



*Beaver Creek*®

SKI AND SNOWBOARD SCHOOL

3 – 6 PROGRAM

MANUAL

2014-2015

# BEAVER CREEK SKI AND SNOWBOARD SCHOOL

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COO, Beaver Creek

Jim Kercher  
Director  
Ski and Snowboard School

Mike Blakslee  
General Manager  
Children's Ski and Snowboard School

Ben Gaieski  
General Manager  
Adult Ski and Snowboard School

Training Manager  
Stacey Gerrish

## Children's Ski and Snowboard School

## Adult Ski and Snowboard School

<p><b>3 to 6</b> Laura Foster - PM Lindsay Carter Linda Glynn <b>FYOT Coordinator</b> Tim McCole</p> <p><b>Children's Center Mgr</b> Colleen Byrd</p> <p><b>Support Staff Supervisor</b> Nancy Richardson</p> <p>Gretchen Raisch</p> <p><b>Children's Admin</b> Nikki Semrich Sarah Jones</p> <p><b>Children Product Sales &amp; Service Manager</b> Carol Coudouy</p> <p><b>Kid's Mountain Attractions</b> Sean Hensen</p>	<p><b>7 to teen</b> Justin "Sunshine" Folger Dave Oliver Jason Ansel</p> <p><b>Snowboard 7 to teen</b> Mike Markowitz</p> <p><b>Children's Privates</b> Nicole Mucciolo</p> <p><b>Beavo</b> Suzi Livran Brigid Kenny</p> <p><b>Rental Lead</b> Matt Tierney</p> <p><b>Children Product Sales &amp; Service Supervisors</b> Rebecca Davis, Tyler Kahn Pat Casias, Samantha Sorenson</p>	<p><b>Adult Privates</b> Pete Petrovski - Mgr Dave Hryckowian Rob O'Connell</p> <p><b>Adult Snowboard</b> Spike Eisenman - PM</p> <p><b>Nordic Sports</b> Nate Goldberg - PM</p> <p><b>Adaptive</b> Brett Gagnon x5465</p> <p><b>Adult Product Sales &amp; Service Manager</b> Jim Sears</p>	<p><b>Adult Groups</b> Peter Lindsay Alex "Darby" Darbut TBA</p> <p><b>Bachelor Gulch</b> Francois Nanin - PM</p> <p><b>Adult Admin</b> Andrea Saborowski Jan Aiello TBA</p> <p><b>Adult Product Sales &amp; Service Supervisors</b> Ann Rosenwald Michelle Maloney Adam Blaine Katie Langdon</p>
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### Your 3-6 Supervisors

Laura Foster 3-6 Product Manager [lfoster@vailresorts.com](mailto:lfoster@vailresorts.com) → all scheduling needs  
Lindsay Carter 3-6 Supervisor [lcarter@vailresorts.com](mailto:lcarter@vailresorts.com)  
Linda Glynn 3-6 Supervisor [lglynn@vailresorts.com](mailto:lglynn@vailresorts.com)

3-6 Supervisor Office Number 970-754-5338

Fax number 970-754-5309

### Additional Important Phone Numbers

S.S. Emergency Line	970-754-5460	Mike Blakslee –children's GM	970-754-5341
General 3-6 Ski School	970-754-5470	Children's Admin - Nikki	970-754-5474
		Sarah	970-754-5472
Ski Patrol - emergency	970-754-5111		
Ski Patrol -nonemergency	970-754-6610		
Security	970-949-4911	Beavo	970-754-5348
Lost and Found	970-754-5874	Training - Stacey	970-754-5344
FBR – Feel Better Room	970-754-5470	Adult Private Desk	970-754-ROLL
Kids Corral – Spruce	970-754-5468	Children's Private Desk	970-754-ROLL
Ranch - cordless	970-754-5369		
Top of 6 (Centennial)	970-754-6061	Bottom of gondola	970-754-6110
		Top of gondola	970-754-6111

**Great source for Ski School information and online registration can be found at [www.beavercreek.com](http://www.beavercreek.com)**

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**Beaver Creek Ski and Snowboard School Training Department**

The training department offers a wide range of clinics from beginning, intermediate and advanced sessions in bumps, freestyle, snowboard, park & pipe, certification, and more. All offered clinics are listed on the instructor website under training clinic sign up.

To view and sign up for clinics, go to our Ski school specific website at [www.beavercreekschool.com](http://www.beavercreekschool.com)  
"One stop shop" for all instructor information is [bcsnowpro.com](http://bcsnowpro.com)

- CLICK Instructor Tools, Clinic Signup
- Type in your 10 digit pass number (not six digit employee number)
- Password = \$now2015
  
- **Training Clinic Sign Up:** Click on this to sign up for clinics. You can search for specific clinics by resort (you can attend training at any VR resort) denoted as "Training Group"; by date (click on a day on the calendar); and training category. *If you sign up for training, you must attend the session.* If you can't attend a training session for which you have signed up, you must go to the clinic (in View My Clinics), and click "Remove".
- **View My Clinics:** To view the clinics that you have signed up for, as well as attended. If you need to remove yourself from a clinic you have signed up for, click "Remove" on that clinic.

**We highly encourage everyone to take advantage of the free clinics offered through the training department for professional development and personal growth.**

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**Program Training Requirements**

**MANDATORY**

- New Employee Orientation
- Intro to Ski School
- CAP/ On-Snow Assessment
- Mini/Mogul Mouse Training
- Superstar training

**AUDITS**

- Mini Mouse Audit
- Mogul Mouse Audit
- Level 1 Audit
- Level 2/3 Audit

**ADDITIONAL**

- Mountain Training
- Level 3+ Audit

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**How to check your Ski School schedule ONLINE** [www.beavercreekschool.com](http://www.beavercreekschool.com)

- Instructor Tools: Click on Instructor Scheduling
- Type in your pass 10 digit pass number (not six digit employee number)
- Password = \$now2015

■ **View Schedule**

- If you are scheduled **to work** for the day it will say "Scheduled for Children 3-6"
  - Click on "Show Private Detail" – this will indicate if you need to come in early and other pertinent information.
- If you are scheduled **off** for the day it will say "Time Off (allow override)" or "Time Off (no override)"
  - TOAO = Time Off Allow Override – you can be called in if needed
  - TONO = Time Off No Override – you are absolutely not available

■ **View Messages**

- You will receive Ski School emails. You can view and delete them here as needed.

■ **View My Clinics**

- You can view the clinics that you have signed up for, as well as those you have completed.

■ **Training Clinic Sign Up**

- Sign up for all voluntary (unpaid) training sessions here. Returning instructors *also* sign up for required (paid) training here. You can view the sign up to see other individuals who have signed up for that specific clinic ("View Clinic Participants"). Here is where you remove yourself from a clinic that you have signed up for, but cannot attend.

**If you have signed up for a training clinic for which you cannot attend, you must remove yourself from the clinic or call 970.754.5344 (Stacey Gerrish) to cancel out of the clinic. If you do not call or show up, it will be considered a NCNS and you will be subject to disciplinary measures.**

You can check your schedule at a computer in any of the locker rooms, as well as upstairs in the Children's Center front room, or downstairs in the mogul room across from the checkout table. You can also check your schedule from any computer at [www.beavercreekschool.com](http://www.beavercreekschool.com).

- Scan your pass or enter 10 digit pass number
- Enter the password = \$now2015

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## Beaver Creek Children's 3-6 Ski School - Schedule Policy

### Days Off:

- If you need specific days off, you **MUST** communicate in writing **at least** two weeks in advance. The more notice we have, the better your chances are of getting the time off.
- If it is within two weeks of a specific currently scheduled day, you will need to:
  1. Find someone to trade with, or work for you; **and**
  2. Have the change approved by a supervisor. We will not approve any trade that requires someone to go into over-time.
- You are each responsible for checking your schedule on a *daily* basis to insure that you know when you are scheduled to work. The schedule is usually "set" two weeks out. Do not assume that a "Time Off Allow Override" day off a month away will remain that way. **CHECK YOUR SCHEDULE FREQUENTLY! IT IS YOUR RESPONSIBILITY TO KNOW WHEN YOU ARE SCHEDULED TO WORK!**
- Part-time employees who are available to work weekends need to re-check their schedules every Friday evening in case your schedule has changed during the week due to business volume.

### Training:

- If you sign up for a voluntary training clinic, you **MUST** also request that day off of work. The computer doesn't automatically take you off the schedule.

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## 3 – 6 Program Specifics

*Our youngest children (3year olds) must be **willing to ski and toilet trained**. Non-skiing children are enrolled in Small World Playschool, NOT Ski School.*

**Mini Mice:** = 3 year olds who are working on stopping independently and consistently in the magic carpet area  
= YELLOW color coding = VESTS: Yellow

**Mogul Mice:** = 4, 5 and 6 year olds who are working on stopping independently and consistently in the magic carpet area  
= ORANGE color coding = VESTS: variety of colors

**Superstars:** Children who **can** stop in a wedge consistently and independently. They get to ski the Haymeadow area and ride the gondola, and chair lift with an adult partner. They are divided into classes based on ability and skill development.

