



**CHALLENGE ASPEN**

challengeaspen.org

**Program Personnel Handbook**

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**General Information**

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### Mission Statement

Challenge Aspen is dedicated to impacting lives through year-round adaptive experiences for individuals faced with cognitive and/or physical disabilities. Challenge Aspen creates life-changing opportunities by encouraging participation in activities designed to redefine limits, recognize abilities, and transfer newfound courage to everyday life.

### History

Challenge Aspen is an organic outgrowth of the individually conceived dreams of co-founders, Houston Cowan and Amanda Boxtel. Houston Cowan became interested in teaching people with visual impairments to ski in 1991 and was first introduced to the field through BOLD (Blind Outdoor Leisure Development) as a volunteer guide and instructor and later with Ed Lucks, who was a pioneer in developing adaptive teaching techniques and equipment. In 1994, Houston became a full-time Aspen resident, focused on the pursuit of his dream to make serving people with disabilities his life's work.

Amanda Boxtel's love of art and teaching children brought her to Aspen in 1988. While skiing on Snowmass Mountain in 1993 she took a tragic fall resulting in a broken back and leaving her paralyzed from the waist down. Amanda was forced to experience first-hand, the personal courage required to regain her life and the activities seemingly lost to her after the fall. Throughout her road to recovery, she maintained a deep desire to continue to teach and work with children. Personal experience with disability gave Amanda a genuine understanding of the importance of creating greater access to the many recreational and creative opportunities in the Rocky Mountains for the disabled community. At the urging of mutual friends, Houston and Amanda met in 1994 to explore their shared vision, and Challenge Aspen was born.

Following a year of organization and the establishment of a close working relationship with Aspen Skiing Company and local outfitters, Challenge Aspen was formally established in 1995. Based in Snowmass Village with access to the area's four ski mountains, Challenge Aspen currently serves more than 400 participants each year, with over 2,100 participant days. Challenge Aspen has built a committed full-time staff, a stellar volunteer force of more than 100 and an esteemed volunteer board of directors. Houston Cowan and Amanda Boxtel believed from the beginning that access, community and participation were the keys to healing and establishing rewarding lives for those with disabilities.

### **Challenge Aspen Programming**

Challenge Aspen programming falls into two areas, Challenge Aspen Military Opportunities (CAMO) and Recreational, Education & Culture (REC). As a whole we offer a litany of activities such as; skiing, snowboarding, ski biking, snowshoeing, cross country skiing, music and dance, health and wellness, breathing and sleep therapy, hiking, camping, climbing, archery, fishing, rafting, equine therapy, road cycling, golf, tennis, swimming, and many other outdoor activities.

#### **Challenge Aspen Military Opportunities (CAMO)**

*Challenge Aspen Military Opportunities (CAMO)* provides adaptive therapeutic recreation and wellness experiences for military personnel diagnosed with cognitive and/or physical disabilities. CAMO offers an opportunity for veterans, their spouses/partners and caregivers to reconnect with outdoor recreation activities through professional adaptive instruction for summer and winter sports. CAMO encourages participants to attend one summer and one winter retreat so they can be exposed to one or more activities that may open the door to continued health and wellness.

Apprentice Pros and volunteers may be involved with CAMO retreats assisting on lessons, guided or buddy skiing for participants, off-snow activities and assistance with travel arrangements.

Challenge Aspen CAMO retreat dates for this winter season can be found on [www.challengeaspen.org](http://www.challengeaspen.org) under Military Programs → CAMO winter programs (click learn more).

## Recreation, Education & Culture (REC) Program

The Recreation, Education, and Culture (REC) Program supports adaptive participants of all ages with any disability that is not military related. Challenge Aspen's REC department offers a number of year-round programs including Local's Programs, Custom Adventures, winter lesson and buddy products.

**Challenge Aspen Custom Adventures** - A custom adventure is a customized vacation package or daily adventure during any time of the year for any individual with a disability or family with an ability challenged member. These custom adventures may include on-snow activities, as well as additional off-snow, after skiing or evening activities. The REC staff creates these adventures based on an individual or family's desires and will communicate the schedule to AP's and volunteers who may be used to assist the custom adventure.

**Private Ski and Snowboard Lessons** - Private lessons are the majority of Challenge Aspen's winter programming. These lessons are for individuals with physical and/or cognitive disabilities and involve one-on-one ski or snowboard instruction with a PSIA/AASI certified Aspen Skiing Company professional.

An Apprentice Pro and/or volunteer may partake in carrying out these lessons, however only certified ASC pros can teach lessons. If a participant utilizes adaptive equipment such as a mono-ski, bi-ski, slider, or rider bar we require another person to assist the ski pro in carrying out an exceptional ski or snowboard experience. AP's and/or volunteers may also assist a pro on private lessons if the athlete has a propensity of behavioral outbursts or gender-specific personnel requirement.

Private lesson times:

Full-Day Lesson: 9:00 a.m. - 3:00 p.m.

Half-Day Lesson: 9:00 a.m. - 12:00 p.m. or 12:30 p.m. - 3:30 p.m. (We may require a full-day product if there are logistical demands due to the specific lesson)

Lesson costs, change from year-to-year, include private one-on-one instruction, lift ticket and all equipment required.

**Buddy Skiing** - For individuals with disabilities who are at least an intermediate skier and mostly independent, we offer ski buddies to serve in various capacities. Different people require different levels of assistance. Some people need help transferring in and out of wheelchairs, getting around the mountain, or assistance getting back up if they fall down. Sometimes, people are just interested in spending the day with someone they can talk to on the chair lift or show them around the mountain. There are also individuals who may need assistance with appropriate decision making in the event that a situation arises. Many times, people form lasting friendships and specific buddies are requested throughout the season. We encourage our volunteers to become regular buddies for participants with whom they enjoy spending time. This would include Visually impaired guiding.

Buddy skiing times:

Full-Day Buddy: 9:00 a.m. - 3:00 p.m.

Half-Day Buddy: 9:00 a.m. - 12:00 p.m. or 12:30 p.m. - 3:30 p.m.

Buddy costs include a Buddy for the above timeframe, and can include a discounted ASC lift ticket and 50% off ski rentals from Aspen Sports rental shop if needed.

*\*\*Please note that as a volunteer you are not allowed to teach while participating in Challenge Aspen programs per the Aspen Ski Company policy that only certified instructors are to provide formal instruction. If you feel a participant would benefit from more formal instruction please let the Challenge Aspen Reservation Team know so that lessons can be arranged.*

**Mainstream Buddy** - For participants enrolled in Aspen Skiing Company group lessons, we offer Mainstream Buddies to assist with students who need extra support. Many of these students have relatively mild disabilities and need the extra attention that a ski school instructor may not be able to provide within a group setting. Like private lessons, Mainstream Buddies are not expected to teach, but rather to provide extra assistance with instruction or staying focused on the lesson.

**REC Groups** - The REC program hosts groups who come to Aspen/Snowmass and partake in winter activities. The groups' itineraries are determined by the REC department and may include both on-snow and off-snow activities.

Apprentice Pros and volunteers may be required to assist private lessons, be guides/buddies on-snow with participants, participate in off-snow and evening activities, and help with travel arrangements of groups. REC group dates can be found at [challengeaspen.org](http://challengeaspen.org) under Winter → Groups (click general information)

## **Locals Program**

The local's program is designed for area residents that can ski independently, without the use of adaptive equipment. Each participant is paired with a volunteer for the duration of the season - Thursdays for adults and Saturdays for school aged. Participants may choose recreational skiing or competition. There are also opportunities for volunteers to travel to competitions.

