Copper Mountain
Mountain Safety Patrol
Volunteer Handbook
2016-17 Winter Season

_Copper Mountain Mission Statement_
Passion for the Mountain…Today and Tomorrow

_Mountain Safety Patrol Mission Statement_
Enhance the snow riding experience of the Guests at The Resort through Education, Guest Interaction and Assistance.

**S.P.E.E.D.**
Safety
Patrol Assistance
Education
Enforcement
Delighting the Guest
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**Introduction**

**Overview**
The Copper Mountain Mountain Safety Patrol (MSP) is a volunteer organization working as an adjunct to the Copper Mountain Ski Patrol (Ski Patrol). The main focus of the MSP is to enhance the experience of Guests at The Copper Mountain Resort (The Resort) by encouraging responsible snow riding on the mountain. This is accomplished through S.P.E.E.D., Safety, Patrol Assistance, Education, Enforcement and Delighting the Guest.

**Volunteer Status**
The Resort is pleased to have you join the MSP as a Volunteer. No direct compensation will be provided for your services. However, Volunteer benefits will be provided.

As a Volunteer you are **not** covered by the Workmen’s Compensation Insurance Policy held by The Resort. You must sign a form at the time you commence your duties acknowledging this status. If you have health insurance, The Resort may voluntarily pay the first $350.00 out-of-pocket medical expenses incurred by you should you be injured while performing your official duties as specifically set forth in this handbook. There is no legal obligation incurred on the part of The Resort by this offering. In order for The Resort to make this offer, the injured party must notify the Mountain Safety Patrol Foreman or Ski Patrol Foreman on the day of the injury.

All Volunteers serve at the pleasure of The Resort and its management staff. If, at any time, it is deemed that the Volunteer is not meeting the expectations of The Resort or the Volunteer is not effectively performing their duties as expected, the relationship between The Resort and the Volunteer may be terminated at the sole discretion of the Mountain Safety Patrol Team Supervisor. Should this transpire the Volunteer’s benefits will be revoked.

**Expectations and Work Commitment**
A job description for the position of Mountain Safety Patrol Team Volunteer is on file with the Copper Mountain Employee Experience Office. An applicant must:

- be at least 21 years of age
- be in good health
- be able to comfortably ride any green or blue rated trail at The Resort
- have excellent people skills
- be able to work outside in weather conditions that, at times, may be unpredictable and severe

MSP members are required to work a minimum of 14 days during the season. MSP members report each workday at 9:00 a.m. and are expected to provide a minimum of 7 hours service per day. We also ask that you commit to a minimum number of two days per month in order to remain familiar with the mountain and MSP duties. You will earn 6 transferable lift ticket coupons (passes) for completing your 14 days commitment. After completing the 14 day minimum you will earn one extra pass per day worked. **Lift ticket coupons must never be sold.** You are encouraged to provide a greater number of days as your personal situation allows.

MSP members must present a pleasing and friendly demeanor at all times, well groomed, and in uniform. Effective service as a Mountain Safety Patrol Volunteer requires you to have a thorough knowledge of mountain geography, trail names, terrain features, emergency phone locations, phone and radio protocols, procedures for guest interactions, and how to provide appropriate assistance to the Copper Mountain Ski Patrol. Most of the essential information needed to be a good team member is contained in this handbook.

**Note:** MSP members are **not expected to be medically certified nor are they to provide emergency medical care.**

**Mountain Safety Patrol Benefits**

- A Volunteer Season Pass
- Employee Assistance Program (Free counseling services)
- Uniforms (jacket, mid-layer, pants and knit hat) will be supplied for use while working on the mountain.
- Transferable day ski passes will be provided for service.
- MSP members may eat in the Employee cafeteria, located in the EDGE complex. The Employee cafeteria serves lunch each day at a discounted price.
• Discounts **may be** available at dining establishments and retail locations throughout The Resort. It is necessary to provide identification to receive food and beverage discounts.

• Discounts on tubing hill and **some** Colorado Ski Country USA resort partners

• Free ski and snowboard lessons as space and level permit

• MSP members are invited to participate in Employee celebrations and special events.

• Complimentary overnight rooms are available for MSP members at the EDGE on a first come, first serve basis. Discounted EDGE rooms may be available as well. Check with the EDGE Housing Office.

• MSP members have access to a locker room and lockers located in the basement of the Copper One building underneat Jack’s restaurant...

### Administrative Matters

#### Organization

The Ski Patrol Manager and Mountain Safety Patrol Supervisor are designated as the immediate supervisors of the MSP. The Advisory Board assists with personnel, scheduling and policy matters and performs the role of Team Leader at times. Team Leaders are responsible for the day-to-day team management. Each workday the MSP Supervisor, an Advisory Board member and/or a Team Leader will be on duty to supervise the MSP operations.

#### Parking

All MSP members are to park in the Alpine Lot. Shuttles are available to transport you to either the EDGE or Center Village. An orange flag posted on the **Pay Parking** sign at the entrance to The Resort indicates a limited number of parking spaces are available for Employees and Volunteers in the Chapel Lot, on a first come/first serve basis.

As an alternative, MSP members are encouraged to ride the free Summit Stage to The Resort.

#### Uniforms

MSP members must wear a Resort issued uniform when on duty. The uniform consists of a red jacket, black ski pants, a helmet and a Copper Mountain nametag. Additional visible upper torso layers should be black in color. Fanny packs or backpacks of any kind should not be worn when in uniform. Camelbacks or similar hydration systems are allowed if worn beneath the jacket. **MSP members must provide and wear a helmet while on the mountain in uniform at all times. Loaner helmets are generally available for use during the day at Gear Up.**

All MSP members must utilize proper riding equipment at all times. Proper riding equipment is defined as Alpine downhill skis, Telemark skis, Mono skis or Snowboards. All skis and boards must have appropriate devices to prevent runaway equipment and the devices must be used at all times.

The official Resort provided jacket and name tag must **not** be worn when off duty or off premises. While you may note other Employees and Volunteers bending this rule, you are strongly encouraged not to do so.

The jacket, mid-layer and pants are the property of The Resort. They are loaned to Volunteers for the duration of service, while officially associated with The Resort. Volunteers will sign appropriate documentation when receiving the uniforms. Uniforms shall be promptly returned at the conclusion of the relationship with the Resort. You may be held financially responsible for uniform items that are not returned. The Resort issued hat is yours to keep.

#### Locker Room

A locker room for the use of Mountain Safety Patrol Members is located in the basement of the Copper One building. MSP members may place one pair of skis or one board on the racks. **The skis or board must have the name of the team member clearly visible on the equipment.** Skis or boards that are not labeled or that do not belong to a MSP member will be removed from the locker room by MSP management.

Access to the locker room is controlled by a combination lock. The combination to the lock is provided when a locker space is assigned. The combination should not be shared with friends or family. Guests must be accompanied by a team member and should not use the ski or board racks as space is limited.

Rest rooms are located in the hallway immediately to the west of the locker room.

#### Scheduling

MSP members are asked to manage their own schedule. It is your responsibility to sign-up for work as it fits your schedule and as it meets the needs of The Resort. The MSP has a responsibility to provide a consistent and adequate presence on the mountain. You are asked to manage your personal schedule in a manner that enables you to fulfill your commitment to The Resort!
While MSP members volunteer their services at The Resort, it is important to remember that the team provides an extremely valuable service. You are depended upon.

The Schedule Calendar is found on the MSP website at http://mountainsafetypatrol.com. The website also includes photos of team members, a copy of this handbook and other useful tools for members.

It is very helpful for MSP members to work the same day of the week each week, if possible. This allows the team to provide a more consistent presence on the mountain. You are asked to sign up 2-4 weeks in advance of the days you will be working. You cannot sign up after 6:00 p.m. the night before any workday. If you must cancel a work day after that time, please contact your TL or leave a message at LPR, 970-968-2318x66134.

The MSP is expected to provide service at The Resort for the entire season. It is not unusual for the largest crowds to occur near the end of the season. Therefore, the contributions of the MSP are necessary through the closing day in mid to late April. Please arrange your schedule accordingly. Should a family emergency dictate that you are unable work through your full commitment, please inform the MSP Foreman or MSP Team Lead at your earliest convenience.

**Work Shifts**

**THE WORK DAY:** MSP members are expected to work from 9:00 a.m. to 4:00 p.m., unless a family emergency or other demanding circumstance prevents working a full day. Should a family emergency, road conditions, traffic, weather or other unavoidable problem dictate you cannot fulfill a scheduled commitment to The Resort, you must call the day’s Team Leader, or leave a message at the Lower Patrol Room (LPR) that morning, to let them know you will be unable to serve.

