

2018-19 Employee Handbook
Updated 10/20/2018



**NORTHERN ROCKY
MOUNTAIN DIVISION**

Education Team Employee Handbook

Dear Snowsports Professional,

Welcome to the Educational Staff of PSIA-AASI NORTHERN ROCKY MOUNTAIN,

It is with great pride and enthusiasm that we present your Educational Staff Manual. This manual is designed to provide you with the direction and answers that you will need to perform your job as a professional snow sports educator with PSIA-AASI NORTHERN ROCKY MOUNTAIN by describing, in general terms, our employment guidelines and policies. You are responsible for becoming familiar with, and complying with, the policies set forth in this manual. Additionally, nothing in this manual should be construed as creating any type of employment contract, or as a promise or representation of continued employment.

You should also be very familiar with your discipline **Exam Guide and/or Study Guide** in order to be 100% informed for yourself and the membership. In addition to this you will want to review the **By-laws and Rules & Regulations of PSIA-AASI NRM** and other important staff information, which can be found at www.psia-nrm.org.

Our mission to “Create Lifelong Adventures In Education” should be enthusiastically delivered by you to our nearly 1,300 members. By sharing our experience and knowledge we can have a positive impact through our members and member snow sports schools on literally millions of people from all over the world.

It is my job to provide you with the tools that you need to serve our members well and to perform at your highest level. If there is anything that I can do to help you in this mission please do not hesitate to contact me.

Best wishes for a great season!

Herb Davis
Executive Director
PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION

PURPOSE

The PSIA/AASI-NRM Education Staff actively contributes to the professional growth of the NRM Division by conducting ski/snowboard instructor training and certification. In general, Staff members represent the top of their profession in terms of on-snow skill and knowledge and the ability to teach and deliver information to the widest range of the skiing/riding public. The guidelines set for these events are developed by the discipline committees and chairpersons. Education Staff members report to their discipline chair or designated coach for supervision, clarification of job duties, or questions regarding the functions of their job.

ELIGIBILITY FOR EMPLOYMENT

- **Your Membership and Education are current**
- **All required documentation (W-4 tax form, I-9 Form, Direct Deposit form, Signed liability release, Receipt of Staff Manual, and NRM Code of Ethics) has been completed and received by the office by December 5.**

PROFESSIONAL GUIDELINES

COMMUNICATION

- ✓ It is essential that members of the Ed Staff assume significant responsibility for effective communication. If you receive a memo in the mail or an email that requires an immediate reply, either by email, phone, or post, please handle it promptly.
- ✓ Daytime communications accessibility is essential for a smooth operation. It is your responsibility to provide and update a dependable, accurate means of reaching you during regular business hours. An answering machine or voice mail and an active email address is a must for our communication needs.
- ✓ We encourage you to express your ideas, concerns, suggestions, or personal/professional needs with the Executive Director or your discipline chair as they occur (and not wait until just before an event or the end of the season). An e-mail or phone call during the day to the office would be an ideal approach. If more than a phone conversation is needed, a personal meeting can always be arranged.
- ✓ It is important that members of the Ed Staff are familiar with Division Newsletters, staff webpage (<http://www.psia-nrm.org/ed-team-forms.html>) and Publications created by Northern Rocky Mountain Division, PSIA and AASI.

CONDUCT

- ✓ While attending any Association function or representing PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION in any way, as a member of the Ed Staff you must be aware of your high visibility and act in accordance with the guidelines set forth in this manual.
- ✓ When working at an event, you are representing PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION from the moment of arrival at the area or hotel/motel, until departure from the event. Ed Staff members are expected to be neatly groomed, with professional attire, including the required discipline uniform (where required).
- ✓ You should demonstrate the highest professional standards, reflect and teach the philosophies of the Association, and positively promote PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION in general.
- ✓ Your conduct should also, at all times, be in compliance with the Code of Ethics as stated in the PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION association by-laws and rules & regulations.
- ✓ Team members are responsible for the safety and functionality of the Snowsports equipment they use in the performance of their job.
- ✓ IT IS NOT APPROPRIATE OR ACCEPTABLE TO CHANGE CLOTHES IN PUBLIC. Even if you are wearing Lycra tights or similar wear, the act of undressing in public creates a negative professional image.
- ✓ Smoking anywhere on the premises of an event is not allowed, indoors or out.

