

Camp Fortune Academy Handbook
300 Chemin Dunlop, Chelsea, QC, J9B 2N3
Pro Room Telephone: (819) 827-1717 ext. 2223
Blog: http://www.cfskiacademy.wordpress.com

Pro Room Hours:

Monday	8:30 am - 8:30 pm
Tuesday	8:30 am - 6:30 pm
Wednesday	8:30 am - 8:30 pm
Thursday	8:30 am - 8:30 pm
Friday	8:30 am - 6:30 pm

Management Team

Snow School Director: Francois Bernier
email: fbernier@campfortune.com
Tel: (819) 827-1717 ext 2204

Snow School Manager: Seán Delaney
email: sdelaney@campfortune.com
Tel: (819) 827-1717 ext 2223

TABLE OF CONTENTS

1 CAMP FORTUNE SNOW SCHOOL
1a Camp Fortune Mission Statement
1b Client Interactions
1c Alpine Responsibility Code and Code of Ethics (appendix A and B)

2 COMMITMENT AND COMMUNICATION
2a Offer of Service
2b Absences

3 DAILY OPERATIONS AND PROCEDURES
3a Weekday Schedule
3b Evening Schedule
3c Weekend Schedules
3d After the 9-Week programs (Spring Skiing/Riding)
3e Meeting Areas
3f Parking
3g Pro Room
3h Dress Code

4 CLIENT INTERACTION AND LESSON PLANS

5 LIFT LINES AND SAFETY
5a Lift Lines
5b Lift Safety
5c Cold Weather Protocol

6 ACCIDENT PROTOCOL

7 LOST STUDENT PROTOCOL

8 DUTY OF CARE

9 INSTRUCTOR RESOURCES
9a Protocols and Teaching Resources
9b Supervisors
9c Teaching Assistants (TA)
9d CSIA / CASI/ ACA
9e Patrol
9f Director

10 TRAINING
10a December training
10b Regular training season

FAQ'S
APPENDIX A
APPENDIX B
APPENDIX C
ALPINE RESPONSIBILITY CODE
SKI LEVEL ABILITIES
9-Week MODULES

1 CAMP FORTUNE SNOW SCHOOL

Congratulations on joining the Camp Fortune Snow School!

To help you understand how the Snow School operates, this handbook is offered to guide you through the day-to-day activities at Camp Fortune.

1a Camp Fortune Mission Statement

"To provide Camp Fortune visitors with a unique and superior recreation experience, one that will bring the customer back time and time again; all this accomplished through attention to detail and excellent, knowledgeable, and caring staff."

1c Client Interactions

Clients are our guests. We can work together as a team to provide our guests with a "unique and superior recreation experience".

How?

- Greet guests with eye contact, enthusiasm and a smile;
- Request and respond to guest feedback;
- Suggest products and services to guests;
- Be an ambassador for the resort and the sports;
- Behave in a professional manner at all times while at the resort;
- Be proud and enthusiastic;
- Help inform clients of the services offered at Camp Fortune;
- Watch your language at ALL times (in the lift lines, on the lift, in the lodge etc.);
- Be proactive:
- Ask clients if you can help them;
- Help direct clients when they look lost;
- Help skiers/boarders in need; and
- Pick up garbage.

1d Alpine Responsibility Code and Code of Ethics

Follow the Alpine Responsibility Code at all times (appendix A).

Follow the CSIA/ACA/CASI code of Ethics (see www.snowpro.com or your course manual).

2. COMMITMENT AND COMMUNICATION

2a Offer of Service

As part of the Camp Fortune Team, your commitment to the school, the sport and our clients is valued. To that end, you are expected to fill out an offer of service form at the beginning of the season indicating when you are available to teach. This represents a daily offer of service. The offer of service will be used to generate a list of instructors and their contact information and will be used only by the Snow School office.

2b Absences

Please advise your supervisor in writing or by email of any planned absence as soon as possible. Your absence should not affect the progress of your class, therefore, it is your responsibility to give instructions to your replacement and to follow up with them upon your return.

By offering your services to a 9-Week program or to a student, you are making a commitment to them. Camp Fortune Snow School values perfect attendance.