The Ski Patrol Manager has specifically requested that MSP members assure there is coverage on the mountain late in the day as the Ski Patrol is taking late chairs to return to their duty stations in order to perform sweeps after the lifts close. Guests are prone to ski at excessive speeds late in the day to get to the last chair of the day.

**SIGNING IN AND OUT:** MSP Members must sign in and out each workday, providing the documentation required to award benefits. **It is very important to sign out as the Team Leader must verify all MSP members are off the mountain.** The Team Leader may request Ski Patrol assistance in searching the trails – something we do not want to do if the missing team member simply forgot to sign out.

The sign-in book is located in the MSP drawer in the LPR. Only MSP Team Management or Team Leaders are permitted to add/remove items and/or pages from the sign-in book.

**MORNING BRIEFING:** A short briefing is held in the LPR at 9:00 a.m. each day. Important information such as special events at The Resort, weather conditions, trail closures, instructions from the Ski Patrol Manager will be communicated at this briefing. MSP members should report to the LPR **no earlier than 8:45 a.m. and no later than 9:00 a.m., in uniform and prepared to start the day.**

At the morning briefing MSP members will be given a daily assignment sheet showing location and time for each work station, radio and partner.

Also, Continuing Education opportunities frequently take place during the morning briefings.

**Note:** The primary purpose of the LPR is a medical receiving area. After the morning briefing, MSP members are not to congregate in the LPR. MSP members may not store equipment or gear in the LPR during the workday. The Patrol Room Orderly (PRO) may remove gear stored by Ski Patrol and MSP members.

**Assignments**

MSP members work in pairs, never alone. There are two reasons for this arrangement:

- Often the MSP member is first on the scene of an on-mountain accident. Should this occur, one MSP member is available to interact with or comfort the injured party while awaiting the Ski Patrol. The second team member is then available to either move to the nearest mountain telephone, if no radio is available, to contact Ski Patrol or to keep the scene safe by directing traffic away from the accident. **MSP members are not expected to be medically certified nor are they to provide emergency medical care.**
- Should an on-mountain contact with a Guest proceed poorly, it is important to have two members present to witness the encounter. This is essential in assuring the incident is accurately and reliably reported and in enhancing the safety and security of the team members themselves.

**Cellular Telephones**

All cellular phones must be turned off during the morning briefing. Please limit personal cell phone use while on the job. If you must take a call, keep it brief and when possible move away from public areas. Cell phones may be used to contact Patrol when a radio or mountain phone is not available.
Rooms at the EDGE

MSP members may reserve a bed at the EDGE on a space available basis for use the night before or the night after they work. You may sign up for Edge rooms on the MSP Website. You may sign up in advance, but please no long-term booking. The rooms are free to Mountain Safety Patrol members but you must bring your own sleeping bag, toiletries, towel, etc, and clean the room before checking out. Each room has 2 beds - therefore you may also be sharing a room with another member. Beds are NOT to be reserved by or for non-MSP members.

Keys and parking passes are available in the MSP Drawer in the LPR. Please return the key as soon after use as possible. There should be one key hanging in each room. Please leave that one there.

You can park overnight in the North Alpine Lot near the entrance to Copper. Don’t leave your car overnight in the EDGE lot or any of the pay lots. Your car is subject to booting or towing if you do.

Conduct and Behavior

When you are acting as a member of Mountain Safety Patrol, you are expected to be respectful, courteous and polite to other team members, Copper employees and guests of the resort. You are expected to be accountable for your actions. This is especially true when in uniform. You are expected to conform to a high standard of performance and conduct at all times. Remember, your actions reflect not just on yourself, but on your co-workers and on Copper Mountain Resort as well.

If you are ever in doubt, consider whether the action you are considering would be acceptable to you if it were directed at you.

Complaints from guests or other Copper personnel concerning the behavior of a Mountain Safety Patrol member will be taken seriously.

In terms of sexual harassment, Copper Mountain prohibits (1) unwelcome sexual advances; (2) requests for sexual acts or favors, with or without accompanying promises, threats, or reciprocal favors or actions; and (3) other verbal or physical conduct of a sexual nature made to an employee/volunteer when submission to such conduct is made either explicitly or implicitly a condition of an individual’s employment/volunteer status; submission to or rejection of such conduct by an individual is used as the basis for employment decisions; such conduct has the purpose or effect of substantially interfering with an individual’s work performance; or such conduct has the purpose or effect of creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include but are not limited to the following:
• Conditioning promotion, demotion, performance evaluations and the like upon submission to sexual favors.
• Touching that is unwanted, uninvited or offensive.
• Displaying sexually suggestive or explicit material, pictures or cartoons.
• Relating sexually suggestive or explicit stories or “jokes.”
• Making sexually suggestive or explicit gestures.

Harassment because of one’s race, national origin, age, religion, sexual orientation or disability is defined as:

Verbal or physical conduct that: (1) belittles or shows hostility or aversion toward an individual because of his/her race, national origin, age, religion, sexual orientation or disability or that of the individual’s relatives, friends or associates, and (2) has the purpose or effect of creating an offensive work environment, unreasonably interferes with an individual’s work performance, or otherwise adversely affects an individual’s work performance.

Examples of such harassment include but are not limited to the following:
• Making derogatory ethnic or racial statements, or belittling one’s religion or religious practices.
• Perpetuating stereotypes about one’s age, gender, etc. (“You’re too old to change your ways.” “This is women’s work.”).
• Refusing to assist an employee/volunteer or customer because of his/her race, gender, etc. Volunteers who believe they have been subjected to any form of discriminatory or harassing behavior by anyone, including supervisors, coworkers, customers, clients, or visitors, are encouraged to let the other party know clearly, calmly, and without any doubt, that they object. Volunteers uncomfortable with this approach, or who find that the behavior continues, are urged to bring the matter to the attention of management so that we may investigate and deal with the problem appropriately. Volunteers may bring their complaint to their supervisor or Employee Experience. If the complaint involves someone in the volunteer’s direct line of command, or if the volunteer is uncomfortable discussing the matter with his or her direct supervisor, the volunteer is urged to go to Employee Experience with the complaint. Volunteers can raise concerns and make reports without fear of reprisal. The Company will investigate all complaints and will endeavor to handle these matters quickly in a confidential and professional manner so as to protect the parties involved. All members of management are responsible for promoting a working environment free of discrimination or harassment. If a supervisor is advised, or becomes aware, of an alleged incident, he or she immediately should report it to Employee Experience. If the results of an investigation confirm the offense, appropriate disciplinary action, up to and including discharge, may be taken against the person violating this policy.

**Operational Matters**

MSP members are an integral part of the Copper Mountain Ski Patrol. The Ski Patrol has specific duties and will, from time to time, request MSP assistance in performing these duties. MSP members are **not** to engage in Ski Patrol duties unless requested by Ski Patrol.

MSP members assist Guests unfamiliar with The Resort to find suitable trails for their ability or desired speed.

MSP members monitor the speed of snow riders. While MSP members have the authority to pull a ski pass from or issue a red card to offending snow riders, team members are strongly encouraged to provide snow riding education first, which may lead to more responsible riding on the mountain.

MSP members are most visible on The Resort’s trails marked for **slow** or **family** snow riding. Virtually all of the MSP activities are on green and blue rated trails.

In addition to assigned stations on Rhapsody/Main Vein and High Point, members have several time slots each day for Trail Checks. During Trail Checks, members may ski any groomed run in the Super Bee, Eagle, Xcelerator, Flyer, Timberline or Union Creek pods. You must ski together on the same runs during trail checks. Do not treat Trail Checks as free ski time. You are expected to be on the lookout for guests needing assistance, possible hazards, and so on.

**Mountain Knowledge**

All team members will be held responsible for developing a functional knowledge of the information and procedures in this handbook.

**Mountain Geography**

For purposes of Ski Patrol Dispatch, the mountain is divided into sides. The line separating the two sides is the Coppertone Trail.
• When facing the mountain, the area on the front of the mountain, to the east (left) of Coppertone is known as the Big Side. The American Eagle lift serves the Big Side from Center Village.
• The area to the west (right) of Coppertone is known as the Flat Side. The American Flyer Lift serves the Flat Side from Center Village. Coppertone is considered to be on the Flat Side.

Ski Patrol dispatches the Big Side from Patrol Headquarters. The Flat Side is dispatched from Timberline Patrol. An additional duty station named 6 Patrol (or Motel 6) serves the bowl areas above Timberline Patrol.

Ski Patrol also uses the Lower Patrol Room as a medical receiving area and holding area for lost children.

**Mountain Telephone System**
There is a system of telephones located throughout The Resort. These telephones are used for emergency communications and normal Ski Patrol and MSP operations. MSP members are required to know the location of **ALL** such telephones by number or letter. It is not unusual for telephone positions to be used as key locations in reporting incidents.

After using a mountain telephone always hang the phone upside down and close the door to the box.