*Level 1-3 Gondola Skiers*  
= 3, 4, 5, and 6 year olds who **can** stop  
= GREEN STICKER  
= VESTS: Bright Green

*Mountain Skiers*  
= 3, 4, 5 and 6 year olds who are Level 3+ and higher  
= can ski all over the mountain on appropriate terrain  
= GRAY STICKER  
= VESTS: Red

**Ultimate 4**  
3-6 year olds all levels  
=same level stickers as above plus silver star  
=VESTS: Orange

**Form your own team (FYOT)**  
=3-6 year olds all levels  
=purple stickers  
=VESTS: purple

**Round Inside NAME Stickers** – to be placed on shirt or inside coats, for identification when children are inside without their ski jackets on  
Yellow sticker = Mini Mouse  
Blue sticker = Mogul Mouse  
Green sticker = Superstar Skier (including Mountain Skier)

### Brown Tags:

To be placed on the outside of a child's ski coat. This indicates pertinent information such as: Child's Name, ID # (last four digits of a guardian phone number), Date (first day checked in), Sign Out (who's allowed to sign the child out), and Phone (emergency contact number). The Brown Tag will also have a round colored sticker, which indicates the child's ski level. The Brown Tag may have a red round sticker on it, indicating any special medical or dietary concerns (e.g., allergic to peanuts, lactose intolerant, kosher, etc.). Any drug allergies will be indicated on the back of the Brown Tag.

### Colored (Round) Level Stickers:

**Yellow** = Mini Mouse – 3 year old working on stopping independently and consistently in the magic carpet area  
**Orange** = Mogul Mouse – 4, 5 or 6 year old that are working on stopping independently and consistently in the magic carpet area  
**Green** = Superstar – Level 1, Level 2 or Level 3 riding Buckaroo Express Gondola  
**Gray** = Mountain Skier – Level 3+, Level 4, Level 5 or Level 6  
**Purple** = Form Your Own Team (FYOT), with coach's name/day  
**Silver Star** = Ultimate 4

**Red Round** = Allergy or a specific special concern. If the child has a red sticker on their brown tag, they will also have an accompanying Red Allergy Tag. Also they will be wearing a bright colored bracelet.

**Red Allergy Tag** = All children who have allergies or special concerns will have this tag on their coat in addition to their Brown Tag.

As the instructor, you are responsible to check and read all tags of the children in your class.

### Medical Concerns

Many children have food or drug allergies. It is imperative that we are conscientious about these important concerns. Following is a list of common allergies/concerns:

- Peanut/Nuts - The chocolate chip or sugar cookies from the Children's Center are not "safe" to be served to children with NUT ALLERGIES (as they have traces of nuts and/or are manufactured in facilities that have other nut products). Oreo cookies can be given to children with nut allergies.
- Milk allergy/lactose intolerant- No cheese
- Certain fruit allergies
- Gluten Free – Tell a Supervisor before you leave to ski in the morning
- Kosher– Tell a Supervisor before you leave to ski in the morning
- No Meat (vegetarian), or vegan– Tell a Supervisor before you leave to ski in the morning
- Amoxicillin allergy
- Asthma/inhaler
- Penicillin allergy

*This is partial list of common concerns that you will see. PLEASE be aware of any special concerns and treat them accordingly.*

In severe cases, a child will have an epi-pen. The epi-pen must be labeled clearly with the child's name and **be kept on the child at all times.** Your trainer will discuss the epi-pen procedure in greater detail.

### Class Lists

The Class Lists are required for organization and in case of an emergency.

#### In the AM:

- The name of each child in your class is **legibly** written in the "Child's Name" column.
- The child's four digit I.D. # (as found on the Brown Tag), is written in the "ID Number" column.
- Indicate if the child is a return from the prior day (check "Y" or "N").
- List the child's allergies (as found on the Brown Tag or Red Tag) in the "Allergy" column. If there are no allergies listed on the Brown Tag, also note that (with a 0, dash, "x", etc.), so we know you checked for allergies.
- At the bottom of the list, make sure your name is in the "Instructor" row; as well as the level you are teaching that day; the day; and date.
- If you are a mini/mogul mouse instructor, indicate the color vests your class is wearing that day (e.g., orange with white trim, purple with red trim).

#### In the PM:

- Mini/Mogul instructors score the child in the "AM" and "PM" column with the scoring criteria listed on bottom of Class List.
- Superstar and Mountain instructors use level numbers in the "AM" and "PM" columns.
- If a parent/guardian wants to sign a child out outside of the Children's Center, you must ask the adult for the four digit ID Number. Once you have been told the ID Number, you must have the adult initial by the child's name in the "Sign Out" column.
- If a child was picked up inside the Children's Center, write "Inside" by the child's name in the "Sign Out" column.
- In the "Comments" column, document the child's progress for the day, as well as any pertinent information you believe is important for other instructors to know. Be tactful with your comments! The Class List is a legal document, and is kept in our files for legal purposes. Additionally, the Supervisors frequently refer to completed Class Lists for information about specific children. Remember to be thorough, use appropriate verbiage, and write legibly!

The Class List has three copies. Each copy has a specific purpose:

- The **white copy** is used to compile a master list. On your way outside to ski, leave the white copy in wall box by the elevator, or upstairs by the exit door. **DO NOT FORGET TO LEAVE YOUR WHITE COPY IN THE BIN!!!**
- The **yellow copy** is for the support staff to help with ski search. They will pull the yellow copy before you leave to ski.
- The **white card stock copy** is for the instructor to keep all day until check out. Keep the white card stock copy with you all day. You will write your "Score Level" and "Comments" on this copy. You will turn in the COMPLETED white card stock copy to a Supervisor when you check out for the day. Remember, your completed white card stock copy is kept for potential future reference in case of any parental concerns. Additionally, it is considered a LEGAL document, so legibility, thoroughness, and tactful word choice is essential.

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### Daily Time Format

#### Mini Mice

8:50am SHARP!	Morning meeting / Yard Setup (8:30a.m. during peak periods)
9:10am	Assist the check point instructor; write children's names on Class Lists; attach gloves/mittens/neck gators; organize the team's coats/helmets; engage/play with the children.
9:30am	TV off-Indoor lesson
10:10am	Bathroom and dress the children
10:25am	Outdoors
10:30am	Flatland games
10:50am	Magic carpet lesson
12:00 pm	LUNCH; prepare passports
12:25pm	Indoor lesson and theme day activity
12:40pm	Bathroom and dress children
12:55pm	Out the door
1:00pm	Flatland games

1:20pm Magic carpet lesson  
 2:15-3:00pm Rest/Quiet time  
 3:00pm-3:50pm Complete passports; parent conferences; complete your Class List; clean mini room; hang up vests; spray down used mats; engage with remaining children; checkout with a Supervisor

**Mogul Mice**

8:50am SHARP! Morning meeting / Yard Setup (8:30 a.m. during peak periods)  
 9:10am Assist the check point instructor; write children's names on Class Lists; attach gloves/mittens/neck gators; put team color vest on Class Lists; engage with the children; if a neighboring instructor has a Morning Assignment, assist with their class  
 9:30am TV off-Indoor lesson begins  
 9:45am Bathroom and dress children  
 9:55am Out the door  
 10:00am Flatland games  
 10:30am Magic carpet lesson  
 12:00 LUNCH; prepare passports  
 12:30pm Theme day activity/Indoor Lesson  
 12:45pm Bathroom and dress children  
 12:55pm Out the door  
 1:00pm Flatland games  
 1:20pm Magic carpet lesson  
 3:00pm-3:50pm Complete passports; parent conferences; complete your Class List; hang up vests, clean mogul room; engage with remaining children; checkout with a Supervisor

**Superstars**

8:50am SHARP! Morning meeting / Yard Setup (8:30 a.m. during peak periods)  
 9:10am Assist the check point instructor; write children's names on Class Lists; attach gloves/mittens/neck gators; engage with the children; if a neighboring instructor has a Morning Assignment, assist with their class  
 9:30am Bathroom  
 9:45am Dress for skiing  
 10:00am Out the door (Level 1's will take a practice run on the MC)  
 12:00 LUNCH; prepare passports  
 12:30pm Theme day activity  
 12:40pm Bathroom and dress children  
 1:00pm Out the door  
 3:00-3:20pm Outside checkout and parent conferences in the MM yard  
 3:25pm-3:50pm Remaining parent conferences inside; put away vests; complete Class List; clean mogul room; engage with remaining children; checkout with a Supervisor

**Theme days**

Sunday Safety Day – safety badges, Buckaroo Bunch story  
 Monday Eco/Friendship Day – friendship badges – Ripperoo parade  
 Tuesday Western Day — western badges - Buckaroo Bunch story  
 Wednesday Mystery Day – Hawaiian, Dinosaur, Under the Sea, Aliens/Monsters, Bugs and Butterflies...  
 Thursday Race Day – race ribbon  
 Friday Treasure Hunt Day – treasure badges, gold "coin" & toy  
 Saturday Skecology Day – badges

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**STAFF**

**Greeters** – Greeters are the first people the guests come into contact with in the Ski School lobby. Greeters will assist the guests with filling out the required paperwork, as well as giving them the proper identification tags and general information.

**Ticket Sellers** – Ticket sellers will help to ensure that children have the proper media/ticket necessary for their day/days at Ski School.

**Rental Staff** – For those children needing to rent equipment, the rental staff will take care of these needs. They will fit the children with skis, boots and helmets.

**Support Staff** - The Support staff is crucial to the success of the ski instructors and their classes. Without the assistance of the support staff, you would not be able to efficiently do your jobs. The support staff will aid you in bathrooming children, dressing children, lunch duties, ski search, sick children, picking children up in the Magic Carpet area, and much more. You are to treat the support staff (as well as all co-employees!) with the utmost respect, and ask them to help you in a polite and respectful manner- and more importantly, using "please's" and "thank you's". It is beneficial to you to learn the support staff's names, as it personalizes them and enhances the mutual working relationship. In addition, if a support staff helps with a child during the day and you are tipped by that child's parent, it is considered good form to give a portion of your tip to the support staff who assisted you for their role in that child's day.