The following should be clearly indicated when requesting an absence:
Dates of your absence; Which lessons you will be missing (i.e. program, days, am or p.m.);
A valid reason; and, The name of the instructor who will be replacing you.

If you are sick or are going to be late, please call the Pro Room at ext. 2223 as soon as possible and leave a message for your supervisor.

3. DAILY OPERATIONS AND PROCEDURES

The following schedules are examples of best practice protocols for our instructors/coaches wanting to get the most out of the day at the resort.

3a Weekday Schedule
Check-in at 8:30 am. On Wednesday, the mid-week breakaway program begins at 10:30 am and ends at 12:00 pm Special events are ongoing.

3b Evening Schedule
Check-in at the Pro Room between 6:00 pm and 6:30 pm. Evening lessons start at 7:00 pm and end at 8:30 pm. The Pro Room is secured and locked promptly following the end of programs in the evenings.

3c Weekend Schedules
Check-in at the Pro Room between 8:00 am and 8:15 am. As per the offer of service, your presence is appreciated for the full day. Below are a few sample schedules of different programs. It is understood that some instructors will cross over between these programs.

Weekend Schedule for lesson programs
8:00-8:30 am - Arrive in the Pro Room and dress for skiing/riding. Check in with your supervisor in Pro Room
8:45 am Go to your meeting area
Session times: 9:00-10:30 am, 11:00-12:30 pm, 1:30 pm-3:00 pm

Weekend schedule for Private lessons and 101
8:00-8:30 am Arrive in the Pro Room and dress for skiing/riding
Check in with your supervisor in Pro Room
8:45 am Go to the meeting area for private lessons
Private lesson times: 9:00-10:00 am, 10:15-11:15 am, 11:30-12:30 pm, 1:30-2:30 pm, 2:45-3:45 pm.

Holiday and March Break Camps Schedule
8:30 am Arrive in the Pro Room and dress for skiing/riding. Check in with your supervisor in Pro Room

After the 9-Week programs (Spring Skiing/Riding)
Once the lesson programs are complete there are still many opportunities to teach and earn money. We continue to give numerous private lessons. Check-in with the private lesson supervisor.

3e Meeting Areas
You should arrive at the meeting area prior to your clients/students in order to be ready to start your class on time. Always meet your class in the same location. To avoid confusion, do not arrange to meet your group at a different location.

- Beginner 101 meets at the Purple 101 flag.
- Private lessons meet by the Grey private lesson flag.
- All Mountain Boarding meets at the Orange flag.
- Ski Wee meets in the beginners area at the Red flag.
- All Mountain Skiing meets at the Green flag.
- Adult lessons meet at the Blue flag.
- Performance meets at the Black flag.

Once your lesson is finished please return to the same meeting area. If you have children in your care, wait for the parents or guardians of the child to pick them up. If the parents/guardians are more than 5 minutes late, please advise your supervisor.

3f Parking
Parking for instructors is located adjacent to the Valley Quad. Do not park on the access road to Maple Lodge (Chalet des Érables).

3g Pro Room
The Pro Room is a designated building for instructors and staff to get changed in and somewhere to leave their personal belongings while at the resort. Please keep valuables (wallets, cell phones etc.) with you. It is very important to lock up your skis/boards while unattended. The Snow School is not responsible for lost or stolen items.

You are more than welcome to pack a lunch and use the microwaves and fridges in the Pro Room. Please remember to pick up your litter and keep the Pro Room looking clean and tidy. Every Monday morning the fridge is cleared out of all leftovers.
The Pro Room is solely for the use of instructors, please do not bring clients and students into the Pro Room.

3h Dress Code
Instructors are expected to look professional and be well groomed. All instructors should wear the following:
Camp Fortune Jacket; Black winter pants; Matching hat or helmet

4. CLIENT INTERACTION PRE AND POST LESSONS

While waiting for your students/clients to arrive, be proactive and look for your clients/students.

Private lessons

The start of a lesson

- Introduce yourself to students and parents (as applicable);
- Smile and shake hands;
- Ask what the client is expecting from you.
- Repeat what you understood.
- Explain to parents where you will meet them at the end of the lesson.

The end of a lesson

- Explain to parents/repeat to clients what you worked on during your lesson and what to work on before the next lesson;
- Say goodbye to parents and students and give them your name and phone number so they may contact you for additional lessons. Remember, “sell the car!”