**Mountain Communications**
Team Leaders and Advisory Board will carry an official mountain radio. MSP members will be issued radios as supply allows.

**Lift Lines**
MSP members are afforded the courtesy of using the Ski School line at lifts (which generally avoids long waits). **Do not abuse this privilege.** Only uniformed MSP members who are on duty may avoid lift lines in this manner. Do not invite non-MSP friends or acquaintances to accompany you. In all circumstances, ask the next Guest in line if you may move in front of them. Always thank them for yielding. Allow the Resort Lift Operators to manage the lift lines as they see fit.

**Guest Relations**
The mission of the MSP is to enhance the experience of the Guest at The Resort through education, Guest interaction and assistance.

In order to accomplish this, MSP members must always strive to be pleasant, courteous and professional.

• We strive to be the nicest folks on the hill.
• We do not raise our voices.
• We will not cause any situation to escalate. However, we will firmly meet escalation of a situation by a Guest.
• We will not chase any person down the hill. Doing so simply puts two speeding, and perhaps out of control, riders on the hill where previously there was just one.
• We will not allow a Guest to ruin our day.
• We take it as a personal challenge to effectively diffuse any and all situations within our power.
• We are most effective when we are having fun. We strive for effective communication, which is defined as the transfer of understanding from one person to another.

The MSP has many opportunities each day to enhance the experience of the Guest at The Resort by:

• Frequently initiating Guest conversations. For example, consider riding the lift with a Guest rather than your partner or other Resort Employee, using this as an opportunity to enhance the snow riding experience of the Guests at The Resort through Guest interaction.
• Using animation techniques such as humorous signs, lights or costumes from time to time (please clear such techniques with the MSP Foreman).
• Carrying and making available Copper Mountain Trail maps.

**Safety**
Know the Code

The National Ski Areas Association established the "Skier Responsibility Code" in 1966 as a code of ethics for all skiers on the mountain. Today, the code reflects not only skier safety, but snowboarder and lift safety as well. Subsequently Colorado enacted a law called the "Colorado Skier Safety Act of 1979" (which includes the Skier Responsibility Code), amended July 1, 2006, to better define and enable enforcement of the code.

Ultimately, safe skiing and snowboarding on the mountain is each person's responsibility. Following the "Skier Responsibility Code" will help all snow riders have a safer mountain experience.

Skier Responsibility Code (also known as Your Responsibility Code)

- Always stay in control, and be able to stop to avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail or where you are not visible.
- Whenever starting downhill or merging onto a trail look uphill and yield to others.
- Always use devices to help prevent runaway equipment. Note: Copper Mountain does not enforce the use of safety straps for snowboards.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

The National Ski Areas Association, National Ski Patrol and the Professional Ski Instructors of America endorse the Code.

Colorado Ski Safety Act of 1979 (Excerpt)

33-44-103. Definitions.

(8) "Skier" means any person using a ski area for the purpose of skiing; for the purpose of sliding downhill on snow or ice on skis, a toboggan, a sled, a tube, a ski-bob, a snowboard, or any other device; or for the purpose of using any of the facilities of the ski area, including but not limited to ski slopes and trails.

(9) "Ski slopes or trails" mean those areas designated by the ski area operator to be used by skiers for any of the purposes enumerated in subsection (8) of this section. Such designation shall be set forth on trail maps, if provided, and designated by signs indicating to the skiing public the intent that such areas be used by skiers for the purpose of skiing. Nothing in this subsection (9) or in subsection (8) of this section, however, shall imply that ski slopes or trails may not be restricted for use by persons using skis only or for use by persons using any other device described in subsection (8) of this section.

33-44-109. Duties of skiers - penalties

(1) Each skier solely has the responsibility for knowing the range of his own ability to negotiate any ski slope or trail and to ski within the limits of such ability. Each skier expressly accepts and assumes the risk of and all legal responsibility for any injury to person or property resulting from any of the inherent dangers and risks of skiing; except that a skier is not precluded under this article from suing another skier for any injury to person or property resulting from such other skier's acts or omissions. Notwithstanding any provision of law or statute to the contrary, the risk of a skier/skier collision is neither an inherent risk nor a risk assumed by a skier in an action by one skier against another.

(2) Each skier has the duty to maintain control of his speed and course at all times when skiing and to maintain a proper lookout so as to be able to avoid other skiers and objects. However, the primary duty shall be on the person skiing downhill to avoid collision with any person or objects below him.

(3) No skier shall ski on a ski slope or trail that has been posted as "Closed" pursuant to section 33-44-107 (2) (e) and (4).

(4) Each skier shall stay clear of snow-grooming equipment, all vehicles, lift towers, signs, and any other equipment on the ski slopes and trails.

(5) Each skier has the duty to heed all posted information and other warnings and to refrain from acting in a manner which may cause or contribute to the injury of the skier or others. Each skier shall be presumed to have seen and understood all information posted in accordance with this article near base area lifts, on the passenger tramways, and on such ski slopes or trails as he is skiing. Under conditions of decreased visibility, the duty is on the skier to locate and ascertain the meaning of all signs posted in accordance with sections 33-44-106 and 33-44-107.

(6) Each ski used by a skier while skiing shall be equipped with a strap or other device capable of stopping the ski should the ski become unattached from the skier. This requirement shall not apply to cross country skis.
(7) No skier shall cross the uphill track of a J-bar, T-bar, platter pull, or rope tow except at locations designated by the operator; nor shall a skier place any object in such an uphill track.

(8) Before beginning to ski from a stationary position or before entering a ski slope or trail from the side, the skier shall have the duty of avoiding moving skiers already on the ski slope or trail.

(9) No person shall move uphill on any passenger tramway or use any ski slope or trail while such person's ability to do so is impaired by the consumption of alcohol or by the use of any controlled substance, as defined in section 12-22-303 (7), C.R.S., or other drug or while such person is under the influence of alcohol or any controlled substance, as defined in section 12-22-303 (7), C.R.S., or other drug.

(10) No skier involved in a collision with another skier or person in which an injury results shall leave the vicinity of the collision before giving his name and current address to an Employee of the ski area operator or a member of the voluntary ski patrol, except for the purpose of securing aid for a person injured in the collision; in which event the person so leaving the scene of the collision shall give his name and current address as required by this subsection (10) after securing such aid.

(11) No person shall knowingly enter upon public or private lands from an adjoining ski area when such land has been closed by its owner and so posted by the owner or by the ski area operator pursuant to section 33-44-107 (6).

(12) Any person who violates any of the provisions of subsection (3), (9), (10), or (11) of this section is guilty of a class 2 petty offense and, upon conviction thereof, shall be punished by a fine of not more than three hundred dollars (Now $1000).

Enforcing the Code
MSP members are responsible for enforcing and educating guests on the Colorado Skier Safety Act (the Act). It is the responsibility of MSP members to know the Act and Code. Typical infractions may include crossing a ski area boundary line to move out of bounds, riding under a rope or riding in such a manner that others are put in danger. Note that the Skier Responsibility Code applies to all snow riders (not just skiers)!

Riding with the Flow
A significant portion of time invested by MSP members is allotted to snow rider education. The goal of this effort is to encourage responsible snow riding. Specifically, MSP members provide strong oversight of the movement on specific trails: Rhapsody, Main Vein, High Point, Loverly, Lower Carefree, Skid Road and Lower Bouncer. Historically these trails are heavily populated with riders of various levels of expertise. In addition, snow riders moving between the terrain parks on High Point often have excessive speed. The MSP also monitors trail intersections posted with Slow signs.

By encouraging responsible snow riding and appropriate speed on designated Slow and Family trails, we seek to improve safety for all Guests and Employees.

MSP members evaluate this downhill speed carefully. The appropriate speed depends on several criteria:

- The number and speed of snow riders present
- The trail rating
- The designation of Slow or Family trail
- The snow conditions and any existing hazards
- The flow of the trail
- Light conditions (illumination on the trails) and visibility
- The degree of trail congestion, e.g. Ski and Ride School classes

It is fairly easy to observe the flow of traffic on a trail. Most of the persons using the trail at any given time will be moving downhill at approximately the same speed. When there is an observable flow to the trail, persons moving too fast will become quickly apparent.

The following diagrams are provided to facilitate understanding relative speed and different levels of attention and action.
Snow riders are generally riding at the same approximate speed, making turns and respecting each other’s distances. This sets the baseline flow for this run.

In this diagram a strong rider is making tight turns in control on the side of the run. The speed of the rider should command your attention but no action if they are staying clear of rest of the riders.

MSP members must maintain a keen eye uphill while monitoring the slopes. The primary reason for this is to minimize the possibility of being hit by a snow rider. The secondary reason for monitoring uphill is to observe the flow of the mountain, and to be alert for persons skiing too fast. Even when speaking with a Guest, it is important to monitor oncoming traffic to increase your own safety and that of the guest.