LIABILITY INSURANCE

- ✓ Accidental Medical and Professional Liability coverage is available via PSIA-AASI as a member benefit and is highly recommended. Coverage may be available via other companies such as AFLAC. For more information, please contact the NRM Office.

ADMINISTRATIVE POLICIES

SAFETY & CLASS HANDLING

Safety and good class handling should be primary considerations at all times when skiing or riding with a group.

- ✓ All staff members should be familiar with and follow the **NSAA Responsibility Code** at all times. A copy of the code is provided at the back of this manual for your reference.
- ✓ When leading a group always consider “safety first.” Even in a "homogeneous" clinic group there are individuals with different abilities, needs and goals. Do not impose your level of skiing or riding ability on the group.
- ✓ Be aware of the goals of all individuals in your group and tailor your clinic accordingly.
- ✓ All personnel representing PSIA-AASI NRM are encouraged to wear a helmet and other appropriate protective equipment. Helmets are required where a resort policy mandates helmet use by our staff.
- ✓ Never leave your group. As a clinic leader you are expected to stay with your group until the event is finished.

INJURIES TO PARTICIPANTS

- ✓ If a member of your group is injured, you **must** fill out an incident report form completely; no matter how insignificant the problem. This should be done immediately, or the first time off the hill, after the injury occurred. For example, if a participant hurts himself at 10:30 AM and keeps skiing or riding until noon, the accident report should be completed before the end of the lunch break. If the ski patrol removes the person to the first aid room, you need to follow up as soon as possible, keeping in mind the best interests of the rest of the group.
- ✓ If further assistance is needed, call the office immediately at 406-581-6139.

STAFF INJURIES

- ✓ If you or one of your coworkers is injured, an incident report form must be filled out completely; no matter how insignificant the problem. *Please contact the office immediately* at 406-581-6139. In the case of serious injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the employee and could subject PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION to fines and penalties
- ✓ *Most injuries can be looked at by the area's first aid team (if available). Montana State Workers Compensation Fund is the provider of medical and workers compensation for PSIA/AASI-NRM. Our staff is required to get treatment at Montana State Fund approved providers. Please contact the office for treatment options.*
- ✓ **Free skiing is on your own time.** *An injury that occurs before or after a clinic, during lunch or at a time when the instructor has left his group will not be submitted for Worker's Compensation.*

ED EVENT WORK DAY

- ✓ Event work days are normally 8:00 am – 4:30 pm with a half hour break for lunch.
- ✓ Your 'dress time' is 8:00 -8:15 am. An Education Staff meeting will be held at 8:15am for events with two or more clinicians. This meeting is **mandatory**, and must be attended by each Instructor who is staffed for the event.
- ✓ Event attendees are instructed to arrive at 8:30 am. It is imperative that you *never leave the meeting place* until the event Lead Instructor or the Ed Staff member in charge at that location gives the O.K.
- ✓ You should remain with your group until 4:00 P.M. If adverse weather, snow conditions, or group fatigue warrant stopping earlier, have a contingency indoor plan. Be available to answer questions, if necessary.
- ✓ On time dependability is essential. Please do not accept an assignment unless you can ensure this. Our members and division staff are relying on your dependability and promptness.

EXAM/SPECIALIST EVENT WORK DAY

- ✓ Exam work days are normally 8:00 am – 4:30 pm with a half hour break for lunch.
- ✓ Your ‘dress time’ is 8:00 -8:15 am. An Education Staff meeting will be held at 8:15am for exams with two or more clinicians. This meeting is **mandatory**, and must be attended by each Instructor who is staffed for the exam.
- ✓ **On the final day of the exam, it is the examiner’s responsibility to remain and speak with candidates for a reasonable period of time.** Exam Instructors should not leave the exam site before the exam results are delivered or before candidates have had a chance for feedback if needed. Any special situations requiring leaving before this time should be discussed with and approved by the event Lead Instructor.
- ✓ Care should be taken in writing score cards. Comments should be specific, directive, meaningful, and positive. Part of an examiner’s job is to provide candidates with written feedback that is helpful for future efforts by the member.

Failure to comply with the policies described in this section may result in disciplinary action, up to and including termination.

EVENT PAPERWORK

- ✓ **Event Rosters and scorecards are critical for confirming attendance and attendees pass/fail. Make sure an accurate roster has been returned to the office by email or regular mail. Your paycheck will not be issued until all event paperwork has been returned to the office.**
- ✓ Expense sheets can be filled out electronically and emailed to hdavis@psia-nrm.org within 1 week of the completion of the event. (see reimbursement policies).
We issue paychecks every other week.
- ✓ Hours must be clearly and accurately indicated on the time sheet/expense report.

