

The Leader and their Patrol

Every Ski Patrol really revolves around one guiding spirit who is usually the Patrol Leader (Patrol Representative). The Patrol Leader is the one who knows in their own heart why Ski Patrols are necessary and why it is worthwhile to keep their followers plugging away at a job that, although sometimes exciting and thrilling, is more often than not a dull and thankless routine.

The Patrol Representative (PR) occupies the most important position in the NSP. He or she has the responsibility of the day-to-day contact of the organization with the skiing public and the ski industry through Area Management. It is the PR who assures that the NSP fulfills its mission to the skiing public and Area Management as defined under the NSP National Charter. The PR is the interface between the local Ski Patrol and the National organization. It is the PR who oversees the operational unit, or patrol, which provides the services offered by the organization. The credibility of the NSP rises and falls with the performance of the PR. The PR supports and fosters the NSP mission statement. The PR ensures membership compliance with NSP national education requirements.

The requirements for PR selection are documented in the NSP Policies & Procedures (P&P) which can be found on the NSP web site <http://www.nsp.org> section 6.4.3.

It is the absolute prerogative of Area Management to approve a PR. The area manager may refuse to accept an individual as the PR, may remove a PR without recourse, and may appoint a PR of his or her choosing; either a volunteer or professional ski patroller. In light of these requirements, any slate of possible PR's should be screened by the area manager.

General Duties and Responsibilities:

Registration

Preparing and submitting registration of the patrollers is an important part of the PR's responsibilities. The NSP has created an electronic registration process which can be found on the NSP web site <http://www.nsp.org>.

The PR should encourage the patrollers in their unit to periodically sign on to the NSP web site <http://www.nsp.org> to make sure their data is correct on the NSP web for multiple reasons:

- Before the end of the season, so that they will get their OEC Refresher Guide before the OEC refresher in the fall.
- Members can use the feature to send emails to their entire patrol so that they don't have to maintain a separate email list
- Before the start of the season, so that they can be updated on courses that the NSP offers.
- As the internet is used more and more to transfer data and communication it will become more important to the individual patroller to stay current with information from the NSP.

Overview of the Central Division Membership Registration Instructions:

The Membership Registration Instructions for 2011-12 are the following:

1. Complete the "Central Division Dues Payment Authorization Form" and return to Division Registration coordinator.
2. Complete your Patrol's Membership Registration via the NSP Website.
 - Specific Membership Registration Instructions, including a PowerPoint Presentation, can be found on the NSP Web Site.
 - Remember that when you have your Yes/No Roster pulled up you can click on the Edit button for any patroller and make changes in the profile and their classification.

Note: **Make sure the funds are available in your account, for the combined dues amounts for National, Division, and Region listed on the Calculate Dues Page when you click 'Submit' of your Membership Registration to National.**

3. Print out the Calculate Dues Page for your records.

4. Send Division Registration coordinator an e-mail informing them if any of your Lifetime Members are also 50+ year patrollers because they are not required to pay Division and Region Dues.
5. If there are any dues not part of the database calculations, Division Registration coordinator will generate an e-mail to you to address.

Maintaining the qualifications of their Patrol

Maintaining the qualifications of their roster of ski patrollers is another important part of the PRs responsibilities. The PR must assure that each patroller attends a properly constituted annual OEC refresher, an on-the-hill refresher, CPR skill demonstration and any local refreshers that are required by area management. Successful completion of the OEC refresher is a NSP registration requirement, and the PR must attest that each member of his or her patrol has met that requirement.

Operating procedures

Establish operating rules, procedures, practices and policies, in consonance with the NSP requirements and the desires of area management, by which the patrol can be efficiently administered. For volunteer patrols a set of by-laws describing how the patrol is to be administered will do much to ensure a smoothly running organization. In addition, the patrol should have a set of written procedures which describe the rules and regulations of the day-to-day operations. Any patrol by-laws and procedures must be reviewed with and receive approval of area management (examples of patrol by-laws can be provided).