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**Morning Meeting**

- Begins at 8:50am Sharp! (8:30 a.m. during peak periods)  
 Outside by the Stone House dressed in uniform ready to go.
- Zipped and looking professional, nametags on
- Food or hot drinks are not permitted once Morning Meeting begins, until lunchtime (still no hot drinks).

## **Morning Activities**

Some days (especially during peak times), you will be assigned a Morning Activity. During our peak times, Morning Meeting will begin at 8:30 a.m. (instead of 8:50 a.m.), due to the increased volume of children. Check the Class Worksheet every morning for your assigned Morning Activity (far right column of the worksheet), which is located on the bulletin board by the check out table.

### **Morning Activities – Instructor & Support Staff**

#### **AB Attach (Assess Bench Attach)**

- At the Assess Bench, check the child's Brown Tag to ensure they need to be assessed (look for the "A" written in black Sharpie).
- Attach children's gloves/mittens/neck gators; make sure boots are buckled.
- Write child's name on assess list, with their age, and any special comments/concerns.
- Dress the child to go outside & put neon orange assess vest on them.

#### **MM Runner**

- Take child from mogul mouse checkpoint (brown table) to their class (tables will have instructor names on them)
- Clip coat under chinstrap of helmet so they are together.
- Make sure any coats already in baskets have been attached.
- Fill out the class list – legibly with:
  - Child's Name
  - ID #
  - Any allergies
  - Check the Y or N Box under return if they were in ski school the day before

#### **Attach**

- As children come to the level leader, attach their gloves/mittens/neck gators/other clothing to their coat.
- Clip coat under chinstrap of helmet so they are together.
- Make sure any coats already in baskets have been attached.

#### **Rent Attach**

- Stay in the boot fitting room and attach children's gloves/mittens/neck gators as they come in.

#### **Blue Bench**

- The Superstar and Mountain skiers are placed on the Blue Bench after they check in at registration.
- Check the Brown Tags of the children sitting on the Blue Bench to ensure that they have a green or gray sticker with a level #
- If not, take them to Mini (yellow) or Mogul (orange) checkpoint instructor.
- If they are, send them upstairs – to the person on the landing. If no one is there, then
- Take the children to the appropriate room & level leader, based on their ski level.
- Return to the Blue Bench.

#### **½ Stairs**

- Wait at the ½ way landing on the stairs
- When the kids are sent up, send them to the person at the top of the stairs
- If no one is there, take the children to the appropriate room & level leader, based on their ski level.
- Return to the landing

#### **Security**

- Wait at the top of the stairs for superstars coming up
- Take the children to the appropriate room & level leader, based on their ski level.
- Return to the top of the stairs
- On occasion, you may have to escort parents outside – the classrooms upstairs are secure areas – no parents allowed.

### **Morning Activities – Instructor**

#### **Checkpoint / Level Leader**

- When the child arrives, check the Brown Tag to ensure the correct ski level.
- Check the prior day's master list to see if the child was in ski school; if so, assign the child to the same instructor (if working). If not, assign to another instructor – try to keep kids from same class together.
- Direct the child to the correct table.
- Keep track of the number of children assigned to each instructor on the dry erase board.
- Notify a Supervisor if a specific issue arises (e.g., classes getting too large, etc.)
- Have other instructors write children's names legibly on the Class Lists; attach gloves/mittens/neck gators; and engage the children.

#### **Assess Bench Runner**

- At the Assess Bench, check the child's Brown Tag to ensure they need to be assessed (look for the "A" on the tag).
- Attach children's gloves/mittens/neck gators; make sure boots are buckled.
- Write child's name on assess list, with their age, and any special comments/concerns.
- Dress the child to go outside & put neon orange assess vest on them.
- As soon as you have 6 or so names on the list, take them to the elevator, and out to the hill near the stone house.
- The assess list may have a white copy and a yellow copy (during peak periods).
  - If so, leave behind the white copy in the class list box by the elevator on your way out with the children.

- If there is no yellow copy, take the white list outside with you.
- As the children are assessed, write their level on the assess list; place the appropriate color round sticker on their Brown Tag; and write the level on the round sticker with a Sharpie.
- Bring children back into the Children's Center to the appropriate check point (by level).
  - During peak times SS Runner will take the Superstars/Mountains upstairs; and
  - Runners will take the Mini/Mogul Mice downstairs.
- Put the completed assess list in the box by the Assess Bench. Start all over with the next group.

**Assess Ski Fit**

- While the assessor is taking children down the hill, fit the next child in line with a pair of assess skis
- Correct length = chin
- Adjust the binding back and slide into correct place – then tell the child to step down

**Assessor** (for experienced instructors)

- Give the children specific instructions of what you want them to do (e.g., stop here, turn here, etc.).
- Always be very near to the child if they need assistance (e.g., don't let them ski into the hole by the stone house!)
- If at first the child doesn't succeed...try, try again! Give them at least two chances. Remember, they haven't skied in a year!

**SS Runner**

- Wait at the bottom of the assessment hill.
- When a group of children are all assessed and tagged, take the Superstar and Mountain skiers inside upstairs.
- Drop the children off at the appropriate checkpoint instructor, based on their ski level.
- Go back outside to the bottom of the assessment hill for the next group.

**Ski Search**

- Write down the children's names and ski level on the ski search list as they check in with the level leader.
- Use the completed ski search list to pull the children's skis from the ski valet.
- Place the children's skis in the appropriate areas:
  - **mini** – at the base of the bibber bahn magic carpet
  - **mogul** – at the base of the mogul magic carpet
  - **Level 1** – at the bottom of the assess hill
  - **Level 2** – along stone bench (left of ski/snowboard racks)
  - **Level 3** – top of the escalator
  - **Level 3+** – along stone wall closest to the snow and gondola
  - **Level 4** and higher – along stone wall closest to the Hyatt
- If you can't find the child's skis, write that child's name and level on your next ski search list (to search again your next round).
- Start all over inside writing a new ski search list as children are checking in with the checkpoint person.

**Lobby (for experienced instructors)**

- Greet the guests (and children). Smile! Create a welcoming, fun environment!
- Answer any questions you get asked.
- If you don't know the answer, find a Supervisor to give you the answer.
- Be otherwise helpful any way you can!

**Registration Desk (for experienced instructors)**

- Greet the guests (and children). Smile! Create a welcoming, fun environment!
- Check each child for:
  - Appropriate waterproof clothing/outerwear
  - Ski Boots on feet – if no boots, look for rental form
  - Helmet & eye protection
  - Waterproof mittens/gloves
- Label Any "Extras"
  - Boots, Bags, etc. – place in storage under last name
  - Poles
  - Lunch – keep with child
- Paperwork
  - Rental form
  - Red allergy tag with any:
    - Food allergies
    - Food restrictions
    - Own lunch
    - Any Medication/Epi-Pen needs (must stay with child)
  - Brown Tag
    - Filled out completely front & back with
      - First & Last Name
      - ID #
      - Sign Out Names & phone number
      - Level sticker (orange, yellow, green or gray) or "A"
      - **Make sure it DOES NOT have an Ultimate 4 Star!**
- See if they have any questions – let them know check out times/locations – give "card" if needed.

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### Bathroom procedures

- Children should be shown the bathroom as soon as they come in to Ski School, so they know where it is located.
- Encourage children to go upon their arrival. They must go before they go outside to ski.
- An adult/support staff is assigned to be the bathroom to monitor the entrance, and to help anyone that needs assistance.
- The bathroom door is not to be locked. If a child wants the door closed for privacy, hold the door closed for them. Don't let them lock the door.
- In cases where a child needs excessive "cleaning up", two adults must be in the bathroom; and verbal directions should be given to the child on how to clean him/herself up. In some cases, the support staff or instructor will need to assist the child with the "cleaning up" process.
- We have spare underwear, pull-ups or sweatpants, shirts, snow pants available for the child to wear. Ask the support staff Supervisor (Nanci or Gretchen).
- Use a plastic bag to put the soiled clothing into. (if time permits, we will launder the soiled items.)
- Label the bag and give to the parents when the child is picked up.
- Handle the parent conference with tact.
- Please be sensitive to the incident, as children of this age are not in a regular environment and may be embarrassed about the accident.

### Handwashing

It is imperative that the children wash their hands after bathrooming. They will need some assistance with the soap and water. Make sure to pull their sleeves up as far as possible and monitor that the water stays in the sink.

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### BEHAVIOR MANAGEMENT

As the instructor, you are responsible for the safety and welfare of the children in Ski School, especially those who are in your class. Remember that you are a role model to the children. They look up to you, and therefore it is your responsibility to model appropriate behavior and actions.

Structure creates the freedom to learn the sport of skiing. It also provides a comfortable, secure environment; and helps children gain a sense of responsibility for themselves, and for their behavior within the guidelines you outline for the class.

### SETTING UP CLASS RULES/BOUNDARIES/EXPECTATIONS

1. Create your "group culture" and identity.
  - Inform children of what you expect out of the day.
  - Choose a team name.
  - Help children learn to be responsible and accepting/understanding of their choices.
  - Create a comfortable and safe environment.
2. Determine a set of rules and consequences.
  - Tell children what you expect of their behavior.
  - State rules in a positive way. (e.g., "When we stay together as a group we will be safe and have fun.")
  - State specific consequences of inappropriate behavior. Follow through with those consequences, if necessary.
3. Praise appropriate behavior.
  - Children are responsible for their own behavior.
  - Build self esteem by praising good behavior. Be specific.
4. Discuss inappropriate behavior.
  - Make sure rules and consequences are understood.
  - Reprimand verbally, one-on-one, away from the group. Be a good listener.
  - Be fair and consistent with your consequences.
5. Re-establish group rapport.
  - Remind the children that you value them, and you will not accept inappropriate behavior.
  - Realize that when a reprimand is over, it is over. Start fresh with a new beginning!

