

Season Opening & Closing Procedures

Tasks to be completed **PRIOR** to the open of the ski hill for season

- Check stock of medical supplies and reorder if needed.
- Wash dishes to remove summer dust.
- Sweep floors and replace all floor mats.
- Inventory and check conditions of equipment of all 6 chair evacuation bags
- Bring all toboggan bags back to patrol room from storage so they are ready to load into toboggans.
- Check and reseal all toboggan bags.
- As the runs open at hill, place toboggans in doghouses.

Tasks to be completed **FOLLOWING** the close of the ski hill for season

- AED, radios, chargers, drills, bits, batteries, etc. to be stored off-site by patrol director or designee.
- Toboggans off hill and stacked in summer storage container.
- Clean and defrost fridge. Unplug fridge, microwave, coffee pot, etc.
- Toboggan bags, opened, & restocked.
- Toboggan bags stored off-site at dry location--not patrol room.
- Remove additional wool blankets from patrol and store at dry location.
- Pick up rubber mats and wash in some manner.
- Stack mats in back of locker room.
- Pick up all items off the floor that could be damaged by water that may fill room during spring thaw.
- Snowmobile "summerized" by Arctic Cat and then return and locked in container for summer.

On Hill Procedures

- Notify the shift leader or pro patroller when signing in and/or out.
- When signing in or out in the hours book, also indicate what radio you are using and if you are substituting for someone.
- Wear appropriate attire when on duty.
 - ✓ NSP rust and navy parka/jacket/vest with black or navy pants.
 - ✓ NSP red parka/jacket/vest with a white cross. Black or red jacket under vest and black pants.
 - ✓ Appropriate footwear to assist with outdoor needs
 - ✓ Appropriate medical pack/vest with all supplies (refer to 'First Aid Supply Requirements' list)
- Wear a radio.
 - ✓ Radios must be worn securely in a chest harness or vest.
 - ✓ If the radio is worn outside your vest/jacket place a plastic bag over it to protect from moisture on days with precipitation.
- Assist with maintaining a safe environment by enforcement of rules and regulations
 - ✓ When groomers are active check to see if the "Groomer Light" is blinking at the top of the chair
 - ✓ Be aware of problem behaviors: reckless/dangerous behavior, rude/obnoxious behavior, illegal activity, jumping off chair lift, etc.
 - ✓ Give warnings when appropriate and educate the guest on appropriate behavior.
 - Obtain name, and season pass number, if appropriate.
 - If needed, let on-hill manager and shift leader know of concern.
 - ✓ Pulling a lift ticket
 - Report incident to on-hill manager and shift leader.
 - ✓ When in doubt, have guest talk to Vern or the on-hill manager directly.
- Provide assistance to hill operations as needed.
- Assist with assuring ribbons and safety bamboo are in place, pulling ribbons after races, closing, and activities as assigned by shift leader.
- Shovel and salt the walk and stairs in front of the patrol room.
- Keep sitting and eating area of patrol room picked up and neat. Clean up your own mess.
- The aid room is a place for our guests. Patrollers and their families should not use the doors to the aid room as a passageway to the patrol locker area.
- Keep locker room tidy. Store things in cubbies to make room for others. Personal items not stored in your locker and vests not hung up on the racks should be taken home daily.

EMS Radio Communication

Designated MMSP radios will have the ability to communicate directly with Marquette County Central Dispatch. This frequency is used for requesting EMS response.

Use the following format when contacting Central Dispatch by radio.

- Key radio - remember the system is using a repeater. Pause about 1 second before talking.
- Identify who you are calling (Central Dispatch)
- Identify who is calling (Marquette Mountain Ski Patrol)
- Wait to have central acknowledge you. They may have other radio or phone calls in progress.
- Identify patient's age, gender, chief MOI, and chief complaint, airway status, location of planned pick up.
- Listen for confirmation
- Stay on frequency and monitor any further request from Central Dispatch

Example 1:

A 16 year old male has crashed on a chute jump % back pain. No LOC

Patroller: "Central Dispatch Marquette Mountain Ski Patrol"

Central: "go ahead ski patrol"

Patroller: "requesting EMS for a 16 year old male, fell off a large jump complaining of back pain, good airway, we are longboarding please have EMS meet us at the log house bottom of snowfield".