Group Lessons

The start of a lesson

- Be on time at your meeting area;
- Introduce yourself to students and parents (as applicable);
- Greet clients/parents/children enthusiastically with a smile and a handshake;
- Take attendance;
- Explain when to meet and where to meet at the end of the lesson.

The end of a lesson

- Explain to parents/repeat to clients what you worked on during your lesson and what to work on before the next lesson;
- Say goodbye to parents and students;
- Fill in the class card with attendance, your name, what skills you worked on, where you skied/rode and the level of your students. Return class cards to the supervisor.
- At the end of the 9-Week programs, a progress card is completed by the instructor and given to each student.

5. LIFT LINES AND SAFETY

5a Lift Lines

Private Lessons:
In order to maximize teaching time, there is a designated area for private lessons at each lift. Lift staff will tell you when you can enter the lift line.

Group Lessons
Use regular client lift lines when in a group lesson. This is a great time to teach lift line etiquette and reinforce the skills for that lesson.
Free Skiing/Riding - Use regular lift lines and act professionally at all times.
Lift line staff are your colleagues and have rules to follow, please treat all staff with respect.

5b Lift Safety

Children 6 years old and under must ride with a member of staff, such as an instructor, TA or Patroller.

The general public must not ride with any unaccompanied children in lessons under any circumstance

Before getting on a lift with a student/client, inform them of the following:
- How to load the chairlift;
- How to sit on the chairlift;
- How to lower the bar;
- How to behave on the chairlift;
- How and when to lift the safety bar;
- How to get off the chairlift;
- Where to meet the group.

The instructor gets on the chair behind the class (with the last of their students).

Instructors are encouraged to ride with their students (not their buddies).

It is understood that pupils in need of assistance on chairlifts will require special attention. If extra help is needed from other staff or patrollers, ensure they understand their role and are comfortable assisting the students.

5c Cold Weather Protocol

In very cold weather, instructors should look out for students with frostbite. It is recommended that breaks in the lodge be taken regularly, however, not for more than 7 minutes at a time.

What is frostbite? Frostbite looks like white waxy patches on exposed skin such as cheeks, nose, ears and forehead. You can also see frostbite on areas of poor circulation such as fingers and toes. Do not rub frostbitten areas, warm up the area slowly. Use warm compresses or your own body heat to re-warm the area. Underarms are a good place.

Be sure that all your students are dressed appropriately for the weather, including:
- Neck warmer (not scarves) to cover cheeks;
- Waterproof gloves or mittens (not woollen or fleece);
- Dry ski socks;
- Warm layers (including turtleneck, long-sleeved shirt);

On cold days and high wind chill days (colder than -20°C, as a general rule) students MUST come to class with ski goggles and a neck warmer in order to participate in the ski lesson. If a student is not dressed appropriately, please advise your supervisor.

6. ACCIDENT PROTOCOL

Inform the Patrol of injuries immediately:
Signal for a patrol by raising one hand and holding it straight up in the air; NEVER move an injured person;
Ensure the safety of the injured person by crossing your skis or placing your board uphill of them, or by positioning someone uphill to alert other users.
Keep the injured person warm;
Gather your group in a safe spot on the hill; find someone with a radio;
Send an adult, another instructor or a Teaching Assistant (TA) down to the bottom of the hill to find a supervisor or someone with a radio. The Private Lesson Supervisor at the rendezvous shack, Customer service and the bottom of each lift all have radios.
You may leave the scene of the accident with your class once the injured student is in the care of the Patrol.
Inform your supervisor of the incident.

Things to take note of in order to better fill out the incident report:
- Snow conditions, location of instructor, location of student;
- How the accident occurred;
- If another person is involved, get their name, address and phone number;
- Check if there are any witnesses and get their names and addresses;
- Note the instructions given to the class and the fashion in which these directions were followed;
- Note the date and time of the accident;
- Fill in an accident report, available in the Pro Room.