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Being **proactive** in managing children and their behavior allows the learning environment to be a **positive** one. Constant discipline becomes necessary when the teacher is **reactive** to behavior. Instead, plan for, and expect success!

Guidelines to help you be proactive:

- Present your rules and guidelines in a clear, fun manner. Repeat them until all understand. Invent games or fun ideas to help skiers remember and follow the rules easily.
- Use praise and encouragement often. Be specific. "Great job putting on your skis, Johnny!"
- Use positive statements. E.g. "Please stay in the line" instead of "You're not in the line!"
- NEVER, EVER: strike a child, use force, threats, slang, bad language, or sarcasm.

### HELPFUL HINTS

- Do speak directly to the child in a calm, kind voice.
- Do get down to the child's physical level. Bend or squat down so they can see your face and eyes.
- Do keep your voice and facial expressions pleasant.
- Do keep your patience, and lower your expectations.
- Don't yell across the room or yard.
- Don't make fun of a child.
- Don't give children a choice if they cannot have one.
- Don't compare children with one another.

**Progressive Discipline**

When there is behavior that is disruptive, or that jeopardizes the safety of the class or another student, first ask yourself, "Why?".

- Are they in charge and you're not?
- Are they trying to get attention? (Positive or Negative)
- Are they afraid or defensive of something, someone?
- Are they BORED with your teaching?

When dealing with undesired behavior, first try **redirecting the child's focus**. Try a different imaginative game to achieve your current task. If necessary, you may have to set up a **progression of consequences** to address the undesired behavior.

**Progression:**

1. Remind the child of the desired behavior.
2. If undesired behavior persists, repeat the desired behavior and provide a warning stating an enforceable consequence if it happens again.
3. Follow through with consequence.
4. Create a happy ending by reminding them they will be able to rejoin the ski team after the consequence.

Choose **enforceable** consequences. An example of an enforceable consequence:

- "Use gentle hands, pushing isn't nice. Next time you'll have to be last through the race course."

Avoid **unenforceable** consequences. An example of an unenforceable consequence:

- "No pushing! If I see that again, you can't ski any more today." (Parents would not be pleased to see their child sitting indoors all day for pushing.)

**Summary:**

Involve parents in the learning partnership by informing them of the day's events. Using positive language (The Happy Sandwich Method, or positive/negative/ positive), you can solicit their support.

- Johnny was very enthusiastic about skiing today.
- In fact, he was so excited at times that he pushed the other children. After several reminders, I did have to have him sit out for a run.
- When it was his turn again, he tried really hard, and is working on keeping his toes together while making a big triangle with his skis.
- If you would follow up with Johnny about his ski day today, I think tomorrow will go smoother.

Having a positive interaction with everyone is our primary objective. By treating others with respect and dignity, we can reach our goal of mutual understanding, no matter what age.

Be sure to inform your Supervisors of inappropriate behavior that has occurred, and how you handled the situation. Please write about the behavior on your class list. Remember in this type of situation, be tactful with your word choice.

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**Edgie Wedgies**

Are to be used on the Magic Carpet or Level 1 (extreme case). An edgie wedgie is a device used to help children get comfortable with the sensation of twisting their feet to form a wedge. Some children will have difficulty with keeping their tips close while twisting their feet, and the EW is used to help create that feeling/sensation. With the use of the EW, children can get that feeling and will eventually be able to mock that movement and form a wedge once the EW is removed.

*\*\*\*This is to be used as a tool, not a crutch. \*\*\**

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**How to SAFELY pick up a child**

If a child has fallen down, whether on the magic carpet or on the mountain, and they need assistance getting up, please follow these guidelines to return your child to the upright position while also keeping yourself safe.

**To teach them how to get up on their own (with one or two skis):** Place their skis in a parallel position below their body, have them push (with their uphill arm) while you assist by holding them under their other armpits/waist area. This way, you are teaching them how to stand, but they are getting balance assistance while using their own muscle strength to get up.

**CHILD on Magic carpet**

- It is imperative that you pick up the child from under their armpits. At no time should you ever grab a child's arm and pull them up. This has been proven to cause a myriad of muscular-skeletal issues, not only in the present, but also throughout their growth development.
- You can also grab the coat instead of grabbing the child's arm, but let them know you will be grabbing their jacket and have them try to stand while you assist. (this technique will be shown to you during training).

**CHILD on Gondola and Mountain Terrain**

- Just as with a child on the Magic Carpet, it is best to pick up the child from under their armpits.
- You may also pick up the child by the handle on their zip identification vest, however please be sure that you are keeping yourself safe by squaring up during this process.
- Keep in mind that while picking up a child by the vest, the perception from the guest could be either a positive or negative one. To prevent a negative perception, please talk the child through the getting up process and have them assist you in getting up.

**Ultimately, the best method to go about safely picking up a child while keeping yourself safe and the perception positive, is to teach the child to get up on their own.**

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**Sick Children**

Legitimately sick children should be taken to the FBR (Feel Better Room), if possible. If you are on the mountain and the child cannot ski down, please contact a Supervisor for help. Many of the children are “sick” because they do not want to be at ski school. It is your job to keep the child engaged in the class, and skiing, if possible. Do not take sick children to Ski Patrol. Ski Patrol is for emergencies, not for babysitting cold or tired children.

Many children arrive from all over the country and will be susceptible to altitude sickness. Symptoms include – nausea, vomiting, pale color and fatigue. If a child arrives and shows symptoms of being sick, the parents will be called immediately.

**Emergency Phones**

Red emergency phones are located all over the mountain, and are available to call for assistance. During training, you will learn the locations of these red phones, which can be used in case of an emergency. To call Ski Patrol from a red phone you will simply dial 5111. From your cell phone dial 970.754.5111. Additionally, if you need to call your Supervisors you can dial 5338 and be directly connected. These emergency phones are intended for all guests skiing on the mountain who may be in an emergency situation. Therefore, it is a great idea to teach your students about these phones and the emergency #. If you need to call Ski Patrol in a non-emergency situation call 970.754.6610.

**Cell Phone usage**

Cell phones are for work-related purposes only. They are not to be used during Ski School for personal calls or texting. You may use them if you are on the gondola and on the mountain only if you need to contact your Supervisors and/or for emergency purposes only. If you need to make a personal call during Ski School, please ask a Supervisor if it’s okay. Skiing while talking/texting is not permitted! **Please be advised that there will be consequences if cell phone use is abused.**

**Injured Child – “1050”**

If a child is injured in your class:

Remain calm, group your class as safely as possible and immediately call Ski Patrol 970.754.5111. Please be ready to give them your exact location and the type of possible injury. Then call the 3-6 Supervisor Office, if no one answers, call the Ski School emergency line 970.754.5460.

If you do not have a cell phone, have a guest go to the nearest emergency phone and call ski patrol.

Organize your class and cross your skis above the accident site. When Ski Patrol arrives, turn the child’s care over to them, but do not leave with your class until they give you permission. Your Supervisor will give you instructions as how to proceed from there. At the end of the day, you may be interviewed by Ski Patrol for their Incident Report.

When describing an injured child, use the code “1050”, in order to not alarm the kids/public of the possible injury. When such a report is received, it is announced on all Supervisor radios as a “1050”, to help reunite that child with their class.

**Instructor Injury**

Remain calm. Have your class remain with you until ski patrol arrives. In the mean time call your Supervisor for further directions. If you get injured on the job, you are required to notify your Supervisor immediately. Otherwise, Worker’s Compensation may not cover the injury. You must fill out Worker’s Compensation forms that day with your Supervisor.

**Separated Child – “1083”**

If a child is separated from your class:

Remain calm and immediately go to the nearest phone and call 970.754.5460 (Ski School emergency line) or contact any Supervisor, if one with a radio is nearby. When describing a separated child, use the code “1083”, in order to not alarm the kids/public of the separation. When such a report is received, it is put on all Supervisors’ radios as a “1083”. They will aid in locating the child and, will notify the top and bottom of nearby lifts, if necessary.

Report the child’s name, age, clothing description, ski level, vest color, and your present location. Explain where you last saw the child. If you are on the mountain, indicate where the child might possibly be heading. Give your next destination, and continue to call to see what progress has been made. Follow any instructions you are given.

If you find your separated child:

Call the Ski School emergency line immediately, and let them know you have the child. Otherwise, we will continue to look for them.

If you find a separated child from another class:

Call the Ski School emergency line, and you will be given specific directions as how to proceed.

*The best remedy is prevention.  
Give your class specific directions as what to do if separated, and constantly count your kids.*

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**Parent conferences**

Parents are debriefed on how their child did for that day. All children will receive a passport/progress report as to their progress for the day. As the instructor, you need to be honest with the parents. Please be sure to tell all positive and negatives that occurred during the course of the day. The

“happy sandwich” method works best. There are always ways of being tactful in the not- so- pleasant situations. If you’re unsure of what to say in a particular situation, see a Supervisor for guidance, first.

**The Four Important Components to a Successful Parent Conference:**

- ☉ **Introduction:** SMILE! Greet the parents, introduce yourself.

“Hi! My name is Mary, and I was Jake’s ski instructor today!”

- ☉ **Summary:** Describe the group lesson for the day (skills practiced, the progress made, and the terrain skied, etc.).

“Today our group started the day learning how to keep our balance while going down the magic carpet hill in a gliding wedge. This afternoon we worked really hard to learn how to stop on the slope with a braking wedge.”

- ☉ **Feedback:** Discuss feedback specific to the child (progress made, skills still working on, terrain skied, etc.).

“Jake worked so hard this morning learning to keep his balance while sliding down the hill. He quickly picked up how to push the tails of his skis out to make a gliding wedge to slow himself down. And this afternoon, he mastered the braking wedge, and is able to stop consistently!”