Riding in control is not the issue. Many excellent snow riders ski or board in control at all times. However, to move down High Point or Main Vein in control at 50 miles per hour (example only) is not acceptable and speed moderation is called for.

MSP members may communicate a suggested moderation of speed for a snow rider by actions such as:

- Providing a presence at a key location.
- Inviting the offender to engage in a conversation with the MSP. The conversation may go well, or the Guest may escalate it.
- Using firm hand motions to indicate the rider should slow down.

The following illustrates effective hand signals.
The Resort uses rope closures, bamboo, signs and other methods to mark natural or other obstacles that could present a danger to the snow rider. The Skier Responsibility Code presents clear guidance regarding such closures – they are not to be crossed for any reason. It is not possible or necessary, for snow riding Guests (including Volunteers and Employees) to know exactly why an area is closed or what danger might exist on the other side of the rope.

MSP members are asked to enforce closures as appropriate. Frequently, this will mean a discussion with the offender reminding and educating them on the reason for the closures.

**Taking Action**

If a snow rider is compliant, simply provide them with snow rider education, a verbal warning and wish them a nice day. The warning may be reinforced by requiring them to attend the Copper Mountain Skier / Rider Safety Class.

Whenever an action is taken that requires Safety Class attendance, a red Violation Card must be completed, retaining the left side of the card for the Team Leader and giving the right side to the violator. Whenever a Violation Card (red card) is issued the person receiving the card must attend the Copper Mountain Skier/Rider Safety Class (Safety Class).

All red cards (and passes) must be turned into the MSP Foreman or Lead before leaving for the day.

**SKIER/RIDER SAFETY CLASS**

A skier or rider may be required to attend the Copper Mountain Skier / Rider Safety Class as a condition for retaining their pass. This is when the violation warrants more than a verbal warning or education yet pass suspension is a bit harsh. Additionally, this action may be required when the snow rider "just doesn’t get it”.

The pass will be suspended if the violator does not attend the Safety Class within two weeks.

Enforcement of this action cannot be applied to a snow rider with a day pass.

**PASS SUSPENSION/REVOCATION**

All Guests of The Resort must have a valid pass to be on the mountain. There are multiple types of passes used at Copper Mountain. It is important that each team member become familiar with each pass that is valid at The Resort.

All MSP members have the authority to suspend or revoke a pass if the offense or action of the snow rider warrants this action. You must note the length of the suspension on the red card. In all cases obtain the advice of your Team Leader. Revocations must be confirmed by a Safety Patrol or Ski Patrol Supervisor.

When the pass being suspended or revoked is a day ticket, be sure to take the “stub” as well. If the stub is not provided, contact a Team Leader immediately so the ticket may be entered into the database as revoked.

Always ask to see the pass, never touch the Guest or forcibly take the pass. If a guest refuses to relinquish their pass then record the pass number and provide the information to the Team Leader. If the Guest will not show you a pass, remind them that it is illegal to be on The Resort slopes and trails without a pass.
**Do not chase the Guest** if they should continue down the mountain without complying. It is permissible to **follow** in order to have an educational conversation by having the guest step out of the lift line.

If the situation warrants, get as accurate a description as possible and call for assistance from Ski Patrol.

**Employees and Volunteers**

All Employees and Volunteers are to follow the same rules as the Guests when riding on the mountain. Employees and Volunteers of The Resort are asked to set a courteous and professional example while on the mountain. This holds true whether in uniform or not. Employees are fully informed at the time of initial employment of this policy. The written policy, which they sign, indicates acknowledgment of this policy and is their first and only warning. Should the Employee break one of the guidelines listed in the policy, disciplinary action including loss of employment is possible. MSP members are reminded to be firm with Employees, while at the same time being respectful. When in doubt call a Team Leader or the Mountain Safety Patrol Supervisor for assistance.

**Educational Conversations with a Guest**

**WITH A COOPERATIVE GUEST**

Hi, my name is Susie. I’m part of the Mountain Safety Patrol. You looked really good coming down. Do you ride often? Are you aware that this is a slow skiing / boarding trail from top to bottom? A limited number of trails at Copper are designated as slow skiing / riding to accommodate beginners – on other trails you may ski / ride faster - but still within reason. I just went down Andy’s Encore and it was great – you might want to give it a try.

**WITH AN UNCOOPERATIVE GUEST**

A conversation with an uncooperative Guest may become an official contact. Official contacts occur when action is taken that must be documented and entered in the Ski Patrol database by the Team Leader. An uncooperative Guest is one that exhibits impatience and is either non-conversant or argumentative.

Hi, my name is Jeff. I’m part of the Mountain Safety Patrol and I wanted to let you know that this is a Slow riding trail. You appear to be a very good skier / boarder but you were really moving too fast for this trail. Can I help you find a trail that might meet your level of expertise?

*Offender provides a rather negative response / antagonistic comments / or argues*

Sir, I stopped you just to talk. However if you continue this attitude I do have other options available. I have the authority to require you attend a Safety Class, pull your pass, and call Ski Patrol for assistance or request assistance from the County Sheriff. I would like to ask you to remain calm so that we may finish this conversation. If you continue to act in this manner I will certainly raise the bar to meet your reactions. How we move forward at this point is entirely up to you.

Should a situation deteriorate on the mountain, MSP members are asked to diffuse and calm the situation. Some situations can be calmed, others cannot. Do not hesitate to call for assistance in order to prevent a situation from becoming dangerous. The Ski Patrol will promptly provide assistance to MSP when requested. A Code 9 (Patroller needs assistance) call to the dispatcher will bring a patroller to you immediately. If you prefer, make your first call to the Mountain Safety Patrol Supervisor or Team Leader, who will make appropriate additional calls. The Ski Patrol Dispatcher also has the ability to summon the Sheriff. In some cases, simply the mention of calling the Sheriff will diffuse the irate Employee or Guest.

**Remember to remain calm, diffuse the situation if possible.**

The following situations require immediate notification to the Mountain Safety Patrol Supervisor, a member of the Advisory Board or Team Leader:

- The unsuccessful resolution of a contact with a Guest.
- Any contact with an Employee.
- Any contact requiring an action.
- Any pulled pass.
- Any accident situation where a MSP member is a direct party in the accident.

**There may be some instances where the wisest course of action concerning a Guest, Employee or Volunteer interaction is to simply walk away. Should a situation appear to defy all efforts at a successful conclusion, do not risk a physical or psychological confrontation.**
Assisting Patrol

Separated Parties
Snow riders that have been separated often approach MSP members for assistance. When talking with separated parties take an opportunity to educate them with practices that make finding others easier, such as:

- Arranging a meeting place
- Ensuring children have their parent’s cell phone numbers with them (in a pocket, sewn inside jacket)

LOST PARENTS
When a parent or guardian has been separated from a child, they should be directed to the LPR for assistance. The PRO will contact dispatch. Prior to sending them to the LPR, ask for a description of the child (name, age, skier / boarder, clothing) so that you can keep an eye out for them.

LOST CHILDREN
When a MSP member finds a child that has been separated from their parent and determines that child is lost, the MSP member immediately notifies dispatch and in most cases takes the child to the LPR

The MSP member must remain with the child until they are reunited with their parents or the responsible party.

Always remind people involved in a lost party situation to notify Patrol if they find the lost party so that we can stand down from a search.

Injured Guests: MSP on Scene
A MSP member is often the first person to arrive at the scene of a snow rider needing medical assistance. **A MSP member does not provide medical assistance.** The MSP member does an assessment of the situation and conveys clear, concise information to the appropriate Dispatcher.

GUIDELINES:

- Talk to the injured party to determine the nature of the injury.
- Ask if they would like Ski Patrol assistance, **ensuring the injured party understands there is no charge.** All snow riders have the right to refuse assistance unless they are under 18; we can suggest but not insist. If you believe that a minor needs assistance, even if they are refusing, you may call Patrol. However, do not try to detain the guest in any way.
- Take a minute to determine where you are on the mountain (trail name, vertical, horizontal).
- Contact Dispatch – Call Dispatch and report the 10-50 using our protocol for reporting accidents. Use a cell phone if there is no radio available. You can ride to a mountain phone if necessary(this happens only rarely), but one team member must remain with the guest in this unlikely situation.
- While waiting for Ski Patrol, sit or kneel down with the injured party and provide comfort. **Do not render medical assistance, diagnose or make medical recommendations.**

COMMUNICATING WITH DISPATCH
It is imperative that the MSP member report concise and accurate information when requesting Ski Patrol assistance for an injured snow rider.

Prior to contacting the Dispatcher, take a minute to ensure you know all required information: Duty station, Location, Description, and Nature of Injury.