7. LOST STUDENT PROTOCOL

When you have lost sight of a student in your care:
- Stop as soon as you realize you are missing or can't see a student;
- Regroup all your students;
- Look around you for any reference points;
- Go to the bottom of the run;
- Communicate immediately with someone who has a radio (i.e. a supervisor or a patroller) and ask for help; e.g."I have lost sight of a student at the top of Pineault, (Give a description of the student) "They are wearing a blue snowsuit and a grey helmet" (there approximate age and Name) "They are X years old and their name is …."");
- Wait for instructions from your supervisor;
- Give a detailed account of your actions to your supervisor.

8 DUTY OF CARE

When teaching children, "Duty of care" starts when you first meet your student at the start of the lesson and ends when the children have been released into the care of a parent or guardian.

Duty of care owned by an instructor supervising children means the instructor has to undertake the care and responsibility of the children in the same manner as a careful or prudent parent or guardian would in similar circumstances.

The role of an instructor is to:
- Be a knowledgeable, responsible and vigilant guide to the student while on the mountain;
- Know the resort policies, Snow School policies and facilities.
- Have a genuine concern for the well-being of students, as well as their progress.

9. INSTRUCTOR RESOURCES

The following sections include examples of the resources available to you. These resources will help you provide the best services to your customers and develop your own skills.

9a Protocols and Teaching Resources

Compare experiences and solutions with peers and experienced instructors;
Check with supervisory staff;
Ask and verify at Snow School Desk ("Cage");
Use of equipment (stubbies course, brushes, bumps, kinder park, hoops)
Read regular blog posts by the academy (if you are not on the list for updates, visit https://cfski.academy and click the "follow" button)

9b Supervisors

- Are in place to manage various programs;
- Are directly in charge of their instructor staff;
- Are there to assist in your lesson planning and group/parent management;
- Are responsible for payroll entries, therefore be sure to check in and out on Evolia at the beginning and the end of the day.

9c Teaching Assistants (TA)

- Are volunteers;
- Have received a training course, including lift safety and pupil assistance;
- Are an invaluable resource for program instructors dealing with young beginner children;
- Teaching Assistants are future instructors and as such, receive training during the season to prepare them for the Level 1 course.

TA duties include:

- Assisting students on the chairlift;
- Assisting pupils that have fallen;
- Helping the instructor to motivate and keep the group moving;
- At no time will a TA be assigned a group without an instructor in charge or be left alone with a child or group.

9d CSIA / CASI / ACA

Check www.snowpro.com and www.casi-acms.com. Under Resources, you will find various tips, information and teaching tactics, as well as information on courses, Pro Days and links to online manuals.

9e Patrol

- Can help with chairlift duties;
- Can be reached:
  - Via radio;
  - If patrol is in sight, a raised arm overhead will signal you need assistance.

9f Director

Just an email away at fbernier@campfortune.com; email is the best means of contact.
Office door is always open; **READ THE BLOG!**

The Snow School Director, Manager and the Supervisors will always find time to talk with an instructor or TA needing assistance, advice, or a technical opinion.

10. TRAINING

10a December training
A day must be attended by all new and returning staff. Once the initial day is attended, personal development training is available and recommended for those wishing to develop their skills and advance their certifications.

10b Regular training season
Sessions are available:
Monday evenings at 7:00 pm
Personal development, certification course specific training, video analysis and more!
Your personal development depends entirely upon the effort you put into it. No one can talk you into skiing or riding better.

FAQs

- If I am unable to work a scheduled day (i.e. sick) when and where do I phone in? - *It is your responsibility to find a replacement, but in the case of an emergency, call the Pro Room at 819 827-1717 ext. 2223 and ask for your supervisor or leave a message for your supervisor.*
- Do I sign out somewhere when the day is over? - *No. Check out with your supervisor at the meeting area once all the students from your class have been picked up.*
- The students in my class are ages 10 to 12. Can they leave on their own when class is over, or do I need to meet the parents every week? - *NO, all junior program participants must be picked up by a parent or guardian.*
- Can I take my class into the lodge for a break? - Instructors should monitor students for signs of frostbite, excessive cold, or fatigue. If a break is necessary, a healthy child should generally require no more than **five minutes in the Main Lodge**. Students must remain supervised at all times. Longer breaks should be avoided, as the humidity inside the lodge can cause students to feel colder when they return to the slopes.