- ☉ **Invite back:** SMILE! Discuss what the class will be doing the next day (e.g., skills working on, terrain, etc.). Invite the child to return tomorrow.

“Tomorrow Jake’s class will be applying what they learned today on the gondola terrain. They’ll practice gliding and stopping down Haymeadow run; and when they’re ready, they’ll progress to learning how to change direction. We had so much fun with Jake in our class today, we’d love to invite Jake back to ski with us tomorrow!”

**The following is a checklist to aid you in the delivery of the parent conference:**

- Always be dressed in an approved uniform piece, with your name tag. You represent the #1 Children’s Ski School in the world, and your appearance should reflect that.
- Double-check that the child has all of their gear and belongings before they leave; and that you have changed the ski level on the Brown Tag.
- Ask the child what they learned, and help them recap their day in preparation for the parent conference.
- If a child had an issue, please discuss the issue using the “happy sandwich” method. Be tactful with your word choice, and discuss options with the parents to remedy the issue. Be sensitive of the child’s presence. If the matter requires extreme discretion, talk with the parents separately and/or involve the Supervisors.

**On Mountain/Early Checkout**

Parents are welcome to check out their child before the end of the day. In such an event, please *briefly* debrief the parent on the child’s progress for the day. Then ask the parent/adult for the child’s four digit security code. If the security code matches the number on their Brown Tag/Class List, ask the adult to initial on your class list in the sign out column. If the adult does not know the security code, but is listed on the Brown Tag as allowed to check out the student, ask for picture ID to insure the identity of the adult. If the adult does not know the security code and is not listed as authorized to check out the child, you must not allow the adult to take the child. The adult may call a parent to get the security code. Otherwise, you must wait until an adult who either knows the security code, or is listed as authorized to check out the child arrives.

Remember to remove the child’s ski school vest, and change the level on their tag as needed.

**Late classes**

If you are a Superstar class and you will be late for checkout, call the Supervisor. Inform them why you are late, where you are, and estimated arrival time. We can communicate the information to the waiting parents, so they won’t worry.

**Checkout in the Yard**

- Checkout is conducted in the yard for all Superstar skiers from 3:00 p.m. until 3:20 p.m.
- At 3:20, you may head inside with your remaining children. Drop their skis at ski valet on your way inside.
- All Superstars (Level 1-3 skiers) are checked out on the far left side of the Bibber Bahn (gondola side) (bright green banner)
- All Mountain Skiers (Level 3+, 4,5,6 skiers) are checked out in the yard by the Stone House. (Grey banner)
- All Mini/Mogul Mice check out inside the Children’s Center. They can also be checked out at any time during the day in the Magic Carpet area.
- PM 1’s check out inside the Children’s Center at 3:00.

**Ski Valet** Ski Valet is a service available for children who attend Ski School to store their skis overnight. Ski Valet is located outside the upstairs rental shop. While the Ski School will store the skis overnight, it will NOT store ski boots overnight. Ski Valet is organized alphabetically. The Mini/Moguls are located next to the building and Superstars/Mountains are located along the stone wall.

**Shoe storage** Shoe storage during the day is located in the cubbies by Colleen’s office. This is for parents to store children’s shoes for the day. It is not for overnight ski boot storage. We do not have overnight boot/helmet storage.

**Rental Return** Rental returns can be left at the far left registration desk. They leave boots and helmets there, and write down their child’s name and equipment being returned. Skis remain at valet. Rental returns may also happen at the rental return on snow level.

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**LIFT PROCEDURES**

**Magic Carpet Procedure**

- The Support Staff (bottom) and Magic Carpet attendant (at the top) will help load and unload the children.

- If a child falls while riding the MC – the carpet will be stopped to assist the child in getting up.
- Children must stand still while riding the MC. Walking or sitting is not permitted on the MC. Children will go back to their designated line once they reach the top.
- Please be aware of any children who may have long hair, scarves or loose clothing and tuck it in. This can be a safety hazard
- Instructors may squat/crouch to talk to a child, but do not kneel, sit or put hands down on the carpet for safety reasons.

### **Buckaroo Express GONDOLA PROCEDURES**

The children who can stop independently and consistently are ready to progress onto the terrain located at the top of the Buckaroo Express.

- Always begin with a gondola lesson for the kids. Give them specific directions and check for understanding.
- Make sure all your children are together and have removed their skis. The children will enter the gondola first and the instructor will make sure that all children make it into the gondola car safely with their skis.
- Instruct the children to hold their skis with the tips pointing up to the sky. Once they have entered the gondola they need to sit on their bottoms. All limbs should be kept inside the gondola at all times.
- The gondola ride is very short; however, you can use this time wisely to set the rules/boundaries of your class as well as go over safety rules. You will also need to discuss or reiterate the unloading procedures. It is in your best interest to use this time wisely.
- To unload, have the children go first and meet you at the designated spot. You will bring up the rear to assist any children who may be having difficulties.
- Remember that the lift operators will be there to assist you.

### **Combination Lift**

All mountain classes are to only use the Gondola cars when going up Centennial chairlift (chair 6).

### **Lift Line Procedures**

- All children 3-6 years old MUST ride with an adult partner (18 or older) on any Chairlift and in the gondola.
  - Green zip vests are for Buckaroo Express Gondola/Haymeadow skiers
  - Red zip vests are for Mountain Skiers who have moved from the Haymeadow area to the mountain
- Ski School classes will group in the "Ski School line".
- When asking adults in the lift line for assistance, please use the words *"Would you feel comfortable riding the chair lift with a child?"* Remember that the guests are doing us a favor by helping to get the children up the chair lift. Do not pressure them for help, as not everyone has the confidence or ability to assist.
- Some guidelines for adults who are assisting our Superstars. *"Please hold the child's hand as they load and unload and be sure to lower the chair bar while riding up. Thank you"*. Please be specific with directions and use pleases and thank yous, as they are helping us in time of need.
- When merging with the guest lift line please use courteous words such as *"May we alternate in"*. Do not use the words *"cut in line"*.
- Be sure that the child and adult assisting is aware of where the child will be meeting at the top of the lift.

### **Lift Line Alternating**

The opportunity to interact with our resort guests presents itself as frequently as using our lift lines, and has as big an impact on how our guests view our schools. It is imperative that we engage our non-school guests in a positive manner and exemplify O-P-E during these short times, sometimes referred to as "moments of truth." Please pay particular attention to the policy outlined below and represent yourself, the school and your resort to the best of your ability.

### **Express Lane Use for Ski & Snowboard School**

- Using the Express Lane is a privilege only for instructors with paying students, designated employees approved by management, VIP guests approved by management, and guests with certain disabilities.
- **Always be polite and use diplomacy when requesting permission to alternate with guests in the regular lanes.**
- There is no "pecking order" in the Express Lanes – normally it's "first come first served"; but do allow those with difficulty to go ahead (i.e. small children, disabled guests).
- **Follow these procedures when alternating:**
  - Assemble all students **OUTSIDE** the maze. When organized, enter the lane together.
  - Follow your group at the end, allowing no unauthorized persons to follow the class.
  - Be polite to confused guests who may find themselves in the Express Lane by mistake – direct them to the appropriate line.
    - Move to the front of your lesson group to politely ask guests waiting in the regular lane if you may alternate your students. **NEVER put your students in the position of asking other guests for permission to alternate. This includes children and teens. It is not appropriate to let your students "practice" alternating themselves under any circumstance.**
  - Alternate after every second group in the public lane and be sure to say "thank you."
  - If a single is needed, invite a guest from the single's line to join your group.
  - Load the lift with the last students in your group.
    - If your students are of a size, age or ability level, which necessitates the slowing of the lift, alternate your class through as a group. Allow several groups from the public to proceed, and then request permission, explaining why you must take your whole group through the line.
- **There is no express access when downloading lifts.**
- You **may use** the Express Lanes in order to get to immediate work assignments (use discretion).
- You **may not use** the Express Lanes to alternate friends, family or any other non-clients.

*\*Failure to follow this Express Lane policy could lead to disciplinary action, up to and including suspension, loss of promotable status or termination.*

### **Loading the Chairlift**

- Always pair Superstars on the lift operator side of the chairlift
- The lift operator will assist you in lifting the child onto the chair - "Hit the Spot"

### Double Chairs

- Always pair the Superstar on the operator side with their partner.

### Triple Chairs

- Place 1 Superstar on the operator side with their partner.
- 2 Superstars may ride with an instructor, place 1 child on either side of instructor

### Detachable Quads

- Place 1 Superstar on the operator side with their partner.
- Place 2 Superstars with 2 partners ONLY when two operators are working, one on each side of the chair lift with children on operator's side (outside). A (one) guest may NOT take 2 children at once.
- 2 Superstars may ride with an instructor, place 1 child on each side of instructor

### **During the Ride**

- Lower the chair bar immediately.
- Have Superstars sit with their back against the seat back (back-to-back) and remain looking forward. Do not let them turn around and look behind them. Refrain from clicking skis together.
- Have fun chatting. Where are you from? Family details? Be creative. Play a game. Keep them entertained, because if you do not interact with them they may become sad.
- Discuss the unloading process.

### **Unloading the lift**

- Lift chair bar when signs indicate.
- Hold onto the child's hand and keep ski tips up. Stand when Chair gets to the "unload here" red cone. Skis are in parallel (or "French Fries") for sliding away from the lift.
- Bring child to designated regrouping point.

### **Instructor**

- Once comfortable, an instructor can take 2 children, one on each side – on triple and quad chairs only.
- On all double chairs you may only take one child.