Changes to patrol by-laws should be approved by the patrol membership while changes in the operational rules and procedures are generally the prerogative of the PR with the agreement and permission of area management. Each member should be provided with a set of the by-laws if used and a set of the operational rules and procedures. Any changes made during the season should be made available to the members.

Ski Safety

Promote ski safety at the area by working with Area Management. Area Management may have their own ideas on ski safety programs at the area are to be conducted. The NSP works with the ski industry to promote safe skiing. A number of useful programs are made available to the patrols from the NSP office.

Information to the patroller

It is the PR's responsibility to share the information in a timely manner with patrol members from the NSP Board of Governors (BOG), Region and Division meetings. The PR needs to understand the information and to assure the members understand the

information as well. If there are changes to be made or suggestions, it is the PR's responsibility to communicate those concerns through the proper channels in a timely manner.

Record keeping

It is the PR's responsibility to make sure all records of the Ski Patrol are turned over to area management for record retention. This includes: incident reports, OEC classes and refresher records, on the hill class or refresher records, any other local required refreshers, and duty shift reports. Area Management may request other day-to-day or annual reports from the patrol.

NSAA and NSP

The PR must work within the joint understanding of the NSAA and NSP. The joint understanding can be found on the NSP web site <http://www.nsp.org>.

Awards

The patroller that works hard and provides a service the skiing public deserves to be acknowledged for that service. Merit stars for saving a life or critical incidents is a valuable retention tool. The PR is responsible to make sure awards within the NSP system are processed in a timely manner.

Patrol Calendar

The PR should establish a calendar of events and activities that must be accomplished by him or herself and members of the patrol. That calendar should be organized using the NSP fiscal year of July 1 through the following June 30. The following is presented as the highlights to aid in understanding. You may modify them to suit the beginning and end of the skiing season at your area.

June

Notify the Region Director of any PR changes and submit the necessary change of office forms so that the next season registration forms can be processed correctly.

Process all patrol funds requests so that the patrol financial books are closed for the fiscal year. Submit the patrol end of the year financial report to the Region treasure by July 15th.

July/August

Begin planning for the annual OEC refresher, CPR skill demonstration, and any local area requirements. It is the PR's responsibility to ascertain that plans are being made for the refresher. Don't rely on past experience.

Develop a plan for the upcoming season. Are there any patrol officer or advisor changes that have to be accomplished?

Review all policies and procedures for effectiveness and needed changes, particularly procedures for on-the-hill operations, patrol room operations, and lift evacuations. Notify all patrol members of the dates for refreshers and other important dates for the upcoming season (i.e. Board Meetings, Advisor meetings).

Work with OEC Advisor/Instructor of Record (IOR) to establish an OEC course for potential candidates. Determine the places, dates, time and availability and ascertain that the IOR registers the course and communicates the dates with the Region OEC Administrator for IT coverage. Notify all potential candidates of the OEC course date, time and location. Be sure to notify the potential candidates early in the process and communicate with them often. Have a conversation with the potential candidates to answer any of their questions about the course, such as scheduling conflicts, special requirements (i.e. learning disabilities), determine and explore options to keep them in the program and work around the conflicts.

Contact Area Management to confirm refresher dates, OEC candidate class location, to set up a meeting to discuss and review area requirements and to have an area management representative to speak to the patrol at the annual refresher.

Register the OEC refresher and OEC Candidate class within the NSP system. This will allow the system to provide you with the resources you require to operate successful events.

September

Complete the OEC Refresher planning and OEC Candidate Class planning.

Start the dues collection process and ask patrollers to update their information on the NSP web site <http://www.nsp.org>.

Make sure patrollers know the scheduled dates of OEC classes and refreshers, On-the-hill refreshers, Chair evacuation, and other local required refresher and training.

Identify candidates for Senior training and testing and make sure that they are taking appropriate preseason preparatory classes and electives. Senior candidate application is due to the Region Senior Administrator by 12/15.

Attend Region and Division fall meetings and Board of Governor Meetings. These meetings are most important to inform PRs about new requirements or changes in policies which are their responsibility to administer. Network with other PRs; learn about the programs that are offered and the awards process.