## **Program Personnel: Pros, Apprentice Pros, Volunteers**

### **Challenge Aspen Ski/Snowboard Pros**

#### **I. Description**

Challenge Aspen contracts Ski and Snowboard Pros who are PSIA-AASI-certified instructors from the Aspen Skiing Company to provide lessons for Challenge Aspen participants. Pros are the only personnel permitted to give instruction to participants, although they are sometimes assisted by an Apprentice Pro or volunteer in carrying out the lesson. It is the intent of Challenge Aspen to pair the participant with the pro that best suits the needs of the lesson.

#### **II. Requirements**

- Pros must complete all Aspen Skiing Company (ASC) requirements and be a pro in good standing.
- Pros must sign the Challenge Aspen Pro information packet, safety policy, and all waivers before teaching lessons.
- A signed ASC job agreement and a current signed Challenge Aspen Handbook should be on file with Challenge Aspen.
- Ski and Snowboard pros are also required to complete Safe Sport, DSUSA/CA waivers, HEADS UP concussion training, and a background check (every two years).

### III. Training

Pros are strongly encouraged to further their knowledge by attending training sessions offered by Challenge Aspen, Ski and Snowboard Schools of Aspen (SSSA) and Professional Ski Instructors of America/American Association of Snowboard Instructors in Alpine, Snowboard, Adaptive, Adaptive Snowboard, and Nordic disciplines. In addition, Challenge Aspen will offer early season refresher training as well as ongoing training in requested areas.

### IV. Scheduling

- All Challenge Aspen lessons must go through the Challenge Aspen reservations team. A pro may set up a lesson, but contact from the participant through the office via phone or email is required to have the lesson scheduled.
- Lessons are NOT scheduled until a reservationist talks to the participant/parent & confirms the lesson.
- Pro should check ProCard to confirm their reservation.
- Pros must also maintain all ASC scheduling requirements.
- The reservations staff will email/mail the participation forms and waivers to the participant.
- ALL the information must be filled out prior to the lesson.
- Ski Co. waivers must be current for participants 17 and under and on participants person.
- Pro must be present in Challenge Aspen office to meet participant on day of first lesson (unless otherwise arranged).
- **PROS - PLEASE CHECK/UPDATE YOUR SCHEDULES DAILY**
  - *Please specify ONLY the days/times that you are UNAVAILABLE!*
  - You will be booked with a lesson if needed on any day that you have NOT marked that you are UNAVAILABLE!
  - Pro is responsible for **updating days not available**
  - Pro will be called and told about booking and must confirm lesson within time frame detailed below.
  - If a Pro is requested for a day that he/she is already booked for a lesson, the Pro may choose which lesson to teach only if there is someone else to take the other/original lesson.
  - If two requests are made for one Pro on the same day the first participant to put in the request (and it has been confirmed) that reservation has priority.
    - If you have a request you are unavailable to teach, you will still be notified by a reservationist and may refer that request to another pro

- There are many factors that go into consideration when scheduling a lesson. Each of these factors have many intricate parts ranging from availability, skills, and personality. It is our intent to make the best match we can for the participant which will promote a long-term positive experience.

## **V. Benefits**

All pro pay will fall into the ASC pay scale in the category and product area that the pro qualifies for and is teaching.

Assigned Privates will be paid at the stage level for which the Pro qualifies.

Request Privates will be paid one stage level below that which the Pro qualifies when teaching a CA Product.

A request lesson is one that;

1. Your name is listed on the participant's registration form as requested, or
2. Your participant in an assigned lesson requests additional day/s (additional days are considered request, not lesson days that were assigned.)
3. You are requested by a program director or coordinator to teach on a REC or CAMO program.

All employee benefits are provided through Aspen Skiing Company.

## **Challenge Aspen Apprentice Pros**

### **I. Description**

The Challenge Aspen Winter Apprentice Pro program is a five-month intensive training program for people who wish to gain experience and/or enter the adaptive snowsports industry. This program will provide candidates with a full winter season of training, hands on experience and interaction with our diverse clientele of adaptive skiers. The goal of this experience is that by the end of this winter season experience that the Apprentice Pro will have the skill set to confidently move on to an adaptive instructor position at either Aspen Skiing Company or another adaptive ski program of their choosing. Apprentice Pros are trained to a curriculum that is in alignment with that of the PSIA Rocky Mountain instructor standards of certification and many choose to take the opportunity to become certified ski pros. It is our goal to not only train competent and passionate ski pros for future growth in our ski school but for the industry as a whole.

- **Commitment**

Apprentice Pros are expected to be able to commit to the tenure of the position in its entirety. The timeframe for the Apprentice Pro position is mid-November through the week after the ski areas close (generally April 20th). Due to the nature of the snowsports industry, all APs are required to be available and willing to work during our peak times, which include Christmas, New Year's, and the weeks of President's Day, Martin Luther King Jr. Day, and Spring Breaks. On average, Apprentice Pro's work about 4 days each week outside of the peak times.

### **II. Requirements**

Apprentice Pros participate in all types of Challenge Aspen programming other than our locals and Special Olympics programs. For programming descriptions, please refer to the Challenge Aspen Programs section of this handbook.

Challenge Aspen Apprentice Pros must have the following documentation on file:

- Challenge Aspen waiver signed (within the last year)
- DSUSA waiver signed (within the last year)
- Signed Employee Handbook including the Safety Policy
- Completed NCSI Safe background check
- Signed Photography Release

### **III. Training**

The many disciplines of adaptive skiing and snowboarding require very specific training. Early season training will be provided to all Apprentice Pros both indoors and on-snow. This training will involve, but is not limited to, Challenge Aspen logistics and operations, disability information, conflict management, adaptive equipment, on-snow skills, and mountain orientation.

APs will need to reach a basic level of training before you can be scheduled to ski as a buddy or assist on a lesson. Challenge Aspen will monitor your progress, and we will do our best not to assign you to a lesson for which you are not prepared. If you feel that a scheduled assignment is beyond your comfort level or safety, please let us know. Mid and late-season training will also be provided, and Apprentice Pros are encouraged to continue training beyond the basic level required.

### **IV. Scheduling**

Apprentice Pros do not have a set schedule and workload will vary based on programming needs and the time of the winter season. The reservations staff is responsible for making AP assignments on private lessons, buddy/guide skiing and mainstream buddy lessons. REC or CAMO staff will schedule AP's for groups, retreats, or related programming activities. The reservations staff aims to determine an Apprentice Pro's schedule in advance, but often last-minute changes arise. In addition, Challenge Aspen experience some day-of or walk-in reservations, so AP's may be called upon last minute. In these instances, AP's are expected to be available and willing to work to facilitate Challenge Aspen's offerings. The reservation team will establish an on-call system so you know who is expected to get a call first.

- **Time-Off Requests**

Time off requests for Apprentice Pros should be submitted to the reservations staff, Sports Director, or Program Coordinator for consideration. These requests must be submitted in advance from the date(s) off requested and will be reviewed and granted based on availability and demand. Challenge Aspen cannot guarantee that time off requests will be granted.

For day-of requests/sick leave, AP's will need to contact the Challenge Aspen office and speak with reservations staff or manager-on-duty for notification. This communication needs to take



place as far in advance as feasible under the circumstances so staff can find immediate coverage. It is also appreciated if this person can contact other Apprentice Pros to assist in this process of covering the work to be missed.