### **Lightning Procedures**

- Upon receiving a report of or personally spotting lightning, immediately notify the Beaver Creek Ski Patrol @ ext. 6610.
- Do not panic. Use common sense as all situations vary.
- Avoid ridgelines, open areas, power lines, pipelines, and tall isolated trees.
- Stay away from lift terminals and towers. Lightning travels along a lift to find ground.
- Put down your ski poles, take off your skis/board and get away from them.
- Become as small as possible so to not project above the surrounding landscape. The best stance is to crouch down with feet together and only feet touching the ground. If hair stands on end or skin tingles, drop to knees and bend forward placing hands on knees. Do not lie flat on the ground.
- If in a group, do not huddle together. Remain approx 30 feet apart. Do not use a telephone/cell phone until the storm has passed. The telephone company has provided lightning protection for their equipment, however, lightning is unpredictable. The further a person is from a conductor of electricity, the safer they may be.
- If caught on a chairlift during an electrical storm, it is important to remain seated and remain calm. The lifts will remain running until the line has been cleared.
- The gondola has its own lightning procedures. After the line is cleared the lift is shut down to help protect operators.
- After a lightning storm, be alert for any sign of smoke or fire, which could result from lightning.

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### **Emergency Action Plan**

The following Emergency Procedures are provided to give specific guidelines to follow during certain events. While each of the procedures are to be followed, the need for common sense and practical judgment is still necessary, since each emergency situation will have different circumstances and specific needs.

### **Fire Alarm**

With each sound of the alarm you should always assume that this is an actual emergency. Every employee should know where to go and what to do if the alarm sounds and in case of an emergency. All employees will report to the following locations during an emergency situation.

### **Mini Room/ Mogul Room**

First and foremost, you need to remain calm and proceed with common sense as all situations may vary. Assess the situation and determine which would be the safest way to exit the building. Grab the class list, the basket with the children's items, and your children

#### *Exit options:*

#### **▪ Front of the Children's Center**

Proceed to the front of the Center and exit the right hand door in the lobby. From there you will proceed to walk out towards the grand staircase. A Supervisor will check in with you to make sure that your entire group is accounted for and then give you specific directions as how to proceed.

#### **▪ Fire Door located in the mini room**

Proceed to exit the fire door located in the Mini room. Take an immediate right, walk down the hallway and another right and this will bring you into Village Hall where the bathrooms are located. From there, walk out the main doors to the fountain area. A Supervisor will check in with you to make sure that your entire group is accounted for and then give you specific directions as how to proceed.

An alternative route when exiting the fire exit in the Mini room would be to take the initial right. Walk down the hallway and take a left and this would take you to the main lift ticket office located by HR office. A Supervisor will check in with you to make sure that your entire group is accounted for and then give you specific directions as how to proceed.

- If the Mini room fire exit is not the desired escape route, proceed through the center and exit as you would in a non-emergency situation. A Supervisor will check in with you to make sure that your entire group is accounted for and then give you specific directions as how to proceed. \*  
*The elevator cannot be used in the event of any emergency*

### **Superstar room**

First and foremost, you need to remain calm and proceed with common sense as all situations may vary. Assess the situation and determine which would be the safest way to exit the building. Grab the class list, the basket with the children's items, and your children. You will proceed to the exit door located by the kitchen or the front door located in the front 7 to teen room. You will gather across from the ski valet at the top of the stairs. A Supervisor will check in with you to make sure that your entire group is accounted for and then give you specific directions as how to proceed.

### **Kid's Corral**

First and foremost, you need to remain calm and gather your group of children. Grab your class list and your basket with the children's coats. You will proceed to the exit doors and gather by the outside ski racks. A Supervisor will check in with you to make sure that your entire group is accounted for and then give you specific directions as how to proceed.

### Power Outage

In the event of a power outage, flashlights and lanterns are available to help illuminate the Children's Center. A supervisor will give you specific directions as how to proceed.

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## **PRODUCTS**

### **Mini/Mogul Mice**

Full day or half day. PM half days are never guaranteed. Guests should check in at noon to see if there is availability. If there is availability, all PM half day children should arrive at Ski School by 12:30pm. The children will be integrated into an existing class. Please be sure to help transition the child into class.

- Child ½ day mogul/mini mouse (half day lessons are NOT available for superstars)
- Child All Day age 3-4 (free lift access, lesson, lunch)
- Child All Day ages 5-14 (lift, lesson, lunch)

### **Superstars**

All day program – they can be picked up early, but they will need to pay the all day price. There are **no half day Superstar products**. It's all or nothing.

- Child All Day age 3-4 (free lift access, lesson, lunch)
- Child All Day ages 5-14 (lift, lesson, lunch)

**Rentals** Skis, boots, poles, helmet

### **Private Enhancement**

This is an exclusive product for 3-6 year olds only. The enhancement is a 45 minute private lesson for \$145.00 that begins at 8:30 and goes to 9:15am. The child must be enrolled in Ski School that day to take advantage of this product. This is a product that we offer to help the child make a breakthrough to the next level. It is generally for Mogul Mice who are almost stopping but just need a little 1 on 1 to breakthrough to Level 1. This is a popular product and it is up to you as the instructor to inform and appropriately suggest this product to the parents.

### **Ultimate 4**

This is a semi - private product guaranteeing the ultimate student/instructor ratio, a maximum of 4 students per group. (we try, but cannot guarantee the same instructor) This product is intended for those children who want a small group size, a longer ski day, and more one on one instruction. 9:00am to 3:30pm meeting at the top of the gondola in the morning and the base of the gondola at the end of the day.

### **Form Your Own Team (FYOT)**

This is a pre-registered 6 session product that will have the same instructor and can be scheduled at any time excluding the peak times. All children should be the same level, if not they will always ski to the lowest level. These children will have a purple sticker on their brown tag.

### **Weekday Warriors**

This 6-pack product is intended for children to attend class lessons during weekdays but will have restrictions during the blackout holiday dates.

### **Eagle Valley** Two Days

Is a program that allows for the Eagle County Schools to come for 2 pre-scheduled days and learn to ski. This is a wonderful community program and for most children an opportunity to ski for a minimal fee. These children will be identifiable by a black vest.

**AM/PM Preschool Locals** A Monday/Tuesday, 6 week ski lesson session am or pm only locals program for preschoolers

**Small World Playschool**

Small World is designed for those children who are either too young to participate, or do not want to participate in Ski School. Children need to be between the ages of 2 months and 6 years old to take advantage of Small World. Small World is located along the river between the covered bridge and Beaver Creek Sports. Advanced registration is required.

**Beavo** Senior & Junior (lunch included)

Is a 12 session (most Saturdays and some Sundays) youth ski & snowboard program offered through the Beaver Creek Children's Ski & Snowboard School. The goal is to create a non-competitive learning environment, and to foster a life long love of skiing and riding.

- 7 to teen program** Discover Zone Levels 1-3
- Mountain Explorer Levels 4 - 6
- Black Diamond Club Levels 7 - 9
- Teen groups during high volume times
- Ultimate 4 7 to 12 years old

**Ski Girls Rock** ( 7-14 alpine only)

A girls only Ultimate 4 product for ages 7 to 16 during peak periods. This program is intended to empower and build confidence all the while building teamwork and social skills.

**Snowboard**

Snowboard products are available for children ages 7 and older. Snowboard lessons are available in a group setting or on a Private basis 5 & 6 year olds can take snowboard lessons, but they must purchase an Ultimate 4 lesson

**Private lessons**

Private lessons are available and are generally booked for 3 hour or 6 hours segments. 1 and 2 hour privates can be booked, however are based on Instructor availability. Private lessons that are available during our peak times must be booked months in advance. Generally, all peak times will have NO private availability the day of.

**Private lessons**

- Meet at the base of the Centennial Lift
- Full day 9a-3:30p up to 6 people
- Half Day 9a –12p or 12:45p-3:45p up to 6 people

**Adult Group Lessons**

- Meet at the base of the Centennial
- All Day 9:15a-3:45p
- Half Day 9:15a-12:15p or 12:45p-3:45p

**Adaptive** (some restrictions apply)

- Full day, Half Day private lesson OR
- Ski Buddy (with or without lesson)

\*\*\*\*\*



# Ski Terminology

**Mini Mice:** Children who are 3 years old and are learning how to stop consistently in the Magic Carpet Area. Yellow sticker.

**Mogul Mouse:** Children who are 4, 5, or 6 years old and are learning how to stop consistently in the Magic Carpet Area. Orange sticker.

**Superstars:** Any child in 3-6 who can consistently stop by themselves, and can ride the gondola/chairlift. Green (L1,2,3) or grey sticker (L3+,4,5...)

**Wedge:** Any time the skis are in a CONVERGENT position (e.g. pointing toward each other on INSIDE edges).

**Gliding Wedge:** A wedge with a *smaller* angle opening, and *less* of an edge angle so that the skis glide easily forward and are easier to turn.

**Braking Wedge:** A wedge that has a *larger* angle opening and *more* of an edge angle, so that ski/ snow contact creates friction, and slows the skier down.

**Wedge Turn:** Turns that are done with the skis in a *converging* or wedge position.

**Wedge Christie:** A turn that begins in a wedge, but during the turn the skis are matched to parallel by the end of the turn.