Meet with area manager to make sure all preseason coordination is complete

October

Hold Fall OEC refresher and other local area requirements. Submit OEC course completion records to the NSP. Submit patroller registrations to the Division Registration coordinator. The registration dead line is 12/1; there is a \$10.00 per person late fee. *Do not hold registration for one or two individuals. Send individual registration in at a later time, as soon as they are available.*

If a patroller can't make your refresher you should inform them the documents you required to maintain your records. Inform them on what and how to make up any area requirements (i.e. Chair evacuation refresher, area operation information)
Close on the duty roster and schedule for the patrol.

November

Publish the membership roster and duty schedule. Send this roster and duty schedule to all patrollers.

Register the Toboggan refresher and Patroller 101 class within the NSP system. This will allow the system to provide you with the resources you require to operate successful events.

Begin regular meetings/contacts with Area Management making sure all operations are running smoothly.

Make sure that the patrol room, treatment room, and treatment supplies are prepared for the coming season.

Schedule on-the-hill refreshers and organize the staff and content to be refreshed.

Begin any preseason Candidate training.

December

When the area opens, begin candidate training and conduct on-the-hill refreshers. Begin on-the-hill training for Senior Candidates.

Monitor candidate training operations. The PR is the person that signs off that a candidate can safely operate as a patroller for your area. The PR and area manager should discuss the requirements and level of training required to be a patroller at their area. Schedule the date for the candidate on-the-hill exam.

Submit on-the-hill refresher completion records to the NSP.

Select patrollers to nominate for awards and begin to collect information for preparation of the nominations. Identify all patrollers eligible for service awards (those completing 5, 10, 15, 20, etc., years of service). **Note:** It is the responsibility of the PR to determine who is eligible for service awards; it is not done by the national office. Submit names and data to the individual specified by your region director.

January/February

Monitor all patrol operations to assure that the patrol is fulfilling its obligation to the area.

Monitor patrollers' skills and attendance. Contact those patrollers who don't appear to be meeting their obligations.

Continue meetings with area management

Complete patrollers nomination for awards at all appropriate levels. Check with the appropriate section, or region officer to determine when award nominations must be made. This will vary year to year and it is the responsibility of the PR to see that local deadlines are met.

March

Submit award nominations to the appropriate awards advisor before the awards deadline.

Make sure all course completion records are submitted to the NSP and all courses are closed.

Begin planning and preparation for selection of nominees and election of the new PR or other officers, if there is to be a change

April

Conduct the election meeting of the patrol as required. Upon completion of the elections meet with future officers to pass on records. Notify the section and region of a change in the PR or confirm reelection. If there is a change in PR send in a change of officer form to the division.

Prepare a year-end report. The report is to describe operational and administrative events and actions during the previous season, such as number of days of operation, number of patrollers, total and average patrolled hours, number of reported incidents, any unique occurrences, etc.

Attend Region BOG meeting and Spring PR retreat. These meetings are most important to inform PRs about new requirements or changes in policies which are their responsibility to administer. It is also a chance to network with other PRs; learn about the programs that are offered and the awards process.

Assure that all area-owned equipment is accounted for and in proper repair, document all equipment that should be taken out of service to the area management. Close up the patrol room and treatment area for the season. Inventory treatment supplies for ordering next season.

May

Complete the annual financial report and submit it through appropriate channels in a timely manner. The patrol financial report must show status as of May 31. This is an IRS requirement. The report should be submitted to the region treasure by 7/15.

Relations with Area Management

Of the several critical tasks facing a PR, maintaining a positive relationship with the Area Manager is one of the most important tasks. Whether volunteer or professional, Ski Patrols serve at the pleasure of the area operator, and the area manager can dismiss an individual patroller, the patrol representative or the entire patrol for any reason, real or perceived. Remember, whether professional or volunteer, the patrol and patrollers are seen by the skiing public as area employees (even though volunteers not employed by the area but are agents) and their actions reflect on the area. Therefore, patrollers must conduct themselves in a manner that is a credit to the ski area. They should never criticize area management policies or practices to a customer or within the hearing of a customer.