## **V. Benefits**

Apprentice Pros are responsible for tracking their days worked. Each AP will record their days worked during the two-week pay period on a timesheet. Time sheets are located in individual folders near Challenge Aspen's printer/fax machine. Each AP will record the date, full/half day worked, and any notes or comments associated. If an AP works additional or other hours, those hours also need to be logged with the appropriate program staff signing off on these hours. The Chief Finance Officer and/or Program Coordinator will cross reference days worked at the end of the two-week period on The Flybook reservation system and sign off each time sheet.

Challenge Aspen employees are paid semi-monthly on the 15<sup>th</sup> of the month and the last day of the month for periods that end on the same days. When our payday is a holiday, you will be paid on the last working day before the holiday. If our payday is a Saturday or Sunday, you normally will be paid on Friday.

Challenge Aspen provides a season pass to all APs. Health insurance is not offered to APs and it is highly recommended that APs provide their own health insurance. However, if an AP is injured while working the injury would be covered through worker's compensation insurance.

## **Volunteers**

### **I. Description, "to be the best volunteer program in the Roaring Fork Valley".**

- **On-Snow Volunteers**

Our on-snow volunteer program offers Roaring Fork Valley locals as well as seasonal guests the opportunity to assist people with disabilities with their mountain experience. All on-snow volunteers are asked to attend a minimal amount of training to ensure that they understand procedures, technique & our safety policies.

- **Office/Special Event Volunteers**

In addition to on-snow volunteers, Challenge Aspen benefits from office and special events volunteers. Office volunteers help keep everything running smoothly. From answering telephones to assisting with data management, participant files, and mailings, these critical volunteers make the office environment a fun place to be, for everyone. We have office volunteers who assist on a regular basis as well as people who will come in when we have bigger projects. We also have volunteers who help with special events throughout the year.

### **II. Recognition Program**

Challenge Aspen recognizes that without our amazing volunteers we would not be able to provide the types of experiences that we do. In an effort to show our appreciation we will often highlight a volunteer through one of our recognition programs. These programs vary from time to time and from effort to effort. They could include acknowledgement in our newsletter, receiving a CA gift, to a winter season pass.

### **III. Requirements**

Anyone working or participating with Challenge Aspen Programs must have the following on file:

- Challenge Aspen waiver signed (within the last year)
- DSUSA waiver signed (within the last year)
- Signed Program Personnel Handbook including the Safety Policy
- Volunteer Agreement (if volunteering)
- HEADS UP Concussion training (online, no charge)
- Photography Release
- Completed NCSI background check and \$20 to Challenge Aspen to cover cost
  - + This must be completed every other year

#### **IV. Scheduling**

All volunteers will be scheduled on a voluntary, as-needed, and as-available basis. This is determined by the volunteer and Volunteer Coordinator.

#### **V. Benefits**

Volunteers who are selected, commit, and complete 30 days per winter season will receive a full Aspen/Snowmass season pass. Local's Program volunteers receive a two-day flex pass. All other volunteers will get a lift ticket for the day you are assisting on snow if you don't have a pass already.

Health insurance and worker's compensation are not provided for volunteers. Therefore, any health expenses due to injuries incurred while volunteering must be covered by the Volunteer.

### **Policies and Procedures**

#### **Code of Conduct Policy**

Challenge Aspen is dedicated to "creating possibilities for people with disabilities". An essential component of maintaining the quality of our services includes the conduct of our staff, instructors and volunteers. We ask that all Challenge Aspen personnel adhere to a code of conduct designed to promote the integrity of our program and the value of our guests' experience. We ask that our staff's conduct epitomize the highest levels of customer service with an emphasis on safety at all times. As a representative of the organization, you are our front lines for promoting exemplary public relations.

#### **Discipline Procedures**

Challenge Aspen programming staff are expected to comply with organization standards for performance, conduct, and attendance. Non-compliance with standards will result in disciplinary action or immediate termination of work status, as warranted. Non-compliance includes incidents of performance, conduct, or attendance that adversely affect or compromise programs or services; its relations with constituent members, collaborative entities or the community in general; and the effectiveness of the Challenge Aspen staff to carry out its mission. When such incidents arise, the person's direct supervisor will initiate disciplinary action with the program staff to provide an opportunity to make necessary corrections in order to meet required expectations. Severity, recurrence and history are considerations when taking disciplinary action, including: verbal warnings,

written reports, and termination. Challenge Aspen reserves the right to terminate anyone without notice for severe infractions. The organization would not be as effective at providing exemplary service without a system in place to promote a standard of performance, conduct, and attendance.

### **Meeting Times**

Please be dressed, prepared and ready to meet with your student at the Challenge Aspen Office or other agreed-upon location 10 minutes prior to your meeting time. Full day lessons and Buddy's run from **9:00 a.m. to 3:00 p.m.** Half-day lessons and Buddy's run from **9:00am to 12:00pm**, or from **12:30pm to 3:30pm.**

If you are scheduled with a participant for an entire day, plan to have lunch with him or her unless arranged otherwise with the family member. Sack lunches can be stored and eaten in the Challenge Aspen office.

### **Meeting Places**

Typical meeting places for participants are the Challenge Aspen office, the end of the Mall, or the Treehouse/Plaza. Other meeting places may include the participant's place of lodging or designated places at the other mountains. The reservations staff will inform you of the exact meeting time and place prior to an assigned lesson. If you are scheduled to be with a participant for more than one day, make sure you know where your meeting place is and inform office staff.

### **Promptness**

Promptness is extremely important when assisting a Challenge Aspen participant. Our participants depend upon you to assist them with their daily recreation activities. Tardiness does not foster trust and making our participants wait reflects poorly on our program.

If you are going to be late, please call the Challenge Aspen office immediately. Work with the Program Staff to inform the participant/family of your expected time.

### **Personal Vehicles**

Please note Challenge Aspen Pros, APs and volunteers are not permitted to transport any participant in a personal vehicle. The reason for this is that the personal liability falls into the owner of the personal vehicle and not Challenge Aspen. If there is a situation where you might need to drive a participant, there are opportunities to borrow a Challenge Aspen vehicle, so long as there is sufficient time to add you to Challenge Aspen's vehicle insurance and to schedule the vehicle for use.

### **Challenge Aspen Vehicle Policy**

Operators of Challenge Aspen vehicles are responsible for the safe operation and cleanliness of the vehicle. Driving is among the most hazardous tasks performed by our employees and volunteers.

The safe operation of company vehicles includes driver's having total concentration and safely operating our vehicles. This includes having clear directions before departing, refraining from operating equipment such as hand-held cell phones or other devices while the vehicle is moving, and not operating a vehicle when the driver's ability to react is impaired. Drivers are expected to follow

defensive driving principles and laws and regulations to prevent accidents in spite of unsafe driving by others and/or adverse driving conditions.

Listed below are some of the policies regarding safe driving.

