



Ethics & Compliance Policies & Procedures

Adaptive Sports Program New Mexico

Welcome to the Adaptive Sports Program New Mexico (ASPNM). The mission of ASPNM is to enhance the lives of children and adults with disabilities through outdoor recreation.

Our program has a proud, 30-year history of providing enjoyment and life skills to individuals with disabilities, and we trust you will carry on that tradition with enthusiasm and professionalism. We deeply appreciate the commitment you are making to serve as a volunteer/staff member with ASPNM. We will make every effort to assure that your involvement is rewarding.

The following policies are designed to serve as guidelines for the standards expected of those affiliated with ASPNM.

SECTION 1: GENERAL ASPNM POLICIES

It is the policy of ASPNM to recruit, train, and retain outstanding volunteers and staff members (cumulatively "members") who have the qualifications to successfully perform their assigned duties.

ASPNM's ability to provide continuing leadership, technical competence, and service in its field depends on its members. The purpose of this handbook is to establish an environment that will ensure optimal member contributions and commensurate rewards for effective service.

Smoking/Alcohol/Drug Use. Use of alcohol, or illegal drugs, or being under the influence of alcohol or illegal drugs, during ASPNM programs is not permitted. Smoking while working or performing duties for ASPNM in the presence of program participants or other members is not permitted. If smoking is necessary, members are allowed to take reasonable breaks, at least 50 feet away from all ASPNM Facilities.

Liability Coverage. All staff and volunteers, while attending or participating in any ASPNM activities, are covered by liability insurance. This insurance is for liability only and does not provide medical coverage or other expenses. You are responsible for personal injuries sustained while teaching, or performing other duties for ASPNM. You may not collect Workers' Compensation or Disability Insurance if injured while performing volunteer services.

Safety, Accidents and Emergencies. All staff and volunteers are expected to perform duties with the highest regard for the health and safety of themselves, other volunteers and staff members, program participants, the general public, and site personnel. While ASPNM works diligently to reduce risk factors for its participants and staff/volunteers, all involved parties should be aware that many ASPNM activities are inherently dangerous and that ASPNM cannot guarantee the safety of those involved.

In the event of an emergency or accident, proper action should be taken immediately to reduce the severity of the incident. The ASPNM Incident Report form must be prepared immediately following an accident or injury and before the volunteer leaves the program site.

SECTION 2: VOLUNTEER POLICIES

All volunteers are subject to the policies and procedures as outlined in this handbook. A candidate for volunteering must complete an application and attend required training and clinics throughout the course of their service. After review of your clinic performance, it will be determined if you are ready for one-on-one teaching, co-teaching or shadowing. Volunteers will be used in the capacity that best matches their abilities.

Not all volunteers will be used each season or for each activity. Please note that participation in a previous season and/or the submission of an application does not guarantee a volunteer position during the upcoming season or during any particular event. Many factors, including availability, teaching skills, and feedback from other volunteers and students will be evaluated each season to determine volunteer eligibility and acceptance. All volunteers are expected to act in a professional, respectful, and ethical manner while on duty.

Volunteer Qualifications

1. Teaching volunteers must be at least 16 years old, possess intermediate to advanced skills in the activity they wish to teach, and have the physical ability to accommodate student needs.
2. Snow sport volunteers must commit 8 to 10 days from January– March, (typically Thursday, Saturday or Sunday at Ski Santa Fe, and Friday, Saturday or Sunday for Sandia Peak), depending on program need and individual schedules. Training sessions are included in this time frame and are mandatory.
3. While ASPNM understands that emergencies occur and that some absences are unavoidable, we ask that volunteers commit to each of their scheduled teaching days. Additionally, we ask that if a volunteer must be absent for any lesson, that they contact the ASPNM staff with as much notice as possible, and make a good faith effort to find a replacement for themselves. ASPNM staff must approve all replacements.
4. If a volunteer's student is going to be absent, please make sure that the student

communicates that directly to the ASPNM. If your student is absent you are still expected to be on site to teach as a substitute if necessary.