Management guidelines are necessary to assure that a patrol and its members do their job in the manner desired by management. Patrol members must work in concert with management, realizing at all times that the ski area and all that occurs at the area is responsibility of the area manager. The PR must have regular meetings with the area manager to maintain an open line of communications, to discuss problems, real or perceived, and, most important, to maintain a viable working relationship. If the area is a member of the Midwest Ski Area Association (MSAA) the PR should discuss with the area manager about attending the MSAA meetings with the management staff. This will allow a better working relationship with area management, increase the PR knowledge of the operation challenges that the area manager has to deal with and over all knowledge of how your patrol can help with the operation of the area.

Each patroller's attitude does a lot to establish and maintain a good relationship between the patrol and area management. Patrollers must not feel they are a ski club that uses the area and incidentally provide treatment and rescue for the area customers. The goal of each patroller should be to become a valuable part of the ski area team, providing treatment and rescue services while promoting the ski area. Patrollers should never allow the area manager to see the local patrol and its members as a burden to the area.

Region-specific Items

Creating instructors is another important job of the PR. To communicate this better with the Region Administrators that can help you with this process, you should update the follow form yearly and send it to the current OEC and Transportation Administrator. This administrator will contact the candidate instructors and mentors to help the process along. Letting the Region know of your instructors-in-training allows the specific Administrators to help you create OEC, Toboggan and other discipline instructors.

Patrol _____

Mentees Name	Mentees Phone Number	Mentees NSP #	Date Completed Instructor Development (ID)	Discipline	Mentor Name	Mentor Phone Number

Senior Program

Supporting the senior program helps you as the PR. The Senior classification focus on the leadership skills. This helps you as a PR by allowing you to have more patrollers to assign to leadership roles within the patrol.

The goal of the Senior Program is to encourage all patrollers to improve their ski patrol knowledge and skills through a program of continuing education and evaluation. Through the Senior Program, patrollers should develop increased ability and confidence and, in turn, provide better service to the skiing public. The Senior Program provides an outlet for the patroller who seeks personal achievement through definable goals.

NSP's Senior Program is tailor-made for members who aspire to perform at the upper levels of skiing/snow-boarding, emergency care proficiency, and other skills used while patrolling. The Senior Program is designed to provide a forum in which patrollers can enhance personal skiing/snow-boarding and toboggan-handling proficiency, improve their ability to manage OEC-related problems, and expand their overall patrolling knowledge and skills. In addition, the program prepares patrollers for leadership roles within the NSP.

Patroller Transfers

As the PR when you get a request for a transfer you should ask for a Letter of Recommendation. You should interview the person and make sure you understand why the request has been made. You should also do due diligent that you understand situation.

Injured Patrollers

As the PR you will get requests from people that have medical conditions affecting their ability to perform their duties as a patroller either at the start of the season or during

the season.

At the start of the season they still need to complete the current year's OEC refresher cycle. If this can't be completed during the normal refresher cycle, you and your staff will need to determine how to cover the information from the Refresher. The options you have as a PR is to set up a refresher for one or have the person attend the next OEC candidate class. The person would need to attend all the class sessions that cover the required refresher cycle topics that they need. You would then submit them as inactive status when you register them with the National office with the current dues payment. All other refreshers are not required. If they can't complete the refresher before January 1 of the current season they will be on the delinquent OEC list and you will be notified of this status. They cannot patrol until they are removed from the delinquent list and complete all of the required refreshers that they have missed (CPR, Chair evacuation, Ski and Toboggan).

If the medical condition happens during the season that will not allow them to perform to the level required you have two options:

Option 1: Can they perform in the Aid room only? If they can, you need to send in a change of status to the National office and change the status to "Patroller" (formerly "Auxiliary"), and they would be scheduled to work in the Aid Room.

Option 2: If they can't perform as a Patroller (aid room only) then you will need to send in a change of status to the National office and change the status to Inactive. Inactive patrollers cannot patrol (ie. wear their patrol jacket) until they have completed all of the required refreshers that they have missed (CPR, Chair evacuation, Ski and Toboggan).