- Each vehicle should be reserved in advance via the designated schedules. Please refer to the availability of any vehicle before usage.
- Challenge Aspen vehicles are serviced on a regular basis. When operating a motor vehicle employees must routinely check the oil, lights, inflation of tires, spare, jack, fluids and belts, and to report any irregularities to the Chief Operating Officer.
- When a vehicle is returned and there was any sort of incident that took place while that individual was operating that vehicle, such as, a windshield ding, a fender bender, a headlight out etc. this must be recorded immediately upon the return of the vehicle.
- Unobstructed vision is important. Drivers are required to routinely clear ice, slush, etc. from windshield, mirrors and lights.
- Transportation of personal pets (with the exception of service dogs) in Challenge Aspen vehicles is prohibited unless the pet is in an appropriate enclosed pet carrier that is properly secured.
- Picking up hitchhikers is discouraged. Transportation of non-Challenge Aspen people during routine business is at the discretion of your supervisor. These individuals are not covered by Challenge Aspen insurance. This is not intended to prohibit transporting people in distress.
- Challenge Aspen vehicles must be parked in approved designated areas.
- The use of seat belts is mandatory for operators and passengers of company vehicles.
- All employees and volunteers who are required to drive based on their job description must possess a valid driver's license from their state of residency. Department of Motor Vehicle record checks are conducted upon hire for those employees driving on company business and volunteers who are asked to drive as part of their job. These record checks will be renewed annually.
- Driving under the influence of alcohol or drugs is strictly prohibited. All drivers must be free of any effects of alcohol, controlled substances or medications that could cause drowsiness.
- Smoking of any nature, including use of e-cigarettes and vapor pens, is prohibited in company vehicles.
- Employees are not permitted to use their cellular telephones or any other handheld device (pagers, digital assistants, laptops, or any other electronic communication device) while operating a company vehicle. The use of cellular telephones, including texting, while driving is prohibited. Employees are expected to comply with applicable state laws regarding the use of cellular telephones. Employees can use cell phones, etc., only if their vehicle is off the road and parked.
- Handheld cell phones may be used while driving only to report an accident, car trouble or if there is imminent danger.
- Any employee or volunteer who receives a traffic violation must report it to their supervisor immediately. Employees are responsible for any moving and parking violations and fines that may result when operating a company vehicle. The supervisor must report this to the CEO within 24 hours. Revocation of employee driving privileges may occur due to the violation.

## Uniform Policy

While working on the mountain with Challenge Aspen programs, Pros must wear their ASC issued uniform, APs must wear issued Challenge Aspen jacket, local's program volunteers must wear issued green Challenge Aspen jacket and all other volunteers must wear blue Challenge Aspen jacket. All personnel are required to wear their nametag and encouraged to wear black pants with issued jacket. Challenge Aspen jackets will be checked out with the Reservations/Volunteer team and returned to the equipment room based on your role with the organization. Please sign out the jacket on the log sheet inside the jacket closet. Include your name, the jacket number and the date. Please sign back in your jacket upon completion of your shift. **Please understand that you are responsible for loss or damage of a jacket while it is in your care.** If a jacket needs to be cleaned please inform the volunteer coordinator.

Challenge Aspen jackets should *never* be worn when not working directly with CA programs. Please understand that while you are wearing a Challenge Aspen jacket you are an ambassador to the organization. Appropriate behavior and common courtesy is expected.

## Parks and Pipe (Terrain Park) Rules

Challenge Aspen has very specific rules regarding freestyle skiing and boarding. It has been stated numerous times throughout this handbook, safety is our number one priority for everyone involved with a CA lesson; therefore, CA policy is based on keeping participants with disabilities, instructors and our equipment safe and intact.

- Only PSIA instructors with Freestyle certification may take participants in the park. Volunteers, Adaptive pros, and buddies are expressly forbidden from taking participants into the terrain park or double black diamond terrain.
- Instructors must know the SMART style rules and communicate that policy to their participants.
- Participants must be level 6 or above on the ability level chart.
- Adaptive equipment must always, always, always touch snow! No adaptive equipment is allowed to “get air”! That means: no boxes, no rails, no lips in the pipes, and no jumps with any of Challenge Aspen’s equipment.
- ***The only people allowed to make a terrain park decision are Challenge Aspen instructors.***
- Challenge Aspen instructors must be ready, willing and able to back up their decision of using the terrain park with how that decision fits into their lesson plan.
- If an instructor has a volunteer or assistant with them for the lesson, that assistant must ski outside the terrain park and meet the instructor and participant at the bottom of the terrain park. The reason for this decision is two-fold: We want to make sure our volunteers are safe, and, if an instructor gets into the terrain park, it leaves the volunteer or assistant no option to back out if they are not comfortable with the instructor’s terrain choice.

**Backcountry terrain is strictly prohibited for all Challenge Aspen participants.**

Skiing out-of-bounds (aka “ducking ropes”) on any of the 4 Aspen area mountains by any Challenge Aspen staff member, instructor, buddy, adaptive assistant, adaptive pro or participant is grounds for immediate dismissal. Your ski pass will be confiscated if caught by Ski Patrol.

## **Equipment Room Policy**

While you are working with a participant you may leave personal items tucked neatly under the bench in the equipment room. This is a very small space and unfortunately cannot accommodate volunteer skis or boots. Skis and boots can only be left overnight after approval from the volunteer coordinator and then must be labeled with name and phone number. **Challenge Aspen is not responsible for lost or stolen items left in the equipment room or office.**

Equipment is one of Challenge Aspen’s biggest assets. Adaptive ski equipment is very expensive and difficult to fix if broken. Our equipment is, in many cases, what allows our clients to experience snow sports. All of the equipment requires special training and understanding in order to utilize it safely and to empower our clients to the fullest. Volunteers may only use equipment under the guidance of the Sports Director or adaptive Professional. **Please do not use or borrow any of the adaptive ski equipment without permission and assistance from the Sports Director.**

If you are directed by an instructor to remove a piece of clothing or equipment from the equipment room, please be sure to sign out the item on the sign out sheet. Include your name, the name of the instructor you are working with, the date, and when this equipment or clothing will be returned. When returning equipment sign it back in on the sign out sheet with your name and date.

**Please note that the tool bench in the equipment room is only to be used by adaptive instructors and is never for personal use.**

When working in the equipment room, please do your best to keep this area clean and free of clutter. If you have any questions about where things go, please do not hesitate to ask!

## **Challenge Aspen Carts**

Challenge Aspen uses wheeled carts to transport adaptive equipment to and from the ski slopes and office. These carts are stored in the Challenge Aspen equipment room when not in use. After equipment is unloaded onto the snow, **the cart should be stored and locked** at the end of the mall to the side near the ATM machine by Ranger Station. Anyone using a cart should be able to use it prior to their lesson, store it at the end of the mall, and be able to use it at the end of their lesson. If you must use a cart that you did not store at the end of the mall, please replace it after transporting equipment. We have a limited number of carts, and it is important that anyone involved must realize this.

## **Equipment Rental and Use**

**All Sit Skis have a 200lb weight limit. If you have a participant that you think may exceed this limit please check in with the Winter Sports Director to discuss options.**

Challenge Aspen relies on the generous support of area rental shops to provide its participants with equipment. All participants eligible for complimentary rentals (those taking lessons) must have a signed and dated voucher from the Reservations Staff in order to receive that rental.

Binding setup will be done through a certified technician. For volunteer and intern safety and CA's liability, instructors will not set up bindings for volunteers and participants.

### **Teaching at other mountains**

Challenge Aspen lessons may be taught on any of the four Aspen Skiing Company areas with appropriate terrain selection. If plans change, you are responsible for letting the Program Staff know - a phone call is appropriate. If you are part of a group or military retreat, the Program Director (if unavailable, the Program Staff), must be informed before you go to another mountain. Prior approval and appropriate processes are needed - contact the Program Director or the Sports Director to get approval and for guidance on procedures.