  If taking a class into the Main Lodge:
  - Keep the entire class together and supervised.
  - Skis and snowboards must be grouped together in one designated area.
  - Students should not leave the group or wander throughout the lodge.
  - Food should **not** be provided to students by instructors due to potential allergies.
  - If a student requires food or a drink, it is their responsibility and cost.
  - Clients are **not permitted in the Pro Room.**
- What is the Snow School policy on jumping for both the Terrain Park (when open) and the little jumps on the side of the runs? - T*he Terrain Park is reserved for certified or trained Park & Pipe instructors, without this certification no instructor can take their class into the Park. Jumps are great for learning; the instructor must monitor the students closely when using jumps. The instructor should make sure the landing area is clear and the students are capable – the use of jumps should be controlled and safe.*
- What is the Snow School policy on helmets? - *Children are welcome to wear helmets, as are instructors. Instructors are welcome to promote the use of helmets. All Mountain/Ski Wee participants do not have to wear helmets. Furthermore, helmets with race face guards are not permitted. Performance students must wear helmets.*
- How do I report an incident? - *Refer to Section 6 in this Handbook*

APPENDIX A
ALPINE RESPONSIBILITY CODE

There are elements of risk that common sense and personal awareness can help reduce. Regardless of how you decide to use the slopes, always show courtesy to others. Please adhere to the code listed below and share with others the responsibility for a safe outdoor experience.

1. Always stay in control. You must be able to stop, or avoid other people or objects.
2. People ahead of you have the right-of-way. It is your responsibility to avoid them.
3. Do not stop where you obstruct a trail or are not visible from above.
4. Before starting downhill or merging onto a trail, look uphill and yield to others.
5. If you are involved in or witness a collision or accident, you must remain at the scene and identify yourself to the Ski Patrol.
6. Always use proper devices to prevent runaway equipment.
7. Observe and obey all posted signs and warnings.
8. Keep off closed trails and closed areas.
9. You must not use lifts or terrain if your ability is impaired through use of alcohol or drugs.
10. You must have sufficient physical dexterity, ability and knowledge to safely load, ride and unload lifts. If in doubt, ask the lift attendant.

Know the Code - Be safety conscious
It is Your Responsibility

APPENDIX B
SKI LEVEL ABILITIES

Level	Current Skiing Ability
Red	**Never skied:** I have never downhill skied. (Cross country skiing experience does not apply.)
Green	**Beginner:** I can make controlled snowplow turns down a Green run without help. (Allen's Alley and Pineault)
Blue	**Novice:** I can snowplow turn and sometimes parallel ski on easier runs I am, comfortable on Green runs and easier Blues runs. (Marshall and Paradis)
Black	**Intermediate:** I can parallel ski and I am comfortable on intermediate slopes. (Clifford and Slalom)
Double Black	**Advanced:** I am comfortable parallel skiing with a pole plant on all levels of slopes. (Bud Clark and Canadian)

APPENDIX C

9-WEEK MODULES

Module 1

- Meet and greet
- Be sure class is well balanced
- Assess their skills
- Work use of all joints
- Any drill to get them centred is good

Module 2

- Keep up the stance & balance
- Mileage is important
- Choose terrain to get results
- Turning is led by the lower body
- You will encourage movement to help this happen

Module 3

- Reinforce acquired skills
- Discover new terrain if possible
- Turn shape can help students get results (direction)

Module 4

- Grip can be introduced through skidding first, then refined into a more steered turn
- Upper and lower body separation allows for grip, and is important at all levels
- Choose flatter terrain for best results
- Students must be centred to achieve success

Module 5

- Once the student is centred, steering effectively and able to edge, it's time to "have fun"
- New hills, bumps, more speed, long and short turns, excite them

Module 6

- Coordinated movement patterns
- At this stage, you can aim to refine skills and eliminate unnecessary movements
- Make the skier more efficient
- Maintain a cadence
- Ski from the feet up as opposed to the head down

Module 7

- Use of all joints to manage the forces can be of help when skiing more challenging hills
- Hopping to help keep them centred
- Tall and small for range of motion

Module 8

- Review and put it all together
- By now you should be able to give your pupils a clear picture of how they ski/ride and suggest simple ways to move forward
- It's feel good time
- Positive! Positive! Positive!

- Module 9

- Have fun, be sure you finish strong
- Your attitude goes a long way in showing your professionalism
- Be sure your paperwork is done neatly