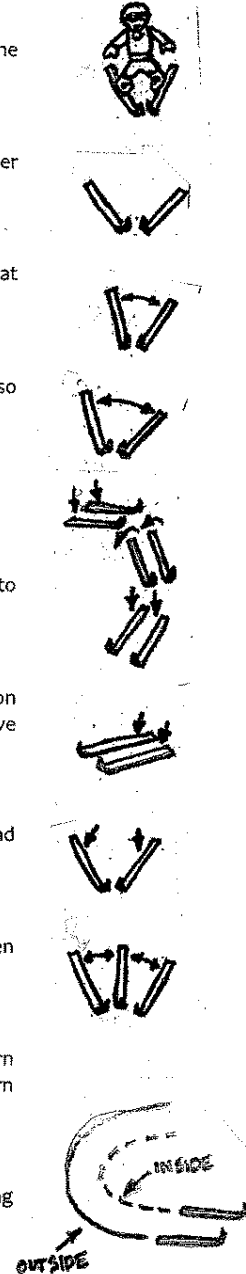
**Corresponding Edges:** Like edges. For example, if a skier is skiing in a parallel position across the gravity line (i.e., traverse), and both uphill edges of the ski have contact with the snow.

**Oposing Edges:** Opposite edges. For example, when a skier skis in a wedge position, and the inside edge of each skis contact the snow.

**Edge Change:** Any time the ski or skis go from one set of edges to the other. It can happen to one ski at a time, like in a wedge Christie, or to both skis at once, like in a parallel turn.

**Inside and Outside Ski:** Inside ski is the ski that travels less distance around the turn (right ski during a right turn). Outside ski is the ski that travels the furthest around the turn (left ski during a right turn).

**Steering:** The use of muscular actions to direct the path of the skis (i.e., actively directing the skis).



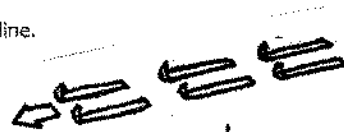
## Ski Terminology (cont.)

**Closing:** The action of lifting or placing the inside ski into a parallel position from a wedge position. Unlike "matching" (see below), where the ski moves forwards during the movement; during "closing", the action is lateral.

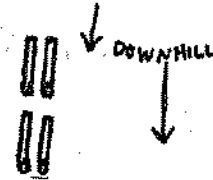


**Matching:** The action of steering the inside ski forward during a turn so that skis go from being in a wedge (opposing edges) to parallel (corresponding edges).

**Traverse:** When the skier travels in a forward direction across the gravity line.



**Sliding:** Moving forward on flat skis (e.g. straight run down a slope).



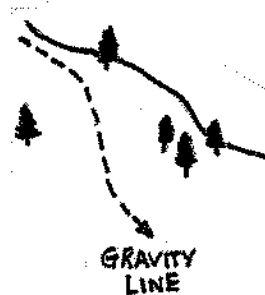
**Side Slip:** A maneuver in which the skier releases the ski edges (resulting in a flat ski), and allows the skis to slip sideways down the hill. It's usually done from a stopped position with the skis parallel and across the gravity line.



**Skidding:** The combined result of skis simultaneously moving forward, sideways and pivoting.

**Side Step:** Method of moving up the hill with the skis across the gravity line. The skier steps up sideways one ski at a time, gripping the snow with corresponding edges.

**Gravity Line:** The imaginary line that travels down the hill in the direction that gravity would pull you. The gravity line changes with each slope and turn.



## Level System

### Beginner/Green Zone

#### **Mini/Mogul Mice: Never Evers or skiers working on stopping**

- Introduction to the Ski School environment & equipment
- Develops mobility & skier movement patterns indoors & on snow (flatland exercises)
- Introduction to skier safety, putting on & taking off skis, getting up from a fall
- Learns how to safely ride the magic carpet.
- Works on balance & a solid stance while sliding on the snow.
- Learns to progress from skiing a straight run, to making a small gliding wedge on an incline
- Learns to stop independently and consistently on an incline and has the confidence to apply stopping skills to new, more challenging beginner terrain.

#### **LEVEL 1: Glides and follows on easiest green road**

- Learns to put on / take off skis & get up from a fall
- Learns about mountain safety and the proper usage & safety of riding the gondola
- Has the confidence to ski on new beginner terrain
- Learns to control speed with varying wedge size and follow in a line making slight direction changes

#### **LEVEL 2: Makes slight direction changes on the easiest green road**

- Learns to control speed with turn shape rather than wedge size.
- Begins to make consistent linked wedge turns & varies turn size while showing confidence skiing on steeper beginner terrain.
- Consistently follows leader's tracks on the harder areas of the beginner hill.

#### **LEVEL 3: Makes linked wedge turns with shape on steeper beginner terrain**

- Controls speed through turn shape.
- Has the endurance, confidence & speed to ski all day on more challenging terrain.
- Learns to consistently turn to a stop below the group, sidestep & herringbone (duck walk) uphill.
- Consistently matches skis in a traverse & follow leader's tracks on steepest beginner terrain.

#### **LEVEL 3+: Consistently matches skis in a traverse on steepest beginner terrain**

- Learns how to safely ride the mountain chairlifts with an adult.
- Applies current skills & confidence to new terrain & conditions.
- Understands the key points & importance of the Skier's Responsibility Code.
- Develops skidding on like edges while linking turns.
- Consistently steers inside ski to match immediately after the gravity line on steepest green terrain.
- Consistently has a narrower stance on all green terrain & variable snow conditions.
- Consistently skis parallel on groomed green terrain.
- Consistently turns to stop and uses hockey stops most of the time.
- Gains proficiency with skating to enhance movement around the mountain.

### Intermediate/Blue Zone

#### **LEVEL 4: Uses a variety of Wedge Christie & parallel turns on green slopes**

- Consistently manages speed & turn shape thru skidding.
- Adjusts turn shape to match varying terrain & situations.
- Consistently skis parallel turns on green terrain.
- Steers inside ski to an earlier match in the gravity line on blue terrain.
- Consistently sidesteps & hockey stops in both directions.

#### **LEVEL 5: Uses parallel turns on green runs & a variety of skidded & parallel turns on easier blue runs**

- Develops a more athletic and forward stance.
- Achieves simultaneous edge release for parallel turns on blue terrain.
- Skis with confidence, speed & control on blue terrain.
- Learns the proper usage of ski poles.
- Uses turn shape and size to manage varying terrain.
- Learns how to ski powder / crud snow / bumps.
- Consistently uses parallel turns on all groomed blues.

#### **LEVEL 6: Uses parallel turns on all groomed blue runs, and a wedge christie in steeper, bumpy or variable snow conditions**

- Links open parallel turns on blue terrain and develops edging skills for carving.
- Displays a properly timed pole plant.
- Performs short & medium radius turns while developing upper and lower body independence.
- Begins to ski blue bumps, explore powder & crud.
- Begins to ski easier groomed black terrain.

### Advanced/Black Zone

#### **LEVEL 7: Skis linked parallel turns on all blue and some black terrain with speed control**

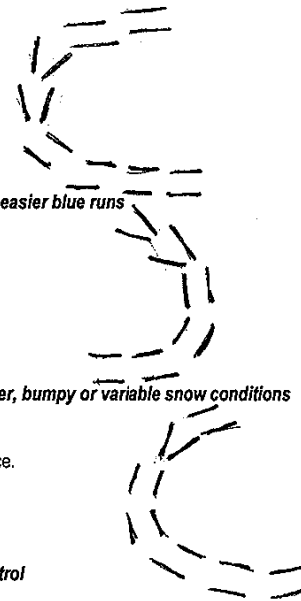
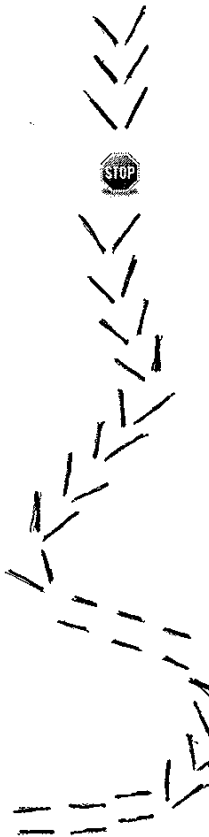
- Links parallel carved turns on groomed blues.
- Uses poles to help with rhythm & initiating turns.
- Performs short radius turns with upper & lower body independence in a variety of conditions.
- Adjusts edge angle to changing terrain & conditions.
- Skis blue and easier black bumps with pole plant.
- Explores powder, crud & variable snow conditions on black terrain.

#### **LEVEL 8: Master the Mountain!**

- Carve turns leaving two lines in the snow on groomed Blue and easier Black terrain.
- Perform turns in the gravity line on variable Black terrain with speed control.
- Skis gravity line in (double diamond) Black bumps with speed control.
- Skis boot top powder on any slope.

#### **LEVEL 9: Ski Any Turn, Anywhere, Anytime in Any Snow Conditions**

- Carves medium and long radius turns on any trail.
- Uses dynamic skills in short radius turns.
- Explore different tactics for skiing bumps.
- Explore different tactics for skiing variable snow conditions.





Skier: \_\_\_\_\_

**Mini Mice (age 3)  
Mogul Mice (age 4-6)**

**"Never Evers" or skiers working on stopping.**

- Introduction to the ski school environment & equipment.
- Develop mobility & skier movement patterns indoors & on snow (flatland exercises).
- Introduction to skier safety.
- Introduction to putting on & taking off skis.
- Introduction to getting up from a fall.
- Learn to safely ride the magic carpet.
- Listens & follows instructor's directions.
- Has good balance & a solid stance while sliding on the snow.
- Can do a straight run on an incline.
- Can do a small, gliding wedge on an incline.
- Can stop with an edgie-wedgie on an incline.
- Can stop independently and **consistently** on an incline.
- Has confidence to apply stopping skills on new, more challenging beginner terrain.