Central: "copied that ski patrol"

Example 2:

Remember to monitor EMS frequency after activating EMS.

A 44 year old female has crashed on into a tree on twilight zone, she has a major head injury with a poor airway.

Patroller: Central Dispatch Marquette Mountain Ski Patrol."

Central: "go ahead ski patrol"

Patroller: "requesting EMS approximate 40 year old female high speed impact with a tree, severe head injury, has a pulse but very difficult airway. Request EMS to bottom of River Chair"

Central: "copied that ski patrol"

1 minute latter

Central: "Central Dispatch Marquette Mountain Ski Patrol"

Patroller: "go ahead central"

Central: "EMS is requesting location of bottom of River Chair"

Patroller: Have EMS respond to front of main lodge, will have hill personnel escort to location.

Central: "Ok ski patrol"

Chair Closing

Closing River Chair (Supreme Chair) Lift –

Lift operators will start calling 'last run' 10 minutes prior to closing the chair.

Place “Trail Closed” sign at the bottom of Cliff’s Ridge. Also string the closed ribbon across the bridge run to the Supreme chair lift.

Ride Supreme lift up – At this time the lift is closed, and no more guests may load the lift.

Ski /ride down to the Rocket Chair lift in order to open that lift for the evening.

Closing the Top of Rocket and the East Side at Sunset

At the beginning of the season, when it gets dark out early, the Rocket Chair Lift will only be open to Midway. As it stays lighter out later into the evening, the Top of Rocket run will be open and will need to be closed as the ambient light indicates.

When closing the top of Rocket, follow procedures below:

- 10 minutes before the run is to be closed, lift operators start calling ‘last run’ for going past midway.
- If only closing the top of Rocket chair, have the lift operators at the bottom and Midway place signs out for Midway unloading only.
- At Closing – Ride lift up - At this time guests are to unload at Midway. As you pass by Midway on the ride up to the Top of Rocket, double check that the ‘Midway unloading only ‘ signs are up.
- If any guests do ride up to the Top of Rocket, wait for them at the top and have them ski/ride down ahead of you.
- String the Closed ribbon across at Midway and the Supreme Run.
- “Sweep” the east side.

Closing the West Side at Sunset (Runs that are not lit at night)

String ribbon across and “Sweep” the following runs:

- Twin Hemlock
- Exhibition
- Whoop Dee

Rocket Chair Lift Closing

Shift Leader confirms closing time.

Lift operators at top and Midway to start calling ‘last run’ 10 minutes prior to close.

Ride lift to Midway at close. At this time the lift is closed, and no more guests may load the lift.

Snowfield Chair Lift Closing

Lift operators start calling ‘last run’ 10 minutes prior to close.

Ride lift up at close. At this time the lift is closed, and no more guests may load the lift.

“Sweeping” the runs and opening/pulling the ribbon on the closed runs as follows:

- Open the Twin Hemlock Ribbon at the top of the Snowfield Chair.
- Ridge Run includes opening the ribbon on Whoop Dee.
- Upper & Lower Contour.
- Open any other ribbon placed during day to allow for grooming as required.

- Shaker
- Chute
- Snowfield includes
 - Checking The Backdoor
 - Opening Exhibition
- Rocket Includes opening
 - Midway/Supreme

General Information when closing:

- It is polite to wait for skiers/snowboarders who can be seen coming down the hill and let them get load the lift.
- If the whole ski hill is closing at the same time, start on the East side and work toward the West side. This can be done by one patroller closing the Supreme Lift, then the Rocket Lift and lastly the Snowfield lift. Times would be adjusted accordingly so that the Snowfield Lift would close on time. The patroller would then ‘sweep’.

