS

When an employee is involved in an accident resulting in any injury whatsoever, they are required by Ontario Law to report it to their supervisor and/or their employer.

****Any injury occurring on the job, no matter how slight, MUST be reported promptly to your supervisor immediately****

Any serious injury that might require emergency treatment, or the services of a medical doctor, must be reported to your supervisor and/or a qualified first aid employee for the following accident documentation:

1. The happening of the accident and the nature of it
2. The time of its occurrence
3. The name and address of the employee
4. The place where the accident occurred
5. Name and address of the physician or surgeon, if any, by whom the employee was or is attended for the injury

It is mandatory that the above procedures are carried out thoroughly and promptly.

We will fill out a WSIB form on your behalf and you will need to take specific forms to the physician. We also have an 'Early and Safe Return to Work' program at Craigleith.

4. PRIVILEGES

A) TRAINING PROGRAM

ON SNOW TRAINING

Craigleith Ski Club is devoted to providing a comprehensive training program in the interest of promoting professional development in the individual and providing the highest quality of service to Club membership. All Coaches are strongly encouraged to be involved and take advantage of the training offered, and will be asked to complete goal sheets to aid in planning the sessions. Please consult Dave Campbell for details.

Staff will be required to attend the pre-season training day (on/off snow). Attendance to this training session will ensure the eligibility of the coaches to receive a salary increase for the next season.

C.S.C.F. and C.S.I.A. Programs at Craigleith Ski Club will be posted as they are scheduled. We encourage all coaches to upgrade their CSCF/CSIA Levels and all coaches will be reimbursed once they have fully completed the course and will be employed with Craigleith Ski Club the year following their upgrade.

B) GUEST PRIVILEGES

Coaches are granted the following guest privileges:

The Race Department is allotted 20 guest tickets (unless otherwise specified) per day. You must follow procedures in order to get these tickets. You must fill out a form with your guest's name 24hrs prior to the reservation day. Each guest is required to pay the full daily rate (no exceptions).

C) PROGRAM PARTICIPATION

Spouses and children of Coaches may participate in the Snow School and/or Racing programs. Any interest for such programs should be registered through the appropriate department.

D) PROFESSIONAL DEVELOPMENT INCENTIVE

Upon successful completion of approved C.S.C.F. courses (excluding Entry Level courses/CSIA 1), the Club will refund 100% of tuition costs. Refunds will be made at the end of the following season provided that the Coach has returned to work at Craigleith Ski Club the following season and adequately fulfilled his/her responsibilities for the season. Proper documentation is required by Craigleith Ski Club in order for you to receive your financial assistance (report card from CSIA, CSCF). It is essential for you to receive approval from your head coach to attend such courses. Other related costs will be the responsibility of the individual.

5. SAFETY

A) ALPINE RESPONSIBILITY CODE

There are elements of risk that common sense and personal awareness can help reduce. Regardless of how you decide to use the slopes, always show courtesy to others. Observe the code listed below and share with others the responsibility for a great outdoor experience.

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

B) TERRAIN PARK

Coaches can only take and teach their athletes in the terrain park if they are certified or if they are with another coach who is certified in the terrain park.

Certification is available through the Freestyle Ski Association of Ontario. Entry Level courses are scheduled in the area for December. If there is enough interest within the staff, we could host our own course here at Craigleith. Please let the Race Office know if this is something that interests you.

TERRAIN PARK PASS (New this year)

Beginning this season, a terrain park pass system will be in place at Craigleith. All riders using the terrain park and half pipe will be required to take an orientation session in order to obtain a 2009-2010 Escarpment Terrain Park Pass. Park users will be required to show their pass upon entry into the terrain park.

The orientation will cover terrain park safety, Smart Style video, a written test and a waiver. Park users 18 and under will need a parent/guardian to sign the waiver - this waiver is required in addition to the Club waiver that all members are required to sign in order to pick up their regular club badge.

The Escarpment Terrain Park Pass sticker will allow riders the use of terrain parks and half pipes at the following private ski clubs - Alpine, Beaver Valley, Caledon, Craigleith, Devil's Glen, Georgian Peaks and Osler.

There will be no charge for the pass. Orientation sessions will be held upstairs in the South Lodge in the Snow School area. Dates and times will be confirmed and announced soon, in future email bulletins.

C) TERRAIN PARK SAFETY & ETIQUETTE

1. Ensure everyone in your class has read and fully understands all Terrain Park and half pipe signage before entering the Park or Pipe.
2. Obey all posted signage in the Park and Pipe as well as the Hill Marshall's signage.
3. Everyone must **wear a helmet** in the Terrain Park and half pipe.
4. Look before you leap! Visually inspect each feature including takeoffs and landings before you use a feature.
5. Be aware of changing conditions – features change throughout the day due to weather conditions, lighting conditions and Park/Pipe usage.
6. Please go single file through the Park and Pipe and use a spotter when using features. Do not go until the person in front of you has safely completed their landing and moved aside. No queue jumping! Wait your turn in line.
7. If unfamiliar with how to use a certain feature, please ask. Don't guess.
8. Check your speed before the takeoff point; don't jump beyond your ability.
9. Instructors will set the example for their class, as well as being responsible for their care.
10. Instructors are to use the feature first, then wait to the side of the landing area. This way they can act as a spotter for their class, as each person uses it.
11. If someone falls while using a feature, make sure they are unhurt. If they require assistance, call Patrol or seek assistance. Get someone to stand at the top of the feature to indicate an accident, and to wave off potential users. If someone falls and is ok, have them clear the area as quickly as possible.
12. Gather classes away from takeoff and landing points (don't obstruct the features).