Any instance where a participant requests to ski or snowboard at another mountain, their ability and terrain available should be taken into consideration. Individuals who are not at least intermediate should not be skiing on Aspen Mountain or Aspen Highlands due to terrain constraints.

If a guest requests to be taught at a mountain outside of the Upper Roaring Fork Valley, they need to request this through the manager of their respective mountain and the Challenge Aspen Sports Director. This request must be made at least one week in advance of the lesson.

### **Progress Notes Policy**

After skiing with a participant, we ask that all pros, Apprentice Pros, and volunteers complete a progress note. This brief document will save your comments and observations about your student so that future volunteers and instructors might learn from your experience. Progress notes are completed online through the Challenge Aspen website. Feel free to use the volunteer computer in the office to complete these notes.

<https://challengeaspen.org/instructor-zone/>

Username: challengeaspenpros@gmail.com

Password: challengeaspenpros2022\*

### **Confidentiality Policy**

While working with Challenge Aspen volunteers might learn sensitive information about participants. Please understand that personal and medical information that is shared during Challenge Aspen programming is confidential and protected by HIPPA laws. If volunteers feel that information learned is relevant to your own safety and the safety of those around you, please inform Challenge Aspen staff.

### **Contribution Solicitation Policy**

As a Colorado non-profit corporation, recognized under 501(c)(3) of the US Internal Revenue Code, Challenge Aspen depends in large part on income generated from philanthropic contributions. Challenge Aspen must protect its 501 (c)(3) status and all past, current and potential sources of contributed income, and therefore, must strictly adhere to all applicable rules and regulations. Development prospects should be discussed with the Development Director to determine the best path forward in soliciting a donation for Challenge Aspen. Please do not solicit donations from volunteers, donors, participants, or participant families prior to this discussion.

Instructors and their families may not solicit contributions from any Challenge Aspen employee, instructor, volunteer, donor, or participant without prior written approval by the Development Director or a Program Director.

## **Social Media Policy**

### **Social Media Channels:**

Please remind our guests that we have several social media channels. This is a great way for them to keep up with Challenge Aspen events and announcements. These are published on our website, organizational brochure, and generic business cards.

Encourage our guests to like us on Facebook, follow us on Twitter and Instagram, and view our videos on YouTube.

Guests, pros, apprentice pros, and volunteers are able to interact in the following ways:

1. Check in on Facebook.
  2. Use hashtags and tag locations when appropriate. For example: #challengeaspen #adaptivesports #adaptiveskiing #adaptivesnowboarding #AspenSnowmass, etc.
3. Like or comment (please see guidelines below) on Challenge Aspen Facebook posts and pages, Youtube videos, Instagram posts, etc.

Challenge Aspen social media:

- Facebook: Challenge Aspen
- Facebook: Challenge Aspen Military Opportunities
- Instagram: @challengeaspen
- Twitter: @ChallengeAspen
- Youtube: Challenge Aspen

**Please note the Development Director and Marketing Assistant are responsible for all posts on the various platforms listed above. If you have photographs or suggestions for posts, please pass them along to the Development Director and Marketing Assistant.**



## GUIDELINES

The following are guidelines for Challenge Aspen staff, pros, interns, apprentice pros, and volunteers. Whether you log into your personal Twitter, Instagram, Facebook, or comment on online media stories, these guidelines are for you.

While all Challenge Aspen staff, pros, interns, apprentice pros, and volunteers are welcome and encouraged to participate in social media, we expect everyone who participates in online commentary to understand and to follow these simple but important guidelines. Please keep in mind that our overall goal is simple: to participate online in a respectful, relevant way that protects our reputation and of course follows the letter and spirit of the law.

1. Please use proper grammar, punctuation, spelling, and correct capitalization; you are representing Challenge Aspen.
2. Be honest and respectful towards Challenge Aspen, our participants, and the online community. Everyone is listening.
3. Please keep an open discourse with your participant when posting photos, video, and comments from your participants. Their right to privacy is of paramount importance. Media waivers must be signed prior to using materials that include them.
4. Never represent yourself or Challenge Aspen in a false or misleading way. All statements must be true and not misleading. All claims must be substantiated.
5. Please do not post statements or opinions on behalf of Challenge Aspen.
6. Post meaningful, respectful comments - in other words, please no spam and no remarks that are off-topic or distasteful.
7. Use common sense and common courtesy. For example, it is best to ask permission to publish or report on conversations that are meant to be private or internal to Challenge Aspen. Make sure your efforts to be transparent don't violate Challenge Aspen's privacy, confidentiality and legal guidelines for external commercial speech.
9. If you find yourself in a situation online that looks as if it's becoming hostile, please defer to the Development Director's discretion for advice and/or to disengage from the dialogue in a polite manner that reflects well on Challenge Aspen.
10. Please do not comment on anything related to legal matters, litigation, or any parties with whom Challenge Aspen may be in litigation.
11. Never participate in social media when the topic being discussed may be considered a crisis situation. Even anonymous comments may be traced back to you or Challenge Aspen's IP address. Refer all social media activity around crisis topics to the Development Director.
12. Be smart about protecting yourself, your privacy, the privacy of your participant, and Challenge Aspen's confidential information. What you publish is widely accessible and will be around for a long time, so consider the content carefully.
13. If you observe social media activity unbecoming of Challenge Aspen online, please report this to the Development Director or Development and Marketing Coordinator.
14. Challenge Aspen reserves the right to remove comments or content deemed inappropriate for the organization.

**Mainstream media inquiries or contact of any kind must be referred to the Development Director or CEO, including requests to be photographed or recorded (video or voice).**

## **Working Together**

If you have any difficulties with any other member of Challenge Aspen, please handle it away from participants and their families. Please feel free to always bring your concerns to the Volunteer Coordinator or the Sports Director for resolution. To continue to improve the quality of our programming, we welcome and encourage your on-going feedback and evaluation.

## **No Harassment Policy**

We prohibit harassment of one staff member or volunteer by another staff member or volunteer, supervisor or third party for any reason based upon an individual's race; color; religion; genetic information; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; disability; or any other category protected under federal, state, or local law ("protected class").

In Colorado, the following also are a protected class: disability, race, creed, color, sex, age [40 and older], national origin; ancestry; religion, sexual orientation (including gender identity), engaging in lawful activity off premises during nonworking hours, consumer credit information and discussion of employee wages.

Violation of this policy will result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behavior or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor or one of the contacts listed in this policy. At a minimum, the term "harassment" as used in this policy includes any of the following activities pertaining to an individual's protected class:

- Offensive remarks, comments, jokes, slurs, threats, or verbal conduct.
- Offensive pictures, drawings, photographs, figurines, writings, or other graphic images, conduct, or communications, including text messages, instant messages, websites, voicemails, social media postings, e-mails, faxes, and copies.
- Offensive sexual remarks, sexual advances, or requests for sexual favors regardless of the gender of the individuals involved; and
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved.

We also prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant, staff or volunteer that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behavior by non-employees, including contractor or subcontractor employees. Any staff or volunteer who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to one of the individuals listed below:

Discuss any concern with Jenni Petersen, Finance & HR Director at (970) 923-0578 ext. 204 and 309 Snowmass Village Mall, Snowmass Village, CO.

If a staff member or volunteer makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the staff member or volunteer deems satisfactory or consistent with this policy, the staff member or volunteer is required to report the situation to one of the other members of management designated in this policy to receive complaints.