Service Acceptance and Service Termination. ASPNM's acceptance of the volunteer contract form is subject to review of your written responses, references provided, and the selective review of other publically available information. ASPNM reserves the right to deny participation to any volunteer who does not meet the criteria outlined by its Board of Directors. If during the course of service, a volunteer chooses to terminate his/her involvement with ASPNM, as much advance notice as possible should be given. At the discretion of the ASPNM staff, Executive Director and/or the Board, a volunteer may be released as a result of policy violations, inability to teach effectively or inability to work with staff and other volunteers.

Volunteer Uniforms and Safety Equipment. All staff and volunteers are required to wear safety gear appropriate for the activity they are teaching, at all times during ASPNM activities (example, helmet, life jacket, etc.). Appropriate safety gear will be determined and communicated by ASPNM staff. Uniforms are required during snow sport volunteer activities, as detailed below.

Volunteer Benefits. Benefits offered by generous supporters within the community change from year to year. Participating vendors and their policies are discussed at Volunteer orientation sessions and updates are shared year-round. Volunteer appreciation activities are conducted throughout the year. Snow sport volunteers receive ski area benefits as detailed below.

SECTION 3: SUMMER SPORTS POLICIES

1. All Summer sport volunteers are required to attend training before they are involved in a lesson. Training for lake events generally occur the weekend of the event, usually on Friday. If you cannot make the scheduled trainings you will not be permitted to help with any lesson. You will still be welcome to help in the kitchen or other areas of need that are not involved with a lesson. Rafting and Rock Climbing training are provided on individual days over the course of the season.
2. A Life jacket or PFD (Personal Floating Device) must be worn by all Athletes and Volunteers at all times while near or in the water, including during free swimming activities along the beach.
3. Kitchen assignments will be spread among all volunteers during weekend camping trips. You will be assigned one or more shifts for either Breakfast, Lunch or Dinner.

SECTION 4: SNOW SPORTS POLICIES

Winter Volunteer Training. All winter sport volunteers are required to attend orientation and training clinics. Prior to the start of the winter season, new instructors must attend orientation, which includes an overview of ASPNM, general introduction to working with

individuals with disabilities and adaptive methods, as well as a review of ASPNM policies and procedures.

1. On-mountain training clinics are scheduled in December & January (weather conditions permitting), prior to the start of multi-week lessons. New volunteers receive four days of training, returning volunteers receive one to two. Volunteers who have been with the program for five or more years may attend only one day of training. Training clinics include; skiing analysis and evaluation, functional ski movements and "how to teach" methods, application to adaptive techniques, disability information (i.e., medication, physical/mental attributes, equipment), ergonomics, lift evacuation and safety issues. Each clinic leader has received training and most have certification from the national organization, Professional Ski Instructors of America (PSIA). You are encouraged to provide feedback regarding the quality of this training.
2. Although not required, volunteers are also encouraged to seek knowledge, information, and certification beyond the ASPNM. PSIA is a good source for ordering education materials and training manuals. They can be found on the Internet at www.psia-rm.org As your ski and teaching skills develop, you may wish to consider enrolling as a PSIA member and attending PSIA clinics and teacher preparatory classes, or consider seeking PSIA certification. Certification upkeep and membership renewals shall be considered the responsibility of each instructor. Limited scholarship funding for volunteers is available.

ASPNM Winter Sport Uniform. ASPNM issues ASPNM-branded jackets/vests and instructor name badges. Both are to be worn during lessons and during training. This jacket/vest clearly identifies you as a member of our instructional team while alerting others that safety around and near your student is essential. Instructors are not to wear ASPNM uniforms when they are not participating in ASPNM lessons or training.

A jacket/vest will be issued to you at no cost during training if you do not already have one. ASPNM asks volunteers to sign an agreement that they will return the jacket/vest at the end their volunteer commitment. Additionally, ASPNM requests that volunteers assume responsibility for the replacement cost of a jacket/vest if they destroy or lose the one that has been issued to them.

Student Assignments.

Your first choice for teaching day will be honored if possible. Your preferred method of teaching (three-track, bi-ski, stand up ski, blind, etc.) will also be honored depending on student demographics. As student applications are received, we will determine which teaching areas will need instructors for the year ahead. Your teaching preference may need to be altered to accommodate our students' needs. While we encourage you to develop your skills to the maximum in your preferred field, we also encourage instructors to cross-train to become familiar with other types of adaptive teaching techniques in order to serve a broad student base. ASPNM does not promise that students will be paired with the same volunteer from season to season. Please do not make this promise

to your student. We encourage students and volunteers to rotate in order to maximize benefit to each of them.