COMPENSATION

The PSIA-AASI Northern Rocky Mountain Board of Directors will review compensation policies on an annual basis. We recognize that some of our staff may receive higher compensation at their home resorts. We are continually balancing the need to fairly compensate our valued employees against the desire to provide services at the lowest possible cost to our members.

It is the policy of PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION to compensate employees for all hours worked, in accordance with state and federal law. In order to provide employees with accurate pay, it is essential that time sheets are timely and accurately completed.

REIMBURSEMENT FOR EVENTS WORKED

- It is the policy of PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION to reimburse employees for all reasonable expenses incurred in the course and scope of employment, including but not limited to reimbursement for reasonable travel and lodging.
- Car reimbursement: If travel **of more than 25 miles** is required to reach one of our events you will be reimbursed \$.40 /mile for using your own vehicle. There is a mileage cap, which is determined by event location. Please inquire with the NRM Office or your event scheduler for details.
- If driving the NRM VW You will be reimbursed for fuel only. Please submit all fuel receipts to receive this reimbursement. You will be required to submit an Operators Agreement before using the vehicle. Additionally you will need to take photos of the vehicle at resorts and post on social media.
- Travel should be by the least expensive means via the most direct route. Travel together whenever possible. Reimbursements are for travel between broad geographical areas and not incidental travel such as hotel/motel to restaurant. There is a mileage cap, which is determined by event location. Please inquire with the NRM Office or your event scheduler for details.
- Airfare reimbursement (receipt) - only when authorized, and at the least expensive available rates.
- Public transport, rentals, other (receipt) - only when authorized and at least expensive available rates.

The organization does not want staff members to suffer economic hardship or job/family strife due to employment with us. Nor do we wish to contribute to dangerous situations such as speeding, driving while tired, etc. We encourage people to stay over or stop along the way whenever distance or conditions make return home impractical or unsafe; and of course, we reimburse the necessary lodging expenses. If you feel that you have a special circumstance or need that relates to the travel day policy please contact the discipline chair or the office in advance (if possible) to make arrangements.

LODGING

- With rare exception, you are responsible to secure your own lodging if it is required.
- **Coordinate lodging pre-authorizations/reimbursements with the office.**
- Please coordinate with the other Instructors to share lodging where it is feasible.
- Please observe non-smoking room regulations.
- All personal charges to your room, e.g. telephone access fees, internet access, etc. need to be paid by you.

- ✓ Other compensation/financial considerations
 - Relatives/companions/pets receive no compensation, reimbursements, complimentary passes, nor are they to participate in events.
 - Unassigned Examiners/Clinicians are also subject to the above.
 - No one has the right to incur any expense for PSIA-AASI NRM, directly or indirectly, without specific authorization from the the Executive Director.

TRAINING

- ✓ Required Training as mandated by the discipline committee will be paid at a rate of \$8.30 per hour plus applicable expenses. Carpooling and lodging sharing is **REQUIRED** for these training days unless pre-approved by discipline chair
- ✓ Voluntary training activities may be made available for education staff members
 - These events are voluntary and no fees or reimbursements will be paid.
- ✓ Understudy attendance (shadowing by Currently Employed NRM Education Staff) at all required understudy days will be paid at a rate of \$8.30 hr.
- ✓ Other personal training:
 - Attendance at the National Academy and other major functions is voluntary and is highly encouraged, as is participation in other ski organizations, such as USSA. These events are voluntary and no fees or reimbursements will be paid. Educational Staff members are encouraged to apply for scholarships available through the PSIA-AASI NORTHERN ROCKY MOUNTAIN EDUCATIONAL FOUNDATION.

MAKE UP TRAINING

If for some valid reason a member of the educational staff is not able to attend a required training session, (s)he must make up the session in order to be eligible to work during that current season. The appropriate Discipline Chair will designate the make-up requirements. Members of the educational staff shall be eligible for a training make-up only once every four years.