You should report any actions that you believe may violate our policy no matter how slight the actions may seem.

We will investigate the report and then take prompt, appropriate remedial action. Challenge Aspen will protect the confidentiality of any staff or volunteer reporting suspected violations to the extent possible consistent with our investigation.

You will not be penalized or retaliated against for reporting improper conduct, harassment, discrimination, retaliation, or other actions that you believe may violate this policy.

We are serious about enforcing our policy against harassment. Persons who violate this or any other Challenge Aspen policy are subject to discipline, up to and including termination. We cannot resolve a potential policy violation unless we know about it. You are responsible for reporting possible policy violations to us so that we can take appropriate actions to address your concerns.

## **Safety Policy**

Safety is a primary concern of Challenge Aspen. Even with a well-trained instructional staff, accidents do occur. Each instructor must act responsibly for his or her own safety and that of fellow instructors, volunteers, participants, guests, the general public, Challenge Aspen, and the Aspen Skiing Company.

Each instructor must follow the safety regulations, rules and policies adopted by Aspen Skiing Company and Challenge Aspen.

Please make sure you understand the information below. If you have any questions please bring them to Challenge Aspen staff.

### **Skier Responsibility Code**

Common sense and personal awareness reduce the elements of risk in skiing. Challenge Aspen asks all skiers to be safety conscious and courteous to other skiers by following the Skier's Responsibility Code:

1. Always stay in control, and 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. Stop in a safe place for you and others. Do not stop where you obstruct a trail, or are not visible from above.
4. Whenever starting downhill or merging, look uphill and yield to others.
5. Always use devices to help prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

### **Colorado Ski Safety Act of 1979**

In the Colorado Ski Safety Act of 1979 as amended, the Colorado General Assembly recognized that dangers are inherent in the sport of skiing, regardless of any and all reasonable safety measures which can be employed. Important provisions include the following:

1. Each skier is responsible for knowing and skiing within the limits of his/her ability and maintaining a proper lookout so as to be able to avoid other skiers and objects.
2. No person shall use the ski slopes, trails or lifts while his/her ability is impaired by alcohol or drugs.
3. All skiers involved in a collision shall leave their names and addresses with the ski patrol before leaving the vicinity of the accident
4. Skiers shall not enter a trail that is closed.

Senate Bill 90-80 was enacted to clarify areas of the Colorado Ski Safety Act of 1979 and became effective on July 1, 1990. The inherent risks and dangers were more specifically defined, and lift accidents and operator negligence, as well as actions of ski area employees, were specifically excluded.

Because of this law, the following warning signs are posted at the bottom of all access lifts as well as printed on all tickets:

**WARNING!**

*Under Colorado law, a skier assumes the risk of any injury to person or property resulting from any of the inherent dangers and risks of skiing and may not recover from any ski area operator for any injury resulting from any of the inherent dangers and risks of skiing, including: changing weather conditions; existing and changing snow conditions; bare spots; rocks; stumps; trees; collisions with natural objects, man-made objects, or other skiers; variations in terrain; and the failure of skiers to ski within their own abilities.*

## **CHALLENGE ASPEN SAFETY POLICY**

Safety is a primary concern of Challenge Aspen. Each participant (Ski Pros, Volunteers, Apprentice Pros, and guests) must follow the safety regulations, rules and policies adopted by Aspen Skiing Company and Challenge Aspen.

Safety can only be achieved through teamwork at Challenge Aspen. Each staff member and volunteer must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your supervisor of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
2. The unauthorized use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on Challenge Aspen's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask your supervisor.
6. Know the locations, contents and use of first aid and fire-fighting equipment.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

From the Aspen Skiing Company Employee Manual:

*“Both you and the guests of Aspen Skiing Company are very important people, and your welfare is of primary concern. It is the firm policy of the Company that the safety of you and our guests is not compromised. The sport of skiing has inherent risks; which our guests must assume when they ski our areas.*

*It is the responsibility of every Aspen Skiing Company employee to reduce skiing risks and educate our guests about these risks. If you work in a safety sensitive position, you will be trained in the proper observance of appropriate safety precautions to reduce the risks and increase the safety of your work environment. The Company will provide you with appropriate safety equipment and training in its use.*

*It is a condition of your employment that these equipment and safety procedures be utilized. It is your responsibility to work safely. Aspen Skiing Company expects its employees to set an example for both our guests and other employees by strictly complying with good safety practice.”*

As a partner with Aspen Skiing Company it is important that safety is of primary concern. Following is only a brief list of safety considerations:

### **Helmets**

- Helmets are required for: Everyone participating in Challenge Aspen Programs. Special consideration should be given to students with shunts, cochlear implants and certain Traumatic Brain Injuries.

### **Jumping/Catching Air**

- Jumping or catching air is not permitted on Challenge Aspen equipment.

### **Pressure Sore Awareness**

During your assessment process, please ask participant if they've had any history of pressure sores.

- Make sure the set up in the ski is smooth, without ridges, bumps, nuts/bolts sticking out, etc.
- Take frequent breaks and move participant out of ski to relieve pressure.
- Check set up often. Make sure skin is covered, circulation is present, etc.
- Keep an eye out for deterioration signs. (Check out the attached reference card.)
- Remind participant and/or caregiver to check for any red spots in the evening.
- Check out this link as reference to Autonomic

Dysreflexia. [https://craighospital.org/resources/disreflexia-aut%C3%B3noma?gclid=CjwKCAiAs8XiBRAGEiwAFyQ-eq3HTgjDpkOJhNu3vtuuhrA4qsFzKobjAv8Q9JZYaiy62aaN3RIHJBoCXmUQAvD\\_BwE](https://craighospital.org/resources/disreflexia-aut%C3%B3noma?gclid=CjwKCAiAs8XiBRAGEiwAFyQ-eq3HTgjDpkOJhNu3vtuuhrA4qsFzKobjAv8Q9JZYaiy62aaN3RIHJBoCXmUQAvD_BwE)

- Check out this link as reference on Pressure Sores. <https://craighospital.org/uploads/Educational-PDFs/Model-Systems/322.Model-System-Preventing-Pressure-Sores.pdf>

### **Traumatic Brain Injuries/Concussions**

- Visit with other pros fall mitigation best practices.
- If a participant hits their head please fill out an incident report and submit to the Manager on Duty.
- Share with someone who will look after that participant.
- Review the “Heads Up Concussion” training session on [www.aspensnowmasstraining.com](http://www.aspensnowmasstraining.com)
- Pick up a concussion pocket guide from our office.

### **Seizure belts**

- Seizure belts will be used on the chairlift for all students who have had a seizure within the last 2 years of the date of the scheduled lesson. If a student has been stable on medication without seizures for at least 2 years, a seizure belt is not required, but is always recommended.

### **Retention/Safety Straps**

- Retention straps or appropriate hooks will be used on all chair lifts for all equipment heavier than an outrigger, unless skier is independent.
- In any situation involving tethering, or assisting (seat assist or bucketing) with any participant unable, for any reason, to self-arrest (resulting from equipment design or ability), must include 2 points of contact to the person tethering. For the Tetra Ski, the 2 points of contact are considered the tether and the remote control. Challenge Aspen will always adhere to the recommended safety protocols from the Tetra Ski manufacturer.