Shift Leader Procedures

- You are responsible for communicating information with your shift and assuring they are following hill procedures.
- Use a radio with an EMS channel.
- Assign visual check of all toboggans.
- Assign full check of the shift's toboggan. Shift assignments as follows:
 - Pro-Patroller: Patrol Snowmobile Toboggan
 - Monday night: Top of Cliff's Ridge
 - Tuesday night: Tyro Toboggan
 - Wednesday night: A-Frame Toboggan (toboggan on hill-side)
 - Thursday night: Top of Snowfield
 - Friday night: A-Frame Toboggan (toboggan on A-Frame side)
 - Saturday morning: Midway Fence House
 - Saturday morning (candidates): Snowmobile Secondary Toboggan, Log House
 - Saturday afternoon: Top of Upper Rocket
 - Sunday morning: Midway End of Logan's Run
 - Sunday afternoon: Top of Supreme Chair
- Your shift's toboggan should also be taken for a practice run down the hill each shift.
- Receive report from off going shift leader or pro patroller to determine:
 - Lifts, runs open, and their conditions
 - Scheduled events and groups on the hill
 - Any other pertinent information
- At the start of each shift, conduct Terrain Park structure check if not done by the pro at end of shift.
- Check in any visiting patrollers
 - Make sure they have a current NSPS registration card, current CPR card.
 - Ensure they have a proper patroller uniform & a patrol belt, backpack or vest.
 - Have the visiting patroller sign in and place their NSPS number in the log.
- Log any equipment that is taken to MGH on the white board in treatment room so the next shift leader and/or pro patroller can pick it up.
- Review accident reports for legibility and completeness.
- Coordinate opening and closing times of lifts and runs with the on duty hill manager.
- Record actual in, out and total times in shift log. Be sure the log indicates you were the shift leader (SL) as thirty minutes will be added to the shift leader's time.

ACCIDENTS INVOLVING HILL EQUIPMENT

Anytime there is an incident involving a skier and hill equipment: a snowmobile, groomers, snow-guns, towers, hydrants, chair lifts, etc., the on hill manager is to be notified immediately. There is a form that needs to be filled out. Incident Bag must also be used - directions are found within the bag.

Shift Leader Checklist – Opening

- Unlock the patrol room and locker room doors.
- Be sure the patrol base radio is on.
- Check that all radios are present. If not, contact the last shift leader to see if the radio was missing then.
- Prepare run reports and make 6 copies, for the following:
 - Ticket Office
 - Patrol Room
 - Top of Supreme Chair
 - Top of Rocket Chair
 - Midway Chair
 - Top of Snowfield Chair
- Unlock the Log Cabin & Locker Room.
- Check & Warm up the snowmobile by running it up to the A-Frame or up Weasel Gulch.
- Be at the lift and ready to ride up 10 minutes before the lift is to open.

Shift Leader Checklist – Closing

- Gather the shift at the bottom of the lift 5-10 min before the lift is to close.
- At closing time, have patrollers load lift. At this time the lift is closed & no more guests may load.
- At the top of the chair assign patrollers to:
 - ‘‘Sweep’’ specific runs.
 - Put toboggan from behind snowmobile in patrol room.
 - Put away snowmobile, put key in patrol room on hooks.
- If you are alone, ski down. Use the snowmobile to sweep each run. You may also ask the hill personnel to help with this.
- Radio the on duty hill manager when the sweep is done and all patrollers are off the hill.
- Close the Patrol Room as follows:
 - Be sure the patrol room is picked up, food is thrown out and all dishes are washed.
 - Take garbage to dumpster on the far side of the T-Bar.
 - Be sure the water is dripping in the sink.
 - Check that there is no equipment left outside, if so place inside the patrol room.
- Double check the following keys are hanging:
 - Log Cabin
 - Locker Room
 - Snowmobile / Snowmobile Building
- Lock the Locker Room door.
- Lock the Patrol Lounge door.
- Turn off the lights in patrol locker room, lounge & treatment room.
- Leave exterior lights on.
- Lock the double doors. If you do not have a key – unlock the locker room door; lock the patrol room doors from inside, exit the locker room locking the door as you leave.