TERMINATION POLICY

Certain behaviors will result in immediate termination of the employment contract:
Examples include (but are not limited to):

- Disregard of area policies and procedures or “Your Responsibility Code.” This includes, but is not limited to: cutting ropes and skiing or riding in closed areas, placing clinic or exam candidates in unsafe terrain or situations, disregarding instructions from area personnel, leaving the clinic to free ski, abusing or disregarding any policies of our host resorts, etc.
- Unprofessional, rude or offensive behavior. This includes, but is not limited to, behaviors such as: foul language, real or perceived sexual harassment, discrimination of any kind, arguing with any staff or participants, fighting or unwelcome physical contact of any kind.

DISCRIMINATION AND HARASSMENT POLICY

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION does not tolerate unlawful discrimination, harassment, or retaliation of any kind. It is contrary to our mission and it is illegal to discriminate against or harass others on the basis of their gender, age, race, color, national origin, religion, sexual orientation, marital or uniformed service member/veteran status, citizenship, disability or other personal protected characteristics. Harassment includes, but is not limited to, making derogatory remarks about such characteristics, making jokes or negative comments about ethnic or other groups, and other verbal, physical or visual behavior.

Sexual harassment is also prohibited. Propositions, repeated requests for dates, off-color jokes, sexually provocative pictures or cartoons, threats or demands to submit to sexual requests in order to obtain or retain any employment benefit, sexual advances, and other verbal, physical or visual harassment of a sexual nature are prohibited.

Harassment by a PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION employee will lead to immediate disciplinary action, up to, and including, termination. Disciplinary action will also be taken against any supervisor or manager who condones or ignores sexual harassment or other forms of harassment, or who otherwise fails to take appropriate action to enforce this policy.

No employee will be disciplined for or retaliated against for making a good faith report of conduct implicated by this policy. PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION will not tolerate, nor does the law allow, retaliation against any employee for filing an internal or external complaint, or for otherwise participating in any investigation or hearing by any government agency or commission, including the administrative staff of the agency.

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION urges any employee who has experienced or witnessed discrimination, harassment, or retaliation by a fellow employee or a non-employee to report it immediately. Report such concerns to your direct supervisor, or if you are uncomfortable bringing your concerns to your supervisor, to the Executive Director. All complaints will be promptly, discreetly, objectively, and thoroughly investigated.

DISCLAIMER

The policies and procedures outlined in this manual supplement your contract for services as a member of the PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION educational staff. PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION reserves the right to revoke, change or supplement guidelines at any time without notice. No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

EQUAL OPPORTUNITY

Equal Opportunity is PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION's policy. It is PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION policy to select the best qualified person for each position in the organization. No employee of PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION will discriminate against an applicant for employment or fellow employee because of race, creed, color, religion, sex, sexual orientation, national origin, ancestry, age, disability status or any other statutorily prohibited basis.

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION

Po Box 161052
Big Sky, MT 59716
director@psia-nrm.org
www.psia-nrm.org

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION CONTACT INFORMATION

PLEASE REFER TO YOUR SPECIFIC DISCIPLINE AND CONTACTS AS LISTED BELOW:

For emergency situations, please contact Herb Davis at 406-581-0375. Please leave a detailed message with a phone number you can be reached at for both day and evening. hdavis@psia-nrm.org

SNOWBOARD

Tim Deitz, 804-356-0621 or nrm.snowboard@gmail.com

ADAPTIVE

Becca Starr, 802-522-9594 or nrm.adaptive@gmail.com

ALPINE

Tom Marshall, 406-582-4470 or nrm.alpine@gmail.com

CHILDRENS

Zoe Mavis, 303-667-0421 or nrm.children@gmail.com

FREESTYLE

Matt Larson, 406-570-7930 or nrm.freestyle@gmail.com

Telemark and Cross Country

Mary Marshall, 406-241-7484 or nrm.nordic@gmail.com

Northern Rocky Mountain Division Steps to Safety

As a Northern Rocky Mountain Division Ed Staff member, you are responsible for the safety of yourself and the attendees at the events. We are guests at the resorts that host our events and you will need to familiarize yourself with the rules, terrain and obstacles of the host resort and will use industry best practices to conduct the event.

STEPS TO SAFETY

1. You are responsible for the safety of the equipment used to perform your work and will inspect on a regular basis (Skis, snowboard, bindings, boots, etc.).
2. Many times we are conducting clinics at resorts that we are not familiar with. Make yourself aware of all possible terrain hazards, closed areas and slow areas.
3. You are group leaders and are responsible at all times during the clinic/ exam to stay with your group. Free-skiing on your own will be done outside of the clinic.