The approved ways to tie into any piece of equipment is as follows:

- A “horseshoe tether” with both wrists girth hitched to skin
- A “horseshoe tether” with one wrist girth hitched to skin, and another “safety loop” girth hitched to skin to the other wrist, with a carabiner to the main tether
- Two single tethers girth hitched to each wrist
- A “horseshoe tether” with one wrist girth hitched to skin, and a harness or swami-belt with a daisy chain clipped to the main tether
- All tethers must be of a bright orange or yellow color

While developing experience tethering, tethering off the feet requires an appropriate safety device to keep from injuring a student’s groin muscles or other - can be located at ski tips or boots; needs to be stronger than an Edgie-Wedgie or a Clip-Eze, so that the skis cannot be pulled apart. Release from this requirement is signed off by the Sports Director.

### **Bibs**

- Bibs are required for visually impaired and hearing-impaired participants as well as their guides. Bibs are available and recommended for all Challenge Aspen participants.

Challenge Aspen has vital interests in ensuring a safe, healthy and efficient working environment for our staff, volunteers and the participants we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment or participation and continued employment or participation with Challenge Aspen the following substance abuse policy.

Staff and volunteers are prohibited from reporting to work or working while using illegal or unauthorized substances. Staff and volunteers are prohibited from reporting to work or working when the individual uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the staff or volunteer that the substance does not adversely affect their ability to safely perform his or her job duties.

In addition, staff and volunteers are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on Challenge Aspen paid time, on Challenge Aspen premises, in Challenge Aspen vehicles, or while engaged in Challenge Aspen activities. Our staff and volunteers are also prohibited from reporting for duty or remaining on duty with any alcohol or marijuana in their systems. Staff and volunteers are further prohibited from consuming alcohol or marijuana during working hours, including meal and break periods. This does not include the authorized use of alcohol at Challenge Aspen-sponsored functions or activities.

Your employment or participation and continued employment or participation with Challenge Aspen is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge.

Challenge Aspen further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of Challenge Aspen issued lockers, desks or other suspected areas of concealment, as well as staff or volunteer personal property when Challenge Aspen has reasonable suspicion to believe that an individual has violated this substance abuse policy.

Although the state has legalized marijuana, use is strictly prohibited on Challenge Aspen property and may result in discipline, up to and including immediate discharge.

### **Challenge Aspen chairlift loading policy:**

Challenge Aspen (CA) participants may have special needs for loading and unloading the gondolas and chairlifts. The goal for the following instructions are to ensure the safety of the lift operators, the Aspen Ski Co. instructors, Challenge Aspen volunteer and Challenge Aspen participants.

Upon moving through the lift line and arriving at the WAIT HERE line, the participant may need and ask for:

- 1) **A full stop:** When a full stop is asked for, the pro and assistant will load the participant onto the chairlift. There is no assistance needed from a lift operator. In this case, the participant and/or adaptive equipment need extra time to make sure they are safely loaded onto the chair. It is probably the participants first time riding the chairlift.
- 2) **A slow and a pullback:** this request is used for “sit-skiers”. The skier might be an independent mono-skier, but most often it is a ski pro and an assistant on a bi-ski or mono-ski lesson. In this case, the participant has some experience with and is relatively comfortable loading the lift. A slower moving chair assists with a safe load. The pullback is an added measure to make sure the sit skier is pulled as far back on the chair as possible - again to ensure a safe load. For a proper pullback - the instructor will grab hold of the safety strap that is attached to the back of the sit ski and reach over the back of the chair. The lift operator will grab the safety strap and gently pull on the strap until the back of the sit ski is resting against the back of the chair. 99% of the time, the ski pro and the assistant accomplish the goal of seating the participant safely with very little assistance from the lift operator pullback. For a



slow and a pullback the Challenge Aspen instructor (or “buddy” if the sit-skier can load independently) will count (3, 2, 1) so the timing of the sit-skier “lift” matches the chair coming underneath him/her. Whether an assisted lift or an independent skier lift, lift operators should watch carefully for when the sit-skiers actions to time the pullback.

The lift operator should never attempt to “save” a sit ski misload. If there is a misload, the ski instructor or assistant will yell, “STOP”. The lift operator’s most important job is stop the lift as quickly as possible. When someone yells, “STOP!”, drop the safety strap and hit the stop button.

- 3) **A stop at the bottom and a stop at the top.** This request is used rarely but it is of the utmost importance for the safety of the participant, the pro and other guests. This request means the participant does not have the capability of loading or unloading the chairlift safely and needs a full stop at both spots. If a stop at the top is requested, please communicate to the top chairlift station the chair number that needs the stop.

\*\*\*\* If there is only one lift operator stationed at the lift, instructors teaching beginner and intermediate sit-ski or slider lessons (level 1 -7; mono-ski and bi-ski) are required to request a STOP. This rule is for the safety of the participant and the lift operator.

For lift operators at mid-station and top stations, there are 3 signs an instructor or assistant will use when approaching an unload:

- 1) they will point to the sky and circle with their hand indicating “keep the lift running at full speed”. In this case, everyone on the chair is ready to unload safely. There is no need for the lift operator to do anything.
- 2) they will raise their hand with palm facing down and “airpump” up and down indicating they need the lift slowed down. In this case, someone on the lift needs a little more time to unload safely.
- 3) They will point their fingers at their throat and slice back and forth indicating they need a full stop. Additionally, they will often be yelling, “STOP!”. In this case, something is preventing a safe unload and the chair MUST come to a full stop.

### **Incidents and Accidents:**

- a) **Incident vs accident:** Skiing and snowboarding are inherently dangerous activities. The use of adaptive equipment may add another layer of safety risk. Extra precautions may be necessary for any and all Challenge Aspen participants. If something happens during a CA lesson, we classify it as either an incident or an accident. A written report is required in either case, but the reporting is a bit different. If there is an incident, there are 2 ways to report: 1) go to Challenge Aspen office and fill out the incident report and give it to the Snowsports Director, of 2) email a very detailed report to the Snowsports Director. You must report: Date, time, location, participant’s name, names of anyone else involved, and a detailed description of the incident. If the occurrence is an accident, whomever the “lead” is on the CA lesson must fill out a Challenge Aspen accident report. Emails will not be accepted; we must have the official Challenge Aspen form on file in our office within 24 hours of the accident. If an Aspen Skiing Co. instructor is the “lead” on the lesson, an Aspen Skiing Company accident report must also be filed with ASC.

- 1) **Accident:** An accident is a situation in which someone involved with a CA lesson (instructor, apprentice pro, staff member, participant or ASC guest) has been hurt and Ski Patrol is necessary. In this case, CA stated accident protocols must be followed. <sup>1</sup>
- 2) **Incident:** An incident is a situation in which something has happened during a CA lesson that a Challenge Aspen administrator (Snow Sports Director, Program Directors, or C-suite staff) should be aware of. Basically, an incident is anything other than an accident. It is an “umbrella” term for something that may affect the safety of a CA participant, and ASC guest, or an instructor or staff member. It may be something involving a chairlift misload, a collision but no one was hurt and Ski Patrol was not necessary, an equipment malfunction (ASC or CA), or an interpersonal situation that falls outside a “normal” interaction (participant violent behavior, participant verbal assault with another, or aggressive confrontation with ASC guest). The bottom line is: CA staff needs to know about any situation on the hill that may have repercussions off the hill. Your reporting any incident may help staff diffuse a situation later and helps us communicate needs to the correct people or partner.