Important Documentation.

1. The Day Coordinator will have the file box containing a file on each student, including his/her application and information about disabilities. This information is confidential and you should always return these files immediately to the box. If you are the lead instructor, you should call your student or his/her parents directly to introduce yourself before lessons begin and to clarify information on the application if necessary. (When lessons are assigned more than one instructor, only the "lead instructor" should call.)
2. Progress Report forms will be located in each student's file. At the end of each lesson, summarize your lesson and note the approach for the next lesson.
3. Incident Report forms are located in the student file box. They must be filled out and turned in to the Day Coordinator for any accident requiring ski patrol. In the event of such an accident, protect your student but do not attempt to move him/her, notify ski patrol and let them administer the necessary aid. Stay with the student in the Patrol Room until the parent or guardian arrives. If you have any doubt about whether to submit a form, please do so to document an incident. Please complete the incident report form prior to leaving the mountain.

Communications

Close communications among volunteers, the Day Coordinators, the Mountain Coordinators and the Operations Director are vital to serving and satisfying our students and operating efficiently at the ski areas. Unless the road to the ski area is closed, we are expected to be there to teach. Call the state road conditions hotline at: 1-800-432-4269 if in doubt. Unfortunately, the arrangement we have with the ski area does not permit us to make up lessons in the event of inclement weather, so please be aware of this policy if a student asks. If you know that your student will be missing a lesson, please come prepared to fill in on another lesson during this time slot.

Snow Sport Risk Reduction Policies

1. ASPNM requires that all students, volunteers and staff wear a helmet during any ASPNM activities on the snow. This includes walking around the base area while doing boot drills and/or working with first time skiers. For students who have difficulty with wearing a helmet we suggest practicing with a helmet prior to the start of the six-week session. Helmets can be loaned to any ASPNM participant. This is a zero tolerance policy and any volunteer or participant that does not wear a helmet will not be allowed to participate with the program.
2. If any students have experienced a seizure within the past 12 months, they will be required to wear a harness (for securing to the chairlift). If they refuse to wear a harness, ASPNM retains the right to withhold services. Proper fitting of harnesses

and helmets will be covered during instructor training.

3. A weight limit of 190 pounds will be enforced for ALL sit down skiers at Ski Santa Fe. A weight limit of 160 pounds will be enforced for ALL sit down skiers at Sandia Peak.

Rental and Adaptive Equipment

1. The first day of lessons will require patience and skill since you will be setting your student up with appropriate equipment for the season. If your student uses standard equipment, you will escort him/her through the standard rental line process. A form for each student with his/her name and address filled out will be found in the student's file. Complete the form with help from the student's application and parent/guardian and have the parent/guardian sign where indicated, front and back. At the top of the form, write in bold letters: ADAPTIVE SKI PROGRAM and next to it the day of the week (THURSDAY, FRIDAY, SATURDAY or SUNDAY) and the time slot your student has been assigned (AM or PM). When you return your student's equipment, be sure to return the rental form as well.
2. Subsequent lesson days: the rental shop will pre-set your student's equipment according to the original form, so you do not have to fill out the form again nor wait in line. Skis will be leaning against the counter at the far end of the rental shop, each stuffed with the student's form. Locate your student's skis by looking at the names on each form. Check the din settings of the skis against what is written on the reverse side of the form. If they match, indicate your acceptance with your initials where indicated. The ski area will charge ASPNM for each pre-set, so please have your student notify the Day Coordinator or Assistant Mountain Coordinator as far in advance as possible if you know your student will not be present on a given day. The Rental Shop is a highly charged area as everyone is anxious to hit the slopes, so please be the voice of reason and calm as you work with them. They are providing us with a tremendous service that we could not operate without. If there are unreasonable issues, please refer them to the Mountain Coordinator or Director of Operations.
3. All non-adaptive rental equipment is returned to the ski area rental shop at the end of each lesson.
4. Adaptive equipment is housed in our building. Please respect the order of things and return each piece to its original position. Be sure to note the number of the equipment and settings on the student's progress report, so you can retrieve it for the next lesson. If any piece of equipment is damaged or broken, please advise the Day Coordinator immediately and place a red tag on it for repair. If you are using a bi-ski, mono-ski or slider please sweep off the snow prior to returning the equipment to its original position.
5. Volunteers and students are required to store their soft gear (no skis please) in the