- **Duty Station** is either Patrol Headquarters or Timberline Patrol. Do not say PHQ or use any other abbreviation. If you are not sure which duty station to call, always call Patrol Headquarters. When using the mountain telephone, the number of the appropriate duty station is posted on the phone.
- **Call:** Always say 10-50 for an injury. Additional information is given when describing the nature of the injury.
- **Location:**
  - Trail: the name of the trail the injured party is on.
• Vertical: the location of the injured party, relative to the top / bottom of the trail, i.e. Tower 11 or Pitch of Highpoint or entrance of Central Park.

• Horizontal: the location of the injured party, relative to the sides of the trail, i.e. skier’s left; skier’s right; middle of trail.

• Description: A physical description of the injured party including the color of the clothing, skier / boarder, male / female

• Nature of Injury: Always start with the word POSSIBLE when describing the injury. If the Guest is not breathing or unconscious, inform Dispatch of this fact immediately. If the accident is a collision state 10-50, Code 66. If multiple persons require assistance, inform Dispatch of the number of injured Guests and nature of injury for each injured party.

Figure 4. Reporting a 10-50

RADIO PROTOCOL:

Initiation: <Duty Station> “your first name”
Dispatch: Go ahead “your name”
Call: I am on scene of a 10-50
Location: Trail name, vertical, horizontal
Description: Color over color, Skier/Boarder, Male/Female*
Nature: Possible <body part> injury
Dispatch: Patroller on way, Clear, <Time>

*MAdd detail, such as whether party is a child, as needed

MOUNTAIN TELEPHONE PROTOCOL:

Initiation: Dial the number of the duty station (posted on the phone
Dispatch: <Duty Station>
Call: I am on scene of a 10-50
Location: Trail name, vertical, horizontal
Description: Color over color, Skier/Boarder, Male/Female*
Nature: Possible <body part> injury
Dispatch: Patroller on way, Clear <time>

*MAdd detail, such as whether party is a child, as needed

BEFORE PATROL ARRIVES
While waiting for Ski Patrol to arrive one MSP member should ensure the area is protected from other snow riders. If two (or more) MSP members are on scene, one should create a boundary on the uphill side of the injured party, using crossed skis. Never use snowboards, as there is no safety device to prevent a runaway board. Once the boundary has been established, direct traffic using firm arm / hand signals that can be seen and understood by approaching snow riders.
When two or more MSP members are on scene, one MSP member should remain with the injured Guest. Sit or kneel down with the injured party and provide comfort. **Do not render medical assistance, diagnose or make medical recommendation.** When one MSP member is on scene, ensure the injured party is protected from other snow riders. Work with family members and / or friends to provide comfort to the injured Guest.

Keep the area immediately below the injured party clear of equipment, family members and / or friends, as the Ski Patrol will bring the rig (toboggan) immediately below the injured Guest.

Always be aware in regard to both guests and patrollers that many telemark skis and snowboards do not have safety devices. Generally a good rule of thumb is to simply not touch patrollers equipment, and be aware not to accidentally dislodge their equipment that does not have safety devices. With guests, be careful how you secure them so that they cannot slide!

The following diagram shows how to assist patrol with a rig. The configuration is usually reserved for a major injury; however it serves to illustrate a number of basic principles. The overall idea is to establish a perimeter above the accident scene in order to flow riders around the scene, while the area below the scene should be kept clear to allow patrol easy access to and from the scene. Notice the injured rider’s equipment (skis or board) are positioned to the back and above the rig so they are out of the way but ready to place in the rig.

![Diagram of assisting patrol with rig](image)

**Figure 5. Assisting Patrol with Rig**

**WHEN PATROL ARRIVES**

- Inform the Patroller of the person’s name, age and possible injury.
- **Ask the Patroller if they would like assistance.** Every Patroller has their way of working with an injured Guest. Some would like assistance; some do not want any assistance. Do not be offended if the Patroller does not want assistance. If a Patroller asks for assistance that you are not comfortable doing (such as providing an escort or carrying equipment down the mountain) inform the Patroller this is not something you can do.
- Always continue to direct traffic until the rig has left the scene.
- Assist family / friends with directions for meeting the injured Guest once the Patroller has transported them to either the LPR or the clinic.
- If the incident that caused the injury involves multiple snow riders, assist Ski patrol in escorting involved parties (that are not injured) and witnesses to the LPR where statements will be taken.

**Most importantly, let the Patroller control the scene while assisting where you can.**

**Injured Guest: MSP Not on Scene**

There are two common scenarios where a MSP member will report a possible injury but not be on scene

- A Guest reports seeing an injured party
- A MSP member sees a possible injured party from the lift or from a distance and cannot get to the scene.
When a Guest reports seeing an injured party, it is critical that the MSP member obtain as many facts as possible.

- Did the person reporting the incident talk to the Guest requiring assistance?
- Did the Guest request assistance?
- What is the location of the Guest (as best they can describe it)?
- What is the description of the injured Guest (Skier / Boarder; Male / Female; any other information they may have)?
- What is the nature of the injury?

Modify the communication with Dispatch as follows:

Call: Do you have a report of a 10-50 on <Location>
If dispatch responds yes, end the communication <clear>
If dispatch responds no, I have a Guest Report of a 10-50….

Follow protocol with all information you have been able to gather.

When the MSP member sees a possible injury but cannot get to the scene, modify the communication with Dispatch as follows:

Call: Do you have a report of a 10-50 on <Location>
If dispatch responds yes, end the communication <clear>
If dispatch responds no, I am airborne on <lift> and see a possible 10-50 ….

Follow protocol with all required information

Requesting a Taxi

From time to time, Guests will find themselves out of their element, which frequently means being on a trail that is above their level of expertise. Such persons may or may not be injured. If not injured, such Guests may become frustrated or otherwise unable to proceed to the base area. In certain circumstances the Ski Patrol may assist such Guests down the hill or to the nearest lift terminal for a download. This assistance is called a taxi.

Note: Guests may download on the American Flyer, American Eagle and Union Creek lifts.

MSP members encountering such a circumstance should encourage the Guest to make it down the trail if possible. If the MSP member determines the Guest needs assistance, contact the Dispatcher by radio. Telephone (radio) protocol should be followed, ensuring the request is for a taxi, not reporting a 10-50. Be clear that the party does not appear to be injured. DO NOT instruct the dispatcher to send a snowmobile. It is ultimately the Ski Patrol’s decision regarding which aid is appropriate and available. You may remain with the Guest until Ski Patrol assistance arrives if you deem it necessary. Inform the Guest it may be a significant amount of time before a taxi can be dispatched.

Ski Patrol Escorts

There are times when MSP can provide especially valuable assistance to Ski Patrol members who are moving a rig with an injured party to the base area. It is vital that a Patroller with a rig maintains momentum through two difficult and heavily traveled areas: Sawmill Flats and Lower Carefree. The MSP can assist greatly by moving ahead of the patroller and stopping or moving Guest traffic as appropriate to allow a straight shot by the Patroller. A Patroller may request an escort when leaving the scene of a 10-50 or a MSP member may see a Patroller coming with a rig and take the initiative to stop cross traffic.

Mountain Safety Patrol Do’s and Don’ts

Do’s
- Do wear your Copper Mountain issued uniform and nametag at all times when working
- Do maintain a neat, clean uniform
- Do remember to sign in and out
- Do be courteous when using Ski and Ride School lift lanes
- Do strive to be courteous at all times
Do initiate Guest conversation
Do know all features on The Resort issued trail map and MSP Mountain Telephone map
Do carry and dispense trail maps
Do work in pairs

**Do assist lost or separated parties**
Do provide trail coverage late in the day

**Do know the Skier Responsibility Code**
Do learn to recognize the “flow” of the mountain
Do learn correct hand signals
Do stop Guests from violating closures.
Do know how to report a 10-50
Do get the name of an uncooperative offender (at a minimum)
Do make it a personal challenge to diffuse and calm any situation getting out of control
Do know when to walk away from a conflict
Do assist Ski Patrol with accidents, at Patrol’s request
Do provide traffic control at accidents
Do run interference for Patrol rig runs when requested

**Do have fun performing your job!**

**Don’ts**

*Don’t wear uniform off-duty or off-premises (including nametag)*
Don’t store clothing or gear in the LPR or the shed on the dock

*Don’t free ski down Patrol Hill*
Don’t sell transferable complimentary passes
Don’t use Ski and Ride School lines unless on duty and in uniform
Don’t use the LPR for a warm-up or meeting area during the day
Don’t request a snowmobile when calling for 10-50’s or taxis

*Don’t touch a Guest*
Don’t raise your voice during a conversation with a Guest
Don’t argue
Don’t use foul or demeaning language

*Don’t chase a Guest under any circumstance*

*Don’t allow a Guest to ruin your day*
Don’t yell slow down or other instructions
Don’t pull a pass or ticket except as an option of last resort
Don’t endure verbal or physical abuse
Don’t wear a fanny pack or back pack

**Key Locations & Telephone Numbers**
**Ski Patrol / Clinic**

**LOWER PATROL ROOM (LPR):** Located immediately behind the base terminal of the American Flyer Lift, in the Conference Center building.