Equipment Locations

- Toboggans
 - ✓ Top of River chair (Supreme Chair) –one
 - ✓ Top of Cliff's Ridge –one
 - ✓ Top of Upper Rocket –one
 - ✓ Midway End of Logan's Run –one
 - ✓ Midway Fence House –one
 - ✓ Top of Snowfield – one
 - ✓ A-Frame – two toboggans
 - ✓ Tyro – one
 - ✓ Patrol Snowmobile – one
 - ✓ Snowmobile Secondary, Log House–one

- Chair Evacuation Bags:
 - ✓ A-Frame – three bags
 - ✓ Log Cabin – three bags

- Oxygen
 - ✓ One in patrol room.
 - ✓ One kept on back of sled during shift hours, but should be taken inside at close.

- Digital Camera
 - ✓ There is a digital camera to take pictures of accident scenes. This is the responsibility of the shift leader. The camera will be on the printer in the patrol room. There are extra batteries for the camera in black incident documentation bag.
 - ✓ When picture should be taken:
 - Any obvious fracture
 - Any EMS call
 - Any time the patroller thinks EMS should be called, but the guest refuses
 - Any question if a picture should be taken

 - ✓ What to take a picture of (After the guest is off the hill)
 - The approach to the site
 - The scene and/or landing

 - ✓ After the pictures have been taken, leave the pro-patroller a note on who the guest was and what the picture numbers were. Do not indicate on the Accident Report that pictures were taken.

 - ✓ This is for insurance purposes.

- Incident Bag:
 - ✓ Patrol Room

Toboggan Checklist

- Every shift is responsible for checking a toboggan. This include the following tasks:
 - ✓ Checking the toboggan itself, webbing, clips, tail rope, emergency brake) Are all parts in working condition? Does anything need fixing or replacing?
 - ✓ Taking the response bag out and going through it to assure it is correctly filled.
 - ✓ Replacing missing items and/or notifying pro-patroller of repairs that need to be done.
 - ✓ Reseal bag with blue clip.

- Shift and toboggan responsible for (This is listed in log book):
 - ✓ Pro-Patroller: Patrol Snowmobile Toboggan
 - ✓ Monday night: Top of Cliff's Ridge
 - ✓ Tuesday night: Tyro Toboggan
 - ✓ Wednesday night: A-Frame Toboggan (toboggan on hill-side)
 - ✓ Thursday night: Top of Snowfield
 - ✓ Friday night: A-Frame Toboggan (toboggan on A-Frame side)
 - ✓ Saturday morning: Midway Fence House
 - ✓ Saturday morning (candidates): Snowmobile Secondary Toboggan, Log House
 - ✓ Saturday afternoon: Top of Upper Rocket
 - ✓ Sunday morning: Midway End of Logan's Run
 - ✓ Sunday afternoon: Top of Supreme Chair

- Toboggan/Response Bag Checklist:
 - ✓ 2 blankets
 - ✓ One quick splint
 - ✓ 3 wood splints; an airplane, a large (20") and a small (14") splint OR one SAM Splint
 - ✓ One Optimal Traction Device (OTD)
 - ✓ One C-Spine bag
 - One multi-size adult c-collar
 - One multi-size pediatric c-collar
 - One set of head blocks; 2 blocks and 2 straps
 - One 32 ft strap
 - Padding as available

- Packing Toboggan/Response Bag
 - ✓ To help the bag lay flat, spread the blankets out and place them on the bottom, lace the splints and the c-spine bag on top.
 - ✓ When placing the bag in the toboggan place it as far back as possible.
 - ✓ Do not strap down the toboggan handles—this delays the response time.
 - ✓ Load the toboggan into the dog house tail first with the front pointing out. This makes response time faster.