Safety Reminders

1. Equipment checks must be made on a regular basis to insure good performance and safe operation.
2. Store all equipment safely. Do not place equipment so as to fall or block any walkway or doorway.
3. Be aware of building exits
4. Remind staff and candidates about the need for Sunscreen & Eye Protection. High altitude sunlight, reflected by snow, is very intense. Use sunscreen, hat, and eye protection. Practice good hydration, particularly during Spring conditions.
5. Stress proper attire for weather conditions
6. Pace yourself and your candidates. Especially after lunch and as conditions get worse.
7. Warm up daily prior to exerting energy.
8. Consider individuals fitness levels and adjust accordingly.
9. Stretch after considerable warm-up to help reduce risk of injury.
10. Prepare for changing weather conditions dress professionally.
11. Be aware of changing conditions of walking surfaces, snow and terrain conditions (snowy, wet, icy, tile floors, concrete floors, metal floors, stairs etc.)
12. Store equipment away from the path of public walkways and chairlift ramps.
13. Know and use Your Responsibility Code. It is a tool designed to help everyone increase safety awareness on the slopes.

14. Take note of designated avalanche areas, and remember policies on A/C days.
15. Observe all closed trails and slow areas.
16. Use terrain features, obstacles and running gates with caution while teaching, training and demonstrating. Use of features, obstacles and running gates is subject to clinician's discretion. Choose wisely for success. A helmet must be worn while using terrain features, obstacles and running gates with all candidates. Tree skiing and riding is permissible with use of good judgment.
17. Back Safety is to be considered when lifting, stooping, assisting or helping children, using or lifting equipment.
18. Improperly fitted and damp boots can cause injury and irritation. Continual hard and flat landings can induce injury; take a break when conditions are not favorable.
19. Awareness and proper technique can help reduce the risk of injury to thumbs and wrists.
20. Helmets are required for all features and gate training.
21. Ski and Ride defensively to increase your safety on the hill.
22. The lifts we use can be hazardous. Be aware of moving parts, flying objects and forceful impacts.
23. Use good judgment in selecting chairs that are appropriate for the candidates and your clinic.
24. Make safety your primary concern.
25. Know what to do when a candidate gets separated from the group.
26. Follow approved procedures and protocols when dealing with on-slope injuries.
27. Take precautions to prevent blood contact with an injury. Use latex gloves. Eye protection should remain in place. Gloves or mittens can also help to protect you.
28. DO NOT LOAD ANY UNATTENDED LIFT.
29. Any injury to yourself must be reported immediately. Complete all forms necessary and call 406-581-6139.
30. Know "Your Responsibility Code" use it, teach it, obey it.

NATIONAL SKI AREAS ASSOCIATION



Skiing and snowboarding can be enjoyed in many ways. At ski areas you may see people using alpine, snowboard, telemark, cross country and other specialized ski equipment, such as that used by disabled or other skiers. Regardless of how you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk in skiing that common sense and personal awareness can help reduce. Observe the code listed below and share with other skiers the responsibility for a great skiing experience.

- 1. Always stay in control.**
- 2. People ahead of you have the right of way.**
- 3. Stop in a safe place for you and others.**
- 4. Whenever starting downhill or merging, look uphill and yield.**
- 5. Use devices to help prevent runaway equipment.**
- 6. Observe signs and warnings, and keep off closed trails.**
- 7. Know how to use the lifts safely.**

**Be safety conscious and
KNOW THE CODE. IT'S YOUR RESPONSIBILITY.**

**This is a partial list.
Officially endorsed by: NATIONAL SKI AREAS ASSOCIATION.**

RECEIPT OF 2018-19 EDUCATIONAL STAFF MANUAL

I have either received a copy of the PSIA-AASI NORTHERN ROCKY MOUNTAIN Educational Staff Manual or reviewed the manual information on the PSIA-AASI NORTHERN ROCKY MOUNTAIN staff website including specifying policies, practices and regulations, which I agree to observe and follow during my employment with the association. I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand.

Since the information in this manual is necessarily subject to change as situations warrant, it is understood that changes in the manual may supersede, revise or eliminate one or more of the policies in this manual. Although PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION will make every effort to communicate these changes to me through my discipline chair, the Executive Director through official notices, I accept responsibility for keeping informed of these changes.

Employee's Printed Name

Employee's Signature

Date: _____