**TIMBERLINE PATROL:** Below and to the west of the top of the American Flyer lift

**PATROL HEADQUARTERS (PHQ):** Above the top of the Super Bee lift

**CLINIC:** Located in the Bridge End Building

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### Trails

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Point</td>
<td>Top of American Flyer Lift to Gee Whiz</td>
</tr>
<tr>
<td>Loverly</td>
<td>Gee Whiz to Center Village (top portion is Woodward Central Park)</td>
</tr>
<tr>
<td>Carefree</td>
<td>Gee Whiz to Center Village</td>
</tr>
<tr>
<td>Rhapsody</td>
<td>Solitude Station to Main Vein / Bouncer Window</td>
</tr>
<tr>
<td>Main Vein</td>
<td>Top of American Eagle Lift to Center Village</td>
</tr>
<tr>
<td>Lower Bouncer</td>
<td>Skid Road to base of Eagle</td>
</tr>
<tr>
<td>Rosi's Run</td>
<td>Oh No to the East Village, groomed daily</td>
</tr>
</tbody>
</table>

### Lifts

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Eagle</td>
<td>East side of Center Village to Solitude Station, serving the Big Side</td>
<td>4</td>
</tr>
<tr>
<td>American Flyer</td>
<td>West side of Center Village to Timberline Patrol, serving the Flat Side</td>
<td>4</td>
</tr>
<tr>
<td>Super Bee</td>
<td>From East Village to PHQ, serving all runs on the Big Side including Spaulding Bowl, Resolution Bowl and Alpine lift runs</td>
<td>6</td>
</tr>
<tr>
<td>Excelerator</td>
<td>From Solitude Station to PHQ, providing access to Storm King lift, Enchanted Forest and runs Brennan's Grin, CDL, Mine Dump, Ptarmigan, and Hallelujah.</td>
<td>4</td>
</tr>
<tr>
<td>Timberline Express</td>
<td>From T-Rex Grill to Timberline Patrol, serving runs American Flyer, The Moz,</td>
<td>4</td>
</tr>
<tr>
<td>Return Lift</td>
<td>Details</td>
<td>Runs Served</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Union Creek Express</td>
<td>From West Village to Woodwinds (just above Gee Whiz) serving runs High Point, Woodwinds, Woodwinds Traverse, Easy Feelin’, Vein Glory, Scooter, Minor Matter and Carefree.</td>
<td>4</td>
</tr>
<tr>
<td>Alpine</td>
<td>Far East side of the mountain, access by skiing only, serves runs Far East, Too Much, Triple Treat, and Formidable</td>
<td>2</td>
</tr>
<tr>
<td>Resolution</td>
<td>Serves Resolution Bowl runs, access from top of Super Bee and Excelerator</td>
<td>3</td>
</tr>
<tr>
<td>Rendezvous</td>
<td>From upper Coppertone to the saddle above Copper Bowl, serves as access to Copper Bowl and runs Wheeler Creek, Union Park and Union Gap</td>
<td>3</td>
</tr>
<tr>
<td>Sierra</td>
<td>From upper Coppertone to the top of Union Bowl, serves as access to Union Meadows and Union Bowl</td>
<td>3</td>
</tr>
<tr>
<td>Blackjack</td>
<td>Accessed From Sierra or Rendezvous, serves Copper Bowl Celebrity Ridge</td>
<td>2</td>
</tr>
<tr>
<td>Mountain Chief</td>
<td>Accessed from Sierra or Rendezvous, serves Copper Bowl Celebrity Ridge</td>
<td>2</td>
</tr>
<tr>
<td>Kokomo</td>
<td>From Union Creek base to intersection of Fairway and Roundabout runs, serves Roundabout West Village</td>
<td>3</td>
</tr>
<tr>
<td>Lumberjack</td>
<td>Far West lift accessed from the top of Kokomo, serves West Ten Mile, Roundabout, Fairway, and Prospector runs, also provides access to Timberline Express</td>
<td>3</td>
</tr>
<tr>
<td>Storm King</td>
<td>T-bar lift accessed from the top of Excelerator to the top of Spaulding Bowl, provides access to Spaulding Bowl, Enchanted Forest, and Copper Bowl</td>
<td>2</td>
</tr>
<tr>
<td>Pitchfork</td>
<td>Serves Green Acres</td>
<td>2</td>
</tr>
<tr>
<td>Celebrity Ridge</td>
<td>Surface lift accessed from top of Sierra, provides access to Copper Bowl and Union Meadows</td>
<td></td>
</tr>
<tr>
<td>Stinger</td>
<td>Magic Carpet surface lift, serves Tubing Hill at Super Bee</td>
<td></td>
</tr>
<tr>
<td>Gem</td>
<td>Surface lift, serves Green Acres</td>
<td></td>
</tr>
<tr>
<td>Easy Rider</td>
<td>Magic Carpet surface lift, serves beginner area at Center Village base</td>
<td></td>
</tr>
<tr>
<td>The Glide</td>
<td>Magic Carpet surface lift, serves kid’s beginner area at West Village</td>
<td></td>
</tr>
<tr>
<td>Rugrat</td>
<td>Magic Carpet surface lift, serves kid’s beginner area at West Village</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td>---------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Slingshot</td>
<td>Magic Carpet surface lift, serves beginner area at West Village</td>
<td></td>
</tr>
</tbody>
</table>
### Unmarked Landmarks

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gee Whiz</td>
<td>Bottom of High Point trail. Top of Woodward Terrain Park</td>
</tr>
<tr>
<td>Sawmill Flats</td>
<td>Main Vein at Skid Road</td>
</tr>
<tr>
<td>Concrete Corner:</td>
<td>High Point at Easy Road Too just above I Dropper split</td>
</tr>
<tr>
<td>Moon Island</td>
<td>Tree island on Soliloquy just past Jacque’s Pique</td>
</tr>
<tr>
<td>13” Pipe</td>
<td>At top of Union Creek Quad</td>
</tr>
<tr>
<td>Main Vein Super Pipe</td>
<td>Skier's left, Main Vein, just above base of American Eagle lift</td>
</tr>
<tr>
<td>Donut Hole</td>
<td>Between Hidden Vein and Easy Feelin’ below Woodwinds Traverse, under the Union Creek lift</td>
</tr>
<tr>
<td>Alliroo Alley</td>
<td>Kids run parallel to High Point from American Flyer split to just below Concrete Corner. Under American Flyer Lift.</td>
</tr>
</tbody>
</table>

Since pocket parks appear and disappear on a regular basis, you will be updated each season as to their locations.

### Essential Telephone Numbers

<table>
<thead>
<tr>
<th>Location</th>
<th>Emergency</th>
<th>Non-Emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrol Headquarters  PHQ)</td>
<td>X66111 970 968-3311</td>
<td>X66112</td>
</tr>
<tr>
<td>Timberline Patrol</td>
<td>X66121 970 968-3312</td>
<td>X66122</td>
</tr>
<tr>
<td>Lower Patrol Room (LPR)</td>
<td>X66131</td>
<td>X66132</td>
</tr>
<tr>
<td>Motel 6</td>
<td>X66101 970 968-3313</td>
<td>X66102</td>
</tr>
<tr>
<td>Copper Mountain Resort</td>
<td>800 458-8386 970 968-2318</td>
<td></td>
</tr>
<tr>
<td>MSP Supervisor/Lead</td>
<td>970 968-2318 X66134</td>
<td></td>
</tr>
<tr>
<td>Clinic</td>
<td>X66130 970 968-2330</td>
<td></td>
</tr>
</tbody>
</table>
### Mountain Telephones

<table>
<thead>
<tr>
<th>Identifier</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Top of A (Alpine) Lift</td>
</tr>
<tr>
<td>4</td>
<td>Tower 13 Super Bee</td>
</tr>
<tr>
<td>7</td>
<td>Skiers left on Main Vein at Fair Play split</td>
</tr>
<tr>
<td>11</td>
<td>Skier’s right, Main Vein at Skid Road (Sawmill Flats)</td>
</tr>
<tr>
<td>13</td>
<td>Skier’s right, midway through Woodward Central Park on old Starter’s Sound Shack</td>
</tr>
<tr>
<td>14</td>
<td>Tower 9 on Union Creek High Speed Quad</td>
</tr>
<tr>
<td>21</td>
<td>Tower 21 of Flyer on High Point</td>
</tr>
<tr>
<td>22</td>
<td>Skier’s left on Coppertone at Skid Road</td>
</tr>
<tr>
<td>23</td>
<td>Tower 5 of Union Creek High Speed Quad</td>
</tr>
<tr>
<td>37</td>
<td>Valve Box House at Gee Whiz</td>
</tr>
<tr>
<td></td>
<td>Additional mountain phones are located at the top and bottom of all lifts (may be inside lift shack). outside the LPR, Timberline Patrol and PHQ</td>
</tr>
</tbody>
</table>

### Radio Communications, Channels, Codes

In general, all radio communications at The Resort are concise and professional. The main operation channel for The Resort is 1A. Whenever possible, communications are shifted from the primary radio channel to an alternate channel or to telephone communications. Most radio communications between MSP members will initiate on channel 1A and continue on 1C.

Channel 2C is reserved for medical emergencies and is to be used by Ski Patrol personnel only. Channel 2C is **not** to be used by MSP members at **any** time.

#### Person to Person Communication

**Caller:** First & last name of person being called followed by caller’s first name

**Responder:** <Your location>

**Caller:** 1 Charlie

**Responder:** Switching

*Once on 1 Charlie, wait 5 seconds to make sure channel is clear*

**Caller:** Break 1 Charlie <name of person being called>

**Responder:** Go ahead

**Both:** <Conversation>

**Responder:** Copy, Switching 1 Alpha, Clear
Radio Codes

MSP Members do not diagnose, therefore we do not call a CODE-0, CODE-1 or CODE-2. MSP members describe the nature of the injury. When the Patroller arrives the appropriate CODE will be communicated.

- CODE-0 Death
- CODE-1 Trauma life threatening (Yellow or Red)
- CODE-2 Medical life threatening (Yellow or Red)
- CODE-6* Litigious
- CODE-66* Collision (2 or more people)
- CODE-7* Lift Related 10-50
- CODE-9* Immediate assistance requested
- CODE-11 Duty Station undermanned
- CODE-19 Lift Operator needs help
- CODE-100 Avalanche burial

Assigned Radio Channels

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1A One Alpha</td>
<td>All Mountain Communications*</td>
</tr>
<tr>
<td>1B One Bravo</td>
<td>Patrol Channel</td>
</tr>
<tr>
<td>1C One Charlie</td>
<td>MSP Communications*</td>
</tr>
<tr>
<td>2A Two Alpha</td>
<td>Big Side Medical</td>
</tr>
<tr>
<td>2C Two Charlie</td>
<td>Medical (Not used by MSP ever)</td>
</tr>
<tr>
<td>2D Two Delta</td>
<td>Big Side Work</td>
</tr>
<tr>
<td>2B Two Bravo</td>
<td>Flat Side Medical</td>
</tr>
<tr>
<td>2E Two Echo</td>
<td>Flat Side Work</td>
</tr>
<tr>
<td>2F Two Foxtrot</td>
<td>Motel Six Work</td>
</tr>
</tbody>
</table>

Radio Codes

*Identifies codes that may be used by MSP Members.

- 10-4* Understand
- 10-8 Available to Respond
- 10-20* What is your location
- 10-23 Am on scene-we don’t use
- 10-34 Anyone available – we don’t use
- 10-50* Injury
RADIO TRAINING MANUAL

BASICS - Using Channels One Alpha (1A) and One Charlie (1C)

1. Set Channel dial to 1
2. Turn radio on. Display should read 1A. Move the channel dial two clicks to position 3. Display should read “01C MTN OPS”. If not, go to step 3.
3. To set radio to 1A, follow these steps (You should rarely have to do this):
   - Make sure the channel dial is set to 1
   - Press P1 – The display will read “CP A” – Using the left or right arrow keys, scroll to Zone CP G
   - Press OK – The display will read “01A MTN OPS”

4. Press and hold the large side button to talk; release to listen.
5. To set radio to 1C, turn channel selector 2 clicks. Check screen to confirm 1C.
   To return to 1A, turn channel selector 2 clicks counter clockwise. Check screen to confirm 1A.

6. At the end of the day, follow these steps:
   - Make sure the radio is on 01A
   - Turn the radio off
   - Place the radio securely in the charging cradle. The radio has two slots that slide over two tabs on the cradle. Be sure that you engage the tabs with the handset. The light on the cradle will be a steady red when the handset is charging.

OTHER IMPORTANT INFORMATION

- 1A is the default channel for the entire Mountain Ops team: MSP, Patrol, Lift Ops, Lift Maintenance.
- Because 1A can be very busy, we don’t have conversations among ourselves on 1A. We monitor and make contact on 1A; switch to 1C to have a conversation; when finished, we clear 1C and switch back to 1A. We do communicate with the dispatchers at Patrol Headquarters and Timberline Patrol on 1A.
- Secure the radio in a chest harness. The new radios cost $1000, so do not slide them into the chest pocket of your MSP jacket, as you could be responsible for the cost of the replacement should you lose one.
  - If you would like to purchase your own chest harness, below are a couple of links:
    - For a 3 point harness –
      http://www.caldwellmobileaccessories.com/3%20PT%20Radio%20Chest%20Harness.htm
    - Good selection at a reasonable price:
      http://www.cascaderescue.com/categories/Personal-Gear/RADIO-HARNESSES/
MAKING CALLS

- To initiate a call, press and hold the talk button; hold the button down for a second before starting to speak. Release the button to listen.
- Say the first and last name of the person you are calling, followed by your first name only – examples:
  - Shauna Bocksch, Joe
  - Patrol Headquarters, Jack
  - Timberline Patrol, Jill
- You do not say “Shauna Bocksch, this is Joe”. It’s implicit that this is the person speaking!
- To respond when called, always reply with a location description that best describes where you are.

- Examples:
  - You hear “Joe Smith, Shauna”
    - Some possible replies –
      - Concrete Corner
      - Top of the Flyer
      - Tower 12 Eagle
      - Airborne on Eagle, Tower 8
      - Outside Solitude

- When a conversation is completed, someone ends the call by saying “Clear” (Generally the person who initiated the call, but not always: see examples). This alerts other users that the conversation is finished and that the channel is available.
- Generally, switch to 1C for all conversations with MSP members, unless you can complete the call on 1A in one or two sentences.

Examples of calls among Safety Patrol Members:

- A: Shauna Bocksch, Warren
  B: LPR
  A: 1 Charlie
  B: Switching, Clear

Both parties go to 1C (1C is used by other groups, so listen for a few seconds to be sure another conversation isn’t going on):

- A: “Break, 1 Charlie, Shauna?”
- B: Go ahead
A: Blah, blah, blah
B: Blah, blah, blah
A: Back to 1 Alpha, Clear

Both parties return to 1A

- A: Shauna Bocksch, Warren
  B: LPR
  A: Meet me at Flyer maze in 5 minutes
  B: Copy, clear

COMMUNICATING WITH DISPATCH
It is imperative that the MSP member report concise and accurate information when requesting Ski Patrol assistance for an injured snow rider.
Prior to contacting the Dispatcher, take a minute to ensure you know all required information: Duty station, Location, Description, and Nature of Injury.
- Duty Station is either Patrol Headquarters or Timberline Patrol. Do not say PHQ or use any other abbreviation. If you are not sure which duty station to call, always call Patrol Headquarters. When using the mountain telephone, the number of the appropriate duty station is posted on the phone.
- Call: Always say 10-50 for an injury. Additional information is given when describing the nature of the injury.
  - Location:
    - Trail: the name of the trail the injured party is on.
    - Vertical: the location of the injured party, relative to the top / bottom of the trail, i.e. Tower 11 or Pitch of Highpoint or Air Bag Park.
    - Horizontal: the location of the injured party, relative to the sides of the trail, i.e. skier’s left; skier’s right; middle of trail.
  - Description: A physical description of the injured party including male / female, skier / boarder, color of jacket over color of pants, i.e. red over black.
  - Nature of Injury: Always start with the word POSSIBLE when describing the injury. If the Guest is not breathing or unconscious, inform Dispatch of this fact immediately. If the accident is a collision state 10-50, Code 66. If multiple persons require assistance, inform Dispatch of the number of injured Guests and nature of injury for each injured party.
  - If you do not know one of the three items (Location, Description, Nature of injury), state that fact when you make the call. Otherwise, dispatch will come right back and ask you for that information!

RADIO PROTOCOL:
Initiation: <Duty Station> “your first name”
Dispatch: Go ahead “your name”
Call: I am on scene of a 10-50
Location: Trail name, vertical, horizontal
Description: Male/Female*, Skier/Boader, Color over Color
Nature: Possible <body part> injury
Dispatch: Patroller on way, Clear, <Time>

*Add detail, such as whether party is a child, as needed

EXAMPLES:
- A. Patrol Headquarters, Mary
B. Go ahead, Mary
A. I’m on scene of a 10-50, Tower 12 Eagle, male boarder, black over green, possible wrist injury.
B. Patroller on the way, Patrol Headquarters Clear.

- A. Timberline Patrol, Pete
  B. Go ahead, Pete.
A. I am on scene of a 10-50, High Point/Liberty Split, female skier, pink over black, possible head injury
B. A patroller’s on the way. Timberline clear.

**MOUNTAIN TELEPHONE PROTOCOL:**
Initiation: Dial the number of the duty station (posted on the phone)
Dispatch: <Duty Station>
Call: I am on scene of a 10-50
Location: Trail name, vertical, horizontal
Description: Male/Female*, Skier/Boarder, Color over Color
Nature: Possible <body part> injury
Dispatch: Patroller on way, Clear <time>

*Add detail, such as whether party is a child, as needed*

**Injured Guest: MSP Not on Scene**
There are two common scenarios where a MSP member will report a possible injury but not be on scene
- A Guest reports seeing an injured party
- A MSP member sees a possible injured party from the lift or from a distance and cannot get to the scene.

When a Guest reports seeing an injured party, it is critical that the MSP member obtain as many facts as possible.
- Did the person reporting the incident talk to the Guest requiring assistance?
- Did the Guest request assistance?
- What is the location of the Guest (as best they can describe it)?
- What is the description of the injured Guest (Skier / Boarder; Male / Female; any other information they may have)?
- What is the nature of the injury?

Modify the communication with Dispatch as follows:
Call: Do you have a report of a 10-50 on <Location>
If dispatch responds yes, end the communication <clear>
If dispatch responds no, I have a Guest Report of a 10-50….
Follow protocol with all information you have been able to gather.

When the MSP member sees a possible injury but cannot get to the scene, modify the communication with Dispatch as follows:
Call: Do you have a report of a 10-50 on <Location>
If dispatch responds yes, end the communication <Clear>
If dispatch responds no, I am airborne on <lift> and see a possible 10-50 ….

**SCENARIOS:**
1. You are approached by a guest reporting:
"Hey, there’s a skier who looks hurt near that big air bladder thing”.
You ask for a description and are told: “It’s a guy wearing a black or dark brown jacket, and whitish or beige pants. He looked pretty hurt. He’s just lying there and he hasn’t gotten up yet”.
You ask what the injury is and are told: “I don’t know. I just know that he looked hurt”.
Your call:
- A. Timberline Patrol, Jack
- B. Go ahead, Jack
  A. Do you have a report of a 10-50 on High Point?
  B. No. Do you have any details?
    A. I have a guest report of a possible 10-50 on High Point near the air bag, male skier, dark over light, nature unknown
    B. Patroller on the way. Clear

2. You are on the Eagle and see a boarder lying on the snow below Phone 7 near Tower 14. You holler down and a bystander tells you that she fell hard and complains of neck pain. You forgot to notice what she is wearing.
Your call:
- A. Patrol Headquarters, Jill
- B. Do you have a guest report of a 10-50 on Main Vein below Phone 7?
  A. No. Do you have any information?
  B. I’m flying over a guest on the snow near Tower 14, skier’s left, female boarder, no further description, possible neck injury.
    A. We have a patroller on the way. Clear.

3. You are at the base of the Eagle when you are approached by a guest who states “I saw two people collide just right up there in that flat area where all those trails come together. Neither one of them got up by the time I skied past them”. After you talk to the guest you determine that she was referring to Sawmill Flats, and that she doesn’t know if anyone is injured, nor can she remember what either is wearing.
Your call:
- A. Patrol Headquarters, Bill
- B. Go ahead, Bill
  A. Do you have a guest report of a 10/50 at Sawmill Flats?
  B. No. Do you have any information?
    A. A guest reports a Code 66 with Possible 10/50s at Sawmill Flats, 2 persons involved, no description or nature reported.
    B. We have a patroller on the way. Patrol Headquarters clear.

**NOTE**: It’s important to give all three parts of the report (LDN) even if you don’t have all the information. Just note nature unknown, description unknown, and so forth. Otherwise, the dispatcher will ask for further information, prolonging the call.

4. You are at Concrete Corner and a guest waves at you from near Phone 21. He says he’s really tired and doesn’t think he can get down the next pitch. You recommend that he might try Easy Road Too, but he responds that he’s just too tired. He is a boarder wearing a multicolor print jacket (predominately red) and brown pants.
Your call:
- A. Timberline Patrol, Janey
- B. Go ahead, Janey
C. A guest requests a taxi at Concrete Corner, skier's right, male boarder, red print over brown.
D. A patroller is on the way. Timberline Patrol clear.

5. A skier is sitting on the snow on Main Vein, partway down the pitch below Phone 7. They are in the middle of the run, but roughly at the level of Tower 14 of the Eagle. She tells you that she is fine but is really tired and would like a ride down. She is wearing a purple jacket and pants, and a red helmet.
Your call:

   • A. Patrol Headquarters, Scott
   • B. Go ahead, Scott
   • C. A guest requests a taxi on Main Vein at Tower 13, middle of the run, purple over purple, red helmet.
   • D. A patroller is on the way. Patrol Headquarters clear.

Just after you complete the above taxi request, the guest tells you that her right knee is really starting to hurt. When she tries to stand up, she grabs her knee and sits back down.
Your call:

   • A. Patrol Headquarters, Scott
   • B. Go ahead, Scott
   • C. The taxi I just requested at Tower 13 is now a 10-50. Possible knee injury.
   • D. Thanks, Scott. Patroller is on the way. Patrol Headquarters clear.

It's very important that you identify the fact that this 10-50 was already reported as a taxi. Otherwise, the dispatcher might send a second patroller, not realizing it is the same incident.

6. You are approached by a couple who tell you that their 8 year old son was coming down High Point with them. When they stopped at Gee Whiz and looked back, he was gone. They think he must have skied into the trees below Concrete Corner. Tommy Smith is wearing black over black and a black helmet that is covered with stickers.
You call:

   • A. Timberline Patrol, Mary
   • B. Go ahead, Mary.
   • C. Do you have a report of a separated party, 8 year old male skier?
   • D. No. Do you have any other information?
   • E. Black over black, black helmet with lots of stickers, last seen on High Point between Concrete Corner and Gee Whiz.
   • F. Thanks, Mary. Timberline Patrol clear.

Note that the guests name was not used on the radio. It is policy not to use guest names on 1A. Your next step is to accompany the parents to LPR and take a full report, including cell phone numbers, arranged meeting place, etc. Turn this info over to Shauna, Warren or call PHQ and ask them to enter the incident. There are a lot of permutations to separated parties.

Radio Training Practice Scenarios

Situation: Encounter a guest that has fallen but says they are OK. Guest requests a ride down. After calling for a Taxi, guest says their wrist is in pain.
Location: High Point, halfway between Coppertone Split and Concrete Corner.
Description: Female boarder, camouflage over green.
Situation: Encounter a guest that says they have a headache, stomachache, and feel nauseated.
Location: Brennan’s Grin, below second A Road crossing, skier’s left.
Description: Male skier, red over black.

Situation: Stopped by a mother who tells you her 6 year old son went into the trees and didn’t come out.
Location: Concrete Corner
Description: Male, 6 year old, skier, white over black.

Situation: You come upon an accident. Skier vs. tree. Guest is screaming, leg and head injured, blood everywhere.
Location: West Liberty, skier’s right.
Description: Male skier, black over black.

Situation: You encounter a guest who says they can’t make it down but they are not hurt.
Location: High Point just below Concrete Corner.
Description: 300 pound, male skier, green over black.

Situation: A guest stops you and tells you someone was hurt up above. They are pointing to CDL or Mine Dump but aren’t sure which.
Location: Guest stops you at A Road and Ptarmigan
Description: Guest description is vague except it is a male skier.

Situation: Guests from the lift alert you to a collision below with injuries. Upon arrival it appears a reckless skier hit a boarder. The skier has an injured shoulder and the boarder is unconscious.
Location: Main Vein at Skid Road.
Description: Male skier, red over orange. Female boarder, grey over green, teenager.

Situation: You come upon a skier walking, carrying their skis. The guest says their stupid skis won’t work.
Location: Coppertone, 200 yards below Phone 19.
Description: Female skier, white over red.

Situation: You are on the lift and see a boarder that appears to be injured.
Location: Timberline Lift, tower 8.
Description: You are too far away to get a good description except it is a male boarder.

Situation: A 7 year old girl skis up to you and is crying because she has lost her parents.
Location: Easy Feelin’ above Woodwinds Traverse.
Description: 7 year old female, blue over tan.
Situation: You need to call your Team Leader to verify a change of stations.
Location: Top of the Eagle Lift
Description: N/A