CHAIR LIFT EVACUATION PROCEDURE

-During chair evacuation or while maintenance is working to restart a stopped chair, radio usage will be kept to a minimum so as to avoid confusion and allow maintenance better communication.

If a chair lift is not running for 10 minutes, the shift leader will:

- Check with garage/maintenance for chair restart status.
- Consult with on hill manager if the chair lift can be evacuated through auxiliary motor or if manual chair evacuation may be needed.
- Shift leader will deploy patrollers to locations appropriate for a potential chair evacuation.
- If hill management notifies the patrol that a chair evacuation is required, shift leader will notify the rest of the patrol to obtain the chair evac bags (A-Frame 3 bags and log cabin 3 bags) and where to gather to assist with the chair evacuation.

A PA announcement will be made to notify the skiers and snowboarders that the chair lift is down. Lockout procedure will be activated.

- Shift leader has responsibility to ensure that chair power is locked out.
- Chair evacuation CAN NOT commence until chair is locked out.

Chair evacuation procedure preparation:

- The shift leader and the on hill manager will coordinate for the amount of ski patrollers and hill staff available to assist with the chair evacuation. Teams of at least 3 people (two must be patrollers) are needed. The on hill manager will determine where to get additional help if needed.
- The teams should be split approximately quarterly up the chair lift (depending on where people are located). There should be at least one radio per team and one person should be designated to communicate on the radio as needed.

	<u>Snowfield and Supreme</u> <u>Chair Lift</u>	<u>Rocket</u> <u>Chair Lift</u>
Team #1	Top	Top
Team #2	Tower #9	Tower #12
Team #3	Tower #6	Tower #8
Team #4	Tower #3	Tower #4

Chair evacuation procedure:

- The throw rope will be thrown over the cable above the chair to be evacuated.
- The rope will be attached to the throw rope and pulled over the cable.
- One person will be the belayer and is responsible for ensuring the belay equipment is properly operated. This position must be a patroller.
- One person will position himself or herself behind the belayer inside the anchor strap to ensure belayer is anchored in position. This person does not need to be a patroller.
- One person will stand in front of the chair and explain to the individual being evacuated what to do. This person must be a patroller.
 - This position is responsible for the overall safety of the scene.
 - The next steps must not be taken until all members of the team are prepared.
 - Take off poles and drop them to the ground.
 - Pull the evacuation chair toward you.
 - Position the chair with the wooden seat under the chair with your legs around the seat and pull it up tight.

- Position the safety rope around you (the individual).
- Check with the belayer to confirm they are ready. The rope should be taut and the belay team ready for extra weight.
- Have the individual slowly slide forward until they are sitting on the wooden seat.
- Have the individual gently push away from the chair, while the belay team slowly lowers the individual to the ground.
- As the individual nears the ground, gently grab the individual and guide them to the ground and assist them in taking off the safety rope.
- If there is a fourth person available:
 - Have them assist the individual to the ground and take off the safety rope.
 - Obtain name and chair number. Also the time the last person is off the chair lift.
 - If cold, provide blankets and assistance to the patrol room to warm up.

Post chair evacuation procedure:

- Dry the chair evacuation equipment and then repack the chair evacuation bags and return them. (A-Frame 3 bags, and Log cabin 1 bag).
- A report should be written as to any incidents during the chair evacuation.

Miscellaneous:

- Stay calm and professional!!
- Never start a chair evacuation before the on hill manager gives the go ahead.
- Do not tell skiers and snowboarders that Marquette Mountain will refund money or tickets!
- The office will coordinate off hill problems during the chair evacuation.
- Try to space patrollers when riding the chair lifts, so that not all the patrollers are on the chair lift at the same time.
- Do not over load the snowmobile with people or equipment. You will save time and frustration, even if you do take two trips.