ASPNM building during the day. The Day Coordinator will lock the buildings shortly after the last lesson (approximately 3:30 PM). If your gear has not been claimed, it will be locked inside until the next program day or the following week. ASPNM will not assume any responsibility for the safety of items stored within its facility.

Lift Line. All lessons must go through the standard lift line. We are not permitted to use the ski school / ski patrol life line.

Lift Procedures. The lift operators, trained by the ski area, are responsible for the safe operation of the lift. Ultimately their judgment will determine the actions of ASPNM participants. Conflicts with mountain personnel, should they arise, should be reported to the ASPNM staff. Direct confrontation must be avoided.

Loading Lift Procedures

1. Unless specifically asked by an instructor for assistance, the lift operator has been instructed to not touch the chair of a loading sit down ski. This has a potential of interrupting the rhythm and count of the loading instructors. Pulling the chair can create an un-level surface, which is essential for a successful load. ASPNM instructors will be trained to perform loads without lift operator assistance.
2. The lift operator should be positioned to stop the chair in the event of a mis-load. Problems caused by a stop are less significant than those occurring from a mis-load.
3. Lift operators should always make a call up to the top to alert the operator that as it down skier is on board. This is not a request for a SLOW, only a means to warn staff to be aware. The lift operator should come out of the hut and make eye contact with the approaching sit down skier and his/her instructors.

Unloading Lift Procedures

1. Prepare students for unloading and have lift operators assist only when necessary. Assume unloading will proceed at FULL SPEED. A SLOW SPEED may at times be required for safety reasons. Always verbalize your intentions while using the proper hand signals. The SLOW SPEED hand signal is one arm raised, moving up and down. A STOP hand signal is made by drawing a hand across the throat.
2. If a fallen skier is in the path of an offloading sit ski and cannot be cleared in time, the lift operator must STOP the lift. The sit skier and his instructors may find it difficult to maneuver around the clutter. The off load area must be kept clear. We too must follow suit and after a fall, vacate the area quickly without anxiety or alarm to our students.

3. If for any reason participant cannot be unloaded off of the chair, the instructors should STAY ON THE CHAIR with your student at all times.

Voucher Program. Because of the support provided by the ski areas, ASPNM will provide each instructor, on the day of service, an all-day lift ticket. In addition, another all-day lift voucher, courtesy of the ski area, will be made available at the end of each teaching day. This voucher is redeemable only for volunteer use and only for use within the season in which it is issued. It is non-transferable and not for resale. To redeem a voucher, a current, valid instructor I.D. card MUST be presented to Skier Services to receive a free ticket. If this card is lost, the Operations Director should be alerted. Without your instructor I.D. card, Skier Services personnel will be unable to issue you a ticket, no questions asked. Returning volunteers receive an I.D. validation sticker each year at orientation. Please remember that these tickets are a courtesy of the ski area and not an entitlement to ASPNM volunteers; the ski area reserves the right to discontinue the voucher/lift ticket program at any time. ABUSE OF VOUCHERS JEAPORDIZES THE PROGRAM AND CAN LEAD TO A VOLUNTEER'S SUSPENSION AND/OR TERMINATION.

1. Volunteers earn one voucher for each full day of teaching (AM lesson & PM lesson).
2. If a volunteer is only able to teach for 1/2 a day, then they must teach for 2 days to earn a voucher.
3. Volunteers teaching private lessons earn a voucher for each day they teach a private, which is 3-4 hours.
4. If your student is a "no show", and you are not needed in another lesson, you will NOT be penalized and will still earn your voucher.
5. If you are called by the Director of Operations to be an emergency substitute for an AM or PM lesson you will earn a voucher even if you only teach for half a day.

ASPNM relies on YOUR help and support to create outdoor opportunities for our amazing athletes! Thank you for your involvement with ASPNM!