An on-hill collision may be either! If you, your participant or another ASC guest collide, it is your decision on whether it is an incident or an accident. *In either case, your first response is to write down the names of everyone involved.*

If your participant with a disability comes in contact with another skier/snowboarder at a low rate of speed and no one is hurt, it is an incident. Your participant can apologize to the person and you may add that it's a Challenge Aspen lesson. You must follow the incident protocols.

If the collision is at a higher rate of speed and there is an injury or the potential for an injury later (bruising or a concussion), then it's an accident. Follow the accident protocols.

### Incident Report Protocol:

An “incident” is when something unusual happens during a lesson that a Challenge Aspen staff member should be aware of for possible future follow-up. We encourage everyone involved in CA lessons to err on the side of reporting and communication. If staff doesn't know about an occurrence, it is difficult to address after the fact.

Incident reporting is simple and there are 2 avenues to do it:

- 1) Go to the CA office and fill out the Incident report located outside the Snowsports Director's office.
- 2) Email a very detailed report to the Snow sports Director. You must report: Date, time, location, participant's name, names of anyone else involved, and a detailed description of the incident.

### Accident Report Protocol:

An accident is anything that happens on the mountain in which Ski Patrol is called. If Ski Patrol is called, Challenge Aspen must be able to have backup information on file in case a liability issue is raised.

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<sup>1</sup> See accident protocol sheet.

If there is no ASC instructor, the “lead” on the lesson (assistant pro, volunteer or buddy) must fill out an official Challenge Aspen accident report. (see MOD or a program Director for reports). If an ASC instructor is the “lead”, the pro must fill out Challenge Aspen accident report and an ASC accident report. The reports must be filled out asap, but no later than 24 hours after the accident.

### **On-Snow Response in the event of an incident**

- Make area safe. Warn people away from accident area with crossed skis or an upside-down snowboard uphill from the accident. If the accident is in a blind spot, send someone or equipment uphill as a warning.
- Don’t move injured person unless necessary, especially if there’s a potential back/neck injury. Scoop out snow so they can breathe if necessary.
- Call patrol:
  - o Snowmass (970) 923- 0530
  - o Buttermilk: (970) 920-0969
  - o Highlands: (970) 544-3052
  - o Aspen Mountain: (970) 920- 0723
- Provide specific location, name of injured person, general situation and current injury, age, lead (pro/volunteer), cellphone number for lead
- Lead (instructor or volunteer) stays with participant. If necessary, send another member of the team or a bystander to a phone with all of the above information.
- Call the Challenge Aspen office: (970) 923-0578 and speak to Manager on Duty (MOD). The Manager on Duty will be responsible for going through the proper paperwork process.
- If the group is part of a lesson or camp, call Kids Kave (970) 923-0524, regardless of age.
- If you have contact information for a family member, let them know if the participant is being transported to the clinic.
- If the participant isn’t injured/refuses clinic, what’s the plan for getting down the mountain; use your judgment on continuing to ski/ride.
- Get names and phone numbers of people involved and witnesses. Don’t offer opinions.
- Follow to clinic (should have someone from the office meet you there)
- ASAP fill out an incident/accident report with Challenge Aspen. Pros fill out a Ski School report and make a copy for Challenge Aspen. Keep a copy for yourself. Add any additional notes. Pros should also check in with an Aspen Skiing Company Manager or Coordinator.

### **REFERENCE INFORMATION**

#### **Etiquette: PERSON FIRST**

The most important thing to remember is that people with disabilities are PEOPLE FIRST. They are individuals who require the same respect, hospitality and enthusiasm you might offer to anyone else. Ask questions if you are unsure how best to help or communicate. Look beyond their disability and you will see a person like any other.

#### **The Ten Commandments for Communicating with People with Disabilities**

- 1) When talking with a person with a disability, speak directly to that person rather than through a companion or sign language interpreter.
- 2) When introduced to a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting).
- 3) When meeting a person who is visually impaired, always identify yourself and others who may be with you. When conversing in a group, remember to identify the person to whom you are speaking.
- 4) If you help, wait until the offer is accepted. Then listen to or ask for instructions.
- 5) Treat adults as adults. Address people who have disabilities by their first names only when extending the same familiarity to all others. (Never patronize people who use wheelchairs by patting them on the head or shoulders).
- 6) Leaning on or hanging on to a person's wheelchair is similar to leaning on or hanging on to a person and is generally considered annoying. The chair is part of the personal body space of the person who uses it. Don't sit in someone's chair without asking permission.
- 7) Listen attentively when you're talking with a person who has difficulty speaking. Be patient and wait for the person to finish, rather than correcting or speaking for the person. If necessary, ask short questions that require short answers, a nod or shake of the head. Never pretend to understand if you are having difficulty doing so. Instead, repeat what you have understood and allow the person to respond.
- 8) When speaking with a person who uses a wheelchair or a person who uses crutches, place yourself at eye level in front of the person to facilitate the conversation.
- 9) To get the attention of a person who is deaf, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, slowly, and expressively to determine if the person can read lips. For those who do lip read, be sensitive to their needs by placing yourself so that you face the light or the listener.
- 10) Relax. Don't be embarrassed if you happen to use accepted, common expressions such as "See you later" or "Did you hear about that?" that seem to relate to a person's disability. Don't be afraid to ask questions when you're unsure of what to do.

*Source: National Center for Access Unlimited, 155 North Wacker Dr. Suite 315 Chicago, IL 60606*

### **Wheelchair Etiquette**

- Give clear directions, including distance, weather conditions and physical obstacles that may hinder the person's travel.

- Always ask for permission to touch or assist someone in moving their wheelchair.
- Don't classify persons who use wheelchairs as sick.
- When a person using a wheelchair "transfers" out of the wheelchair to a chair, toilet, car or bed, do not move the wheelchair out of reaching distance without asking. Be prepared to bring it back as soon as the person wants it.
- Be aware of the person's capabilities. Some users can walk with aid and use wheelchairs to save energy and move quickly.
- Don't discourage children from asking questions about the wheelchair.
- Don't assume that using a wheelchair is in itself a tragedy. It is a means of freedom that allows the person to move about independently.

### Terminology

<u>Acceptable</u>	<u>Unacceptable</u>
Person with a disability	Handicapped Crippled Retarded
Person with CP, MS, Spina Bifida, Injury, etc.	Victim of
Person of short stature	Dwarf, midget
Person with a hearing impairment	Deaf and dumb, mute
Person who uses a wheelchair or walks with aid	Confined/restricted to a wheelchair Wheelchair bound
Person with a mental, cognitive, or emotional disability	Retarded, slow, stupid, crazy

Able-bodied; able to walk, see, hear, etc.	Healthy, Normal (Just because someone has a disability does not mean they are not healthy or normal)
A person who has epilepsy	An epileptic
Person with Cerebral Palsy	Spastic

These above stated rules and regulations are meant to guide staff, instructors, volunteers, and adaptive pros and/or assistants in best practices to create a fun, safe and efficient learning experience for Challenge Aspen participants.

I have read, understand, and agree to abide by the contents of the Program Personnel Handbook including the safety policy of Challenge Aspen. I also understand there may be other issues not clearly stated here that I will follow and that this is not a complete list but only a guide. Any violation of this agreement must be reported to the Sports Director or the Manager on Duty. Any questions, comments or concerns should also be directed to the Sports Director.

**SIGNATURE** \_\_\_\_\_

**FIRST & LAST PRINTED** \_\_\_\_\_

**DATE** \_\_\_\_\_