Skier: \_\_\_\_\_

**Level 3+  
Can consistently match skis in a traverse on steepest beginner terrain.**

- Understands how to safely ride the mountain chairlifts with an adult.
- Applies current skills & confidence to new terrain & conditions.
- Understands the key points & importance of the Skier's Responsibility Code.
- Develops skidding on like edges while linking turns.
- Consistently steers inside ski to match immediately after the gravity line on steepest green terrain.
- Consistently has a narrower stance on all green terrain & variable snow conditions.
- Consistently skis parallel on groomed green terrain.
- Consistently turns to stop.
- Attempts hockey stops most of the time.
- Has proficiency with skating to enhance movement around the mountain.

**Level 4  
Uses a variety of Wedge Christie & parallel turns on green slopes, using turn shape & skidding for speed control.**

- Has a strong understanding of the laws of mountain safety.
- Applies current skills & maintains narrower stance on more difficult terrain & conditions.
- Consistently manages speed & turn shape thru skidding.
- Can adjust turn shape to match varying terrain & situations.
- Can consistently ski parallel turns on green terrain.
- Steers inside ski to an earlier match in the gravity line on blue terrain.
- Can consistently sidslip in both directions.
- Can consistently hockey stop in both directions.



Skier: \_\_\_\_\_

**Level 1**

**Can glide and stop on easiest green road.**

- Attempts to put on & take off skis.
- Introduction to mountain safety.
- Knows the proper usage & safety of riding the gondola.
- Has confidence to ski on new beginner terrain.
- Controls speed with varying wedge size.
- Can follow in a line while skiing in a group.
- Attempts to get up from a fall.
- Can make slight direction change while skiing in a line.

**Level 2**

**Makes slight direction changes on the easiest green road.**

- Can usually put on, take off & carry their own skis.
- Controls speed with turn shape rather than wedge size.
- Makes consistent linked wedge turns & varies turn size.
- Is aware of increased skier traffic.
- Always attempts to get up from a fall.
- Can usually get up unassisted after a fall.
- Shows confidence while skiing on steeper beginner terrain.
- Can consistently follow leader's tracks on the harder areas of the beginner hill.

**Level 3**

**Can make linked wedge turns with shape on steeper beginner terrain.**

- Can consistently put on, take off and carry own skis.
- Consistently** gets up from a fall.
- Controls speed through turn shape.
- Listens & follows instructor's directions.
- Has endurance, confidence & speed to ski all day on more challenging terrain.
- Can consistently turn to a stop below the group.
- Can sidestep uphill / herringbone (duck walk) uphill.
- Can **consistently** match skis in a traverse & follow leader's tracks on steepest beginner terrain.



Skier: \_\_\_\_\_

**Level 5**

**Uses parallel turns on green and a variety of skidded and mostly parallel turns on easier blue runs.**

- Develops a more athletic and forward stance.
- Achieves simultaneous edge release for parallel turns on blue terrain.
- Skis with confidence, speed & control on blue terrain.
- Introduction to proper usage of ski poles and how to hold poles correctly.
- Uses turn shape and size to manage varying terrain.
- Introduction to powder / crud / snow / bumps.
- Consistently uses parallel turns on all groomed blues.

**Level 6**

**Uses parallel turns on all groomed blues and a wedge christie in steeper, bumpy or variable snow conditions.**

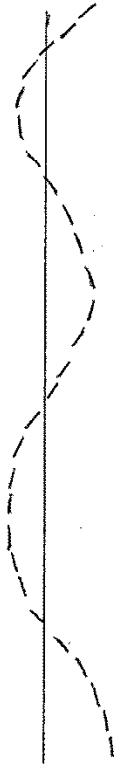
- Links open parallel turns on blue terrain.
- Develops edging skills for carving.
- Displays a properly timed pole plant.
- Performs short & medium radius turns while developing upper and lower body independence.
- Begins to ski blue bumps and explore powder and crud.
- Introduction to features & safety in Park (trill) terrain.
- Introduction to easier groomed black terrain.

**Level 7**

**Skis linked parallel turns on all blue and some black terrain with speed control.**

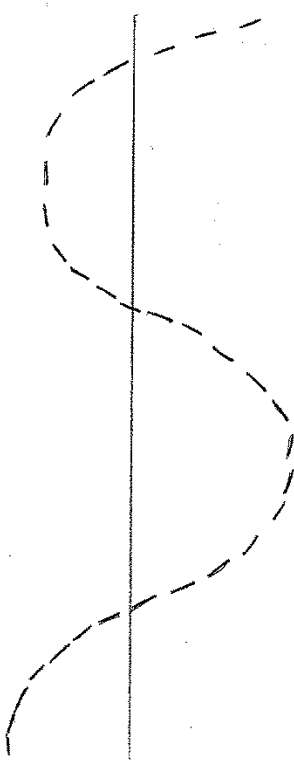
- Links parallel carved turns on all groomed greens & blues.
- Uses poles to help with rhythm & initiating turns.
- Performs short radius turns with upper & lower body independence in a variety of conditions.
- Adjusts edge angle to changing terrain & conditions.
- Skis blue and easier black bumps with pole plant.
- Explores powder, crud & variable snow conditions on black terrain.

Level 1 → Level 2



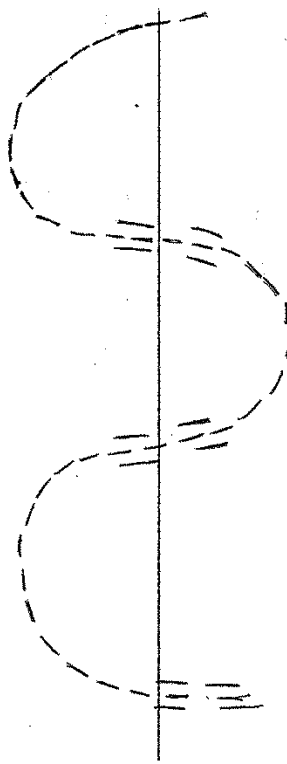
Slight Change of Direction in the Gravity Line

Level 2 → Level 3



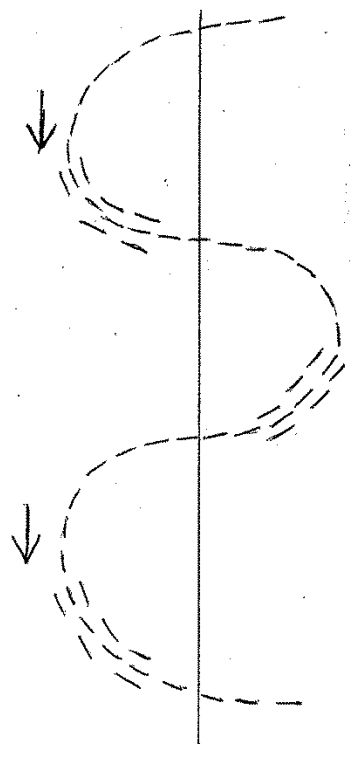
Link Wedge Turns on Haymeadow

Level 3 → Level 3+



Wedge Turn with Traverse Across Gravity Line  
Duck Walk, Sidestep, Get up by themselves

Level 3+ → Level 4



Match skis after gravity line on steepest greens

3-6 PROGRAM **Class List - Front**  ULTIMATE 4  FYOT  EV  LOCALS

	CHILD'S NAME	ID NUMBER	SIGN OUT	RETURN		SCORE/ LEVEL		ALLERGY	COMMENTS
				Y	N	A.M.	P.M.		
1	Crystal Jones	5631	/	X		1	100	Nuts	Just needed a little time to get ski legs back.
2	Jack Michael	6094	MR	X		a	1	-	one legged still. Great improvement today
3	Max Czarak	1374	MLC	X		c	a	dairy	much improved. Working on higher edge angle.
4	Sam Foster	1414	inside	X		c	-	-	1st day skier. A little sad. Working on a wedge.
5	Johnny Foster	1414	inside	X		a	9	-	1st day. Very athletic. Working on keeping tips together.
6	Axel Patrick	2953	W	X		b	1	kosher	strong backing wedge. Working on gliding wedge.
7									
8									
9									
10									

BC0086

**MOGUL MICE SCORING CRITERIA**

- 1. CAN STOP CONSISTENTLY - IS A SUPERSTAR
- a. DOES A GLIDING WEDGE, CANNOT STOP CONSISTENTLY
- b. CAN STOP WITH AN EDGIE-WEDGIE
- c. WORKING ON A WEDGE
- d. WORKING ON BALANCE AND STRAIGHT RUN
- e. PREFERS INDOOR PLAY
- f. SPECIAL CONCERNS

INSTRUCTOR: Dawn Reyling LEVEL: MM DAY: Wed DATE: 11/27/13  
 LUNCH LOCATION: CSC MM VEST COLOR: Red, white Hrs

**Class List - back**

BEAVER CREEK (970) 754 - SKI PATROL EMERGENCY 5111

**BEAVER CREEK 3-6 SUPERVISOR OFFICE (970) 754 - 5338**

- SKI PATROL NON-EMERGENCY -6010
- CSC EMERGENCY -5460
- KID'S CORRAL -5468
- THE RANCH -5347
- FEEL BETTER ROOM -5476
- GONDOLA BOTTOM -6010
- GONDOLA TOP -6011
- CHAIR 6 BOTTOM -6060
- CHAIR 6 TOP -6061
- CHAIR 8 BOTTOM -6080
- CHAIR 8 TOP -6081
- CHAIR 4 BOTTOM -6040
- CHAIR 4 TOP -6041
- CHAIR 5 BOTTOM -6050
- CHAIR 5 TOP -6051

PRIMARY OBJECTIVES ADDRESSED: balance, edging (tipping) rotary (twisting)  
 SAFETY FOCUS: Wait for the coach before skiing down  
 EXERCISES USED: Simon says, soccer, rocket blast, Superman  
 TERRAIN SKIED: magic carpet - okee dokey corral

PLAN FOR TOMