

# SKI WENTWORTH: CSP PROTOCOLS

## Facilities

The **Ski Patrol Room** is located in the red-roofed building adjacent to the Rental Shop/Ski Locker Building. This is, as explained below, where patrollers sign in and out and check out radios. *This room must be kept locked whenever a patroller is not inside.*

With one bed and one Stryker stretcher, the **First Aid Room** (also located in the red-roofed building) is configured to deal with up to 2 seriously-injured patients at a time. If their injuries and the weather permits, additional patients can be accommodated on the bench or on the porch of the **CADS Hut** (located opposite the FA Room). This room also contains our first aid supplies. Patrollers needing to restock their first aid kits should do so when the room is not being used to treat a patient. If you ever need access to this room when it is locked, it has the same lock combination as the Patrol Room.

Patrollers are encouraged to use the **Top-of-Hill Hut** for breaks and meals. Having patrollers at the top of the gravity well, ready to respond to an incident anywhere on the hill, is a tremendous benefit.

The staffed **Ticket Window** is located inside, toward the south end of the main lodge.

The **Mountain Safety Office** is located in the Skigloo, the orange-doored building in the parking lot to the south of the main lodge.

## Rostering

The standard expectation for Wentworth patrollers is **5 weekend/event shifts** (around 35 - 40 hours), with no more than 3 of those being Saturdays. There are many ways to accomplish this. You could do 3 Saturday shifts plus 2 Saturday events if you love Saturdays, or all events, all Sundays, etc., etc. But also note that we are flexible—a number of our patrollers, for example, patrol primarily on weekdays. ***If weekends or full shifts don't work for you, or if you need to reduce your commitment to the patrol for any reason, please reach out to Alex (alex.rhinelanders@skipatrol.ca) to arrange an alternate schedule.***

While your patrol shifts can consist of a mix of weekend, competition, and weekday shifts, we do have a few guidelines which are based on making our service as useful as possible to the hill's operations.

- ***The weekend and competition slots are the ones that Wentworth most needs to have filled by the volunteer patrol in order to keep the hill running smoothly and***

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**safely.** We are looking to have a minimum of 6 patrollers on Saturdays and 5 on Sundays, and we need to fill all competition slots. Please help out with these as best you can.

- Weekend shifts run from 9:00am to 5:00pm or sweep, whichever is earlier. The hours for competition slots will be posted on SUG once known, but generally are a bit shorter.
- While Wentworth recognizes that many patrollers may be unable to regularly patrol on weekdays, the hill very much appreciates the assistance of those who can. Our ideal would be to have two or more volunteer patrollers helping out on weekdays.
- ***Please sign up for your shifts early—ideally one week or more in advance—and treat your signup as an obligation. If you are ill and cannot fill a shift you signed up for, try to find a replacement. If you cannot do so, notify your Team Lead.***

### Passes

Wentworth provides season passes for:

1. Patrollers for whom Wentworth is their **Primary Area**. These patrollers have committed to 40+ hours patrolling at Wentworth over the course of the season. They may use their passes for both patrolling and skiing/riding out of uniform.
2. Patrollers for whom Wentworth is their **Secondary Area**. These patrollers may patrol as much or as little as they wish—any contribution is appreciated. They may NOT, however, use their passes for skiing/riding out of uniform until or unless they complete 40 hours of patrolling at Wentworth.

Other patrollers are welcome to join us and will receive free day passes. Before coming to the hill, please see our **Visiting Patroller** policy (below).

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## Visiting Patrollers

We are happy to welcome visiting patrollers to Wentworth and will provide them passes.

***NS-Zone patrollers who did not complete their On-Snow at Ski Wentworth*** must be signed off by an Instructor, a Patrol Team Leader, or the Mountain Safety Manager before they are cleared to patrol at Wentworth. Speak to the team lead at Morning Meeting or check in by radio if you arrive after the meeting, and we will take care of getting you set up.

Any ***out-of-zone patrollers*** wishing to patrol at Wentworth should ask their Patrol Leader to contact Alex Rhinelanders ([alex.rhinelanders@skipatrol.ca](mailto:alex.rhinelanders@skipatrol.ca)).

## Patrol Day

***Whenever they are not 'on the clock' with Mountain Safety, ALL patrollers who are using a Wentworth-provided pass, whether they are skiing/riding in or out of uniform, MUST sign in and out.*** Signing in/out and signing out a radio are all done in the same book, which will be kept (along with our radios) in the Patrol Room.

At Ski Wentworth, the volunteer patrol is not responsible for morning sweep (Mountain Safety takes care of this). Feel free to use the time from your 9:00 arrival to the 9:30 morning meeting signing in and collecting your radio, checking over your gear and supplies, or going for a warm-up run or two.

***Morning meetings will be held at the top of the hill at 9:30 am on Saturdays and Sundays.***

At this time you will be briefed on trail conditions, any scheduled events or groups, any changes in patrol procedures, and you will be able to sign up for a bump shift (if needed). If you arrive after this meeting, please radio the Team Lead and they will make sure you get any needed information. Likewise, if you are leaving the hill before sweep, radio the Team Lead and let them know that you are going. *Note: On weekdays there are generally not scheduled morning meetings. Instead, radio Mountain Safety to check in and out.*

Team Leads may decide to run a 'bump' system. At Wentworth, this means that a patroller is stationed at the top of the hill and performs several functions:

1. Having a bump patroller at the top means someone is always available to quickly respond to an incident. Generally, on report of an incident, dispatch will check to

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see if another patroller is able to respond. If so, great. If not, the bump will respond and the next patroller to reach the top can take on the role of bump.

2. While they are at the top, bump patrollers frequently position themselves near the off-loading area of the lifts in order to be able to quickly assist customers who have difficulty offloading.

Generally, bumps are only assigned during weekends.

**Evening sweep** is organized and run by Mountain Safety. The time of sweep varies according to the weather and the time of year, and may be communicated during morning meetings or determined later and shared by radio. For the volunteer patrol, sweep generally consists of closing unlit trails at the end of day-time operations and checking to make sure nobody remains on those trails.

Even if you do not have a radio to return ***you must sign out before leaving the hill.*** You sign out and return radios at the same place where you signed in.

### Radio Procedures

For a full description of CSP radio protocols, see the CSP *On Snow Manual* (pp. 4-2 through 4-8 in the 2021 edition).

A few key procedures:

- ***When initiating a call, ALWAYS say the name of the station you are calling first, followed by 'this is' and your own name***, e.g. *"Ski Patrol Dispatch, this is patroller Jane."*
- At Wentworth, calls related to first aid should be made to *"Ski Patrol Dispatch."* On weekend days these calls are answered by the Team Lead or their designated alternate. On nights and weekdays, Mountain Safety will handle these calls.
- Our radio coverage is generally good, but under some conditions certain areas can have issues. This is most frequently the case for the northernmost parts of the resort, including Chickadee and some glades. ***If you hear a party trying and failing to communicate, you can offer to serve as a relay.***

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The following table provides sample messages and their meanings.

Message	Meaning/Notes
<i>Ski Patrol Dispatch, this is patroller [your name]</i>	Initiating a call. Again, you ALWAYS say the name of the party you are calling first, followed by your name. For clarity, use the full name "Ski Patrol Dispatch" when initiating a call.
<i>[name], this is Dispatch. Go Ahead.</i>	Tells you that you have been heard and should continue your call. [name] is optional here, and other replies (e.g. "Stand by") may be appropriate.
<i>Dispatch, report of an incident on [location] OR Dispatch, possible incident on [location].</i>	A member of the public has reported that someone needs help.
<i>Dispatch, there is an incident on [location].</i>	You have confirmed that someone needs assistance from patrol, but a patroller is not on scene yet.
<i>Dispatch, I am on scene at an incident on [location].</i>	You come upon a person in need of help. This informs Dispatch that there is an incident and that you are assessing it.
<i>Dispatch, [location] is a non incident</i>	You have gone to where an incident has been called in. You have either found someone in that location and confirmed they do not need assistance, or have swept the run and found no one in need of assistance.
<i>Dispatch, I am on scene at [location]</i>	You have arrived at an incident that has been called in. You will now do a primary and make a transportation decision.
<i>Dispatch, this is patroller [name]. I am standing by at the top.</i>	The next patroller available at the top of the hill lets all other patrollers know there is assistance ready if needed.
<i>Dispatch, [location] is a Load-and-Go OR [location] is a Stay-and-Treat</i>	Communicating your transportation decision.
<i>Dispatch, I require [needed item(s) and/or assistance] for [location]</i>	Requesting any needed assistance and/or materials (e.g trauma bag/AED/vacuum mattress/wheels). Wheels = an ambulance. <b>Remember to avoid sending any personal or medical details over the radio.</b>
<i>Dispatch, I am taking transport from [location] to the incident on [location].</i>	The patroller notifies Dispatch (and all other patrollers) that this toboggan is no longer in its cache and lets the patroller on scene know that help is on the way.
<i>Dispatch, transport is on scene at [location]</i>	The patroller who has brought transport is now at the scene.
<i>Dispatch, transport is leaving the scene on/at [location]</i>	The patient is now packaged in the toboggan and being taken to the hut. This lets any patrollers near the base get into position to help haul the sled to the door, get the hut ready to receive and help keep traffic around the base out of the way of the toboggan coming down.
<i>Dispatch, toboggan has arrived at hut</i>	The patient is now at the hut and will be brought inside for treatment.
<i>Dispatch, the incident from [location] has cleared the hut</i>	The patient has left, either returning to ski, rest, hospital or home.

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## Toboggan/Chairlift Protocol

### Introduction

Edge toboggans can be transported to the top of Ski Wentworth on the Cobequid & Blue chairlifts using Edge chair loaders. This is a safe and efficient way to return toboggans to the top, providing you follow the procedure outlined in this document and give the activity your full attention. Please review the manufacturer's video on using the chair loader which can be found at: <https://www.edgerescue.com/getedgeucated>.

### Procedure

- The toboggan should be loaded with the blanket bag in the back and the Sun Valley in the middle, under the two transverse bars of the handles. The scoop/backboard and splints should be located towards the rear of the toboggan. Loading the toboggan in this way will provide needed support for the chair loader while keeping the weight to the rear of the toboggan so it hangs in a nose-up attitude. **If the toboggan came down the hill empty, be sure to put something else—a backpack, bum bag or vest can work—under the chair loader so it cannot drop down and disengage.**
- Slightly lift the handle, placing the chairloader under both handle braces with the hooks facing UP and pointing to the REAR of the toboggan. Ensure the hooks engage the rearmost brace and then lower the handle.
- Bring the tail rope forward, through the chair loader and the centre nose handle. You can use this strap to tow and control the toboggan as you maneuver it to the loading area.
- Tightly secure the middle and back straps over the handles, ensuring that the handles are between and below the level of the two black support plates. Feed the excess strap over the strap clip and through the other side, then double it back on itself. **This is extremely important—the straps are holding everything together and must be well-secured!**
- Ask the lift attendant for a slowdown or stoppage of the lift. (Depending on conditions and your comfort level, either a slowdown or a stoppage may be the best and safest method of loading. Both are acceptable).
- Approach the chairlift loading ramp hauling the toboggan by the tail rope and/or the centre nose strap (single patroller) or side nose straps (two patrollers). To avoid your hand becoming stuck, hold the straps with the back of your hand away from the toboggan. Position the chair loader on the loading line (you will be ahead of the line).
- While continuing to hold the toboggan nose off the loading ramp, look over your shoulder and guide the chair loader onto the chairlift seat, then lower and release

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your hold on the nose strap(s), and allow the chair to carry the toboggan forward to you. Be sure the chair loader is fully engaged with the chairlift seat and sit down.

Note: Lifting the nose of the toboggan serves two purposes—it tips down the Y-handles so they clear the bottom of the chair and lifts the loader so it will properly engage the chair seat.

- Keep hold of the chair loader handle as you lower the safety bar as far as possible. The toboggan limits how far the bar will come down. It is important not to force the bar down or to put your feet on the footrests, as doing this will push down the nose of the toboggan and possibly cause it to slide off the chair seat.
- Once loaded, use the tail rope as a safety line. Make a round turn on the safety bar and keep the end of the line in hand.
- Call the lift attendant at the unload station of your lift. Tell them you are bringing up a toboggan on “x” chair and request a slowdown or stop to unload (as with loading, it is up to the patroller to decide which to request).
- Unloading the toboggan is NOT a passive event. When you arrive at the unload ramp you must give a solid push forward to slide the chair loader off the chairlift seat in front of you. If the chair is moving during your unloading, timing is critical. You must push the hook off the seat as soon as the nose of the toboggan is over the unloading ramp. Do not attempt to pull it off behind you or to lift the toboggan to unload.
- Guide the toboggan down the ramp and out of the way.

### **Considerations**

Only Mountain Safety staff and CSP volunteers who have been trained and approved may transport toboggans on the chairlift (approval is on an annual basis—those who were trained last year must be re-approved). No-one is required to take toboggans up the chairlift. If you have not been trained or, for any reason are not 100% comfortable with this procedure, please radio ‘Ski Patrol Dispatch’ and advise that there is a toboggan ready to be transported to the top.

A maximum of two patrollers will ride the chair while transporting a toboggan. No guests are permitted on the chair while transporting a toboggan.

Be aware of ice, snow, or moisture on the chairlift seat which may create a slippery surface. Be aware of the wind speed and be prepared for gusts. The wind can impact the stability of the toboggan on the chairlift seat. If the wind speed is high, consider returning the toboggan via snowmobile.