13. Space classes out safely while in the Terrain Park or half pipe.
14. Operations are the only people who are allowed to maintain or change features.

BE SAFE AND HAVE FUN!!!!

6. DISCIPLINARY ACTION / TERMINATION WITH CAUSE

A) INTERNAL THEFT

Any individual caught stealing from the Craigleith Ski Club and/or Racing Department will be terminated and will be charged.

Theft is a serious offence and one that will not be tolerated at Craigleith Ski Club. Any equipment leaving Craigleith property must be signed out.

B) DISCIPLINE

If for whatever reason, disciplinary action must be taken against an employee of Craigleith Ski Club / Racing Department there are 3 steps that must be adhered to:

1. Verbal Warning

In the first instance of discipline a staff will receive verbal warning from their supervisor, and/or head coach in the presence of another supervisor, and/or head coach. It will at that time be ensured that the staff understands why s/he is being disciplined. Written documentation will also be filed on the incident.

2. Written Warning

In the second instance of discipline a staff will receive written warning from their supervisor and/or head coach in the presence of another supervisor, and/or head coach. At the time it will be asked of the staff to sign the written warning, if s/he understands why they are being disciplined.

3. Meeting with Head Coach and Craigleith Ski Club General Manager

In the third instance of discipline a staff will be asked to attend a meeting regarding their behaviour with the Head Coach and Craigleith Ski Club General Manager. It is at this time that termination of the contract or suspension from the staff's job will be determined.

C) CAUSES FOR DISCIPLINARY ACTION AND / OR TERMINATION

1. The theft of Club property.
2. Willful damage to Club property.
3. The use of alcohol or drugs during working hours, the arrival at work under the influence or suffering from over indulgence.
4. Reckless skiing.

5. Chronic lateness or absence.
6. Disorderly conduct displayed while on duty or during non-working hours (i.e. free-skiing or functions at the Club) while on Club property.
7. Negligence in performance of assigned duties.
8. Skiing on closed trails or in the trees.
9. Violation of the Club's Harassment Policy.
10. Failure to undertake reasonable duty of care with Athletes. Please refer to Duty of Care.
11. Failure to comply with the Bathroom and Chairlift policies.
12. Failure to comply with the Craigleith Ski Club smoking rules and smoking while in uniform.
13. Failure to comply with the Health and Safety Policy (including the Helmet Policy)
14. Failure to comply with Terrain Park Safety and Etiquette.

7. HARASSMENT POLICY

A) CRAIGLEITH HARASSMENT POLICY

VIOLATION OF THIS POLICY WILL SUBJECT AN EMPLOYEE TO DISCIPLINARY ACTION, UP TO AND INCLUDING IMMEDIATE DISCHARGE

The Craigleith Ski Club will not tolerate harassment of its employees. Any form of harassment related to an employee's race, color, sex, religion, national origin or age is a violation of this policy and will be treated as a disciplinary matter.

Sexual harassment may include any attempt to coerce an unwilling person, male or female, into a sexual relationship, to subject a person to unwanted sexual attention, to threaten or punish someone for refusal to comply with sexual demands, or to create a sexually intimidating, hostile or offensive working environment. Sexual harassment includes a wide range of behaviors from the actual coercing of sexual relations to the forcing of sexual attention, such as sexist comments or jokes both verbal and physical, on any unwilling employee.

The definition of sexual harassment is hard to pin down because it is a matter of perception, determined by the victim. Be aware that your comments should be gender-neutral. Exercise extra caution with more sensitive groups, such as children, race, color, sex, religion, national origin and age. If touching your student enhances your demonstration of ski or snowboard technique, be sure to obtain their approval beforehand. Simply ask, for example, "May I place your hands in the correct position?" Then be equally sure that your handling of students can only be interpreted as "clinical". This also applies while you are not teaching. In any conversation with members and guests, be certain that you discuss and resolve problems in a polite gender-neutral manner. Extra caution should be considered in confrontational situations.

Harassment on the basis of national origin, race, religion or age may include ethnic, religious or racial slurs, jokes, and/or other verbal or physical conduct relating to an individual's national origin, race or age when this conduct (1) has the purpose or effect of creating an intimidating, hostile or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

If you feel you are being harassed by any employee, member or contractor, you should notify the Head Coach immediately who will see that the matter is investigated. If you do not feel that the matter can be discussed with the Head Coach, then notify the General Manager directly.

Harassment of employees in connection with their work by non-employees may also be a violation of this policy. An employee who becomes aware of any harassment of any employee by a non-employee should report such harassment to his or her Supervisor. Appropriate action will be taken with respect to violation of this policy by a non-employee.

Please do not assume that the Club is aware of the problem. It is your responsibility to bring your complaints and concerns to our attention so that we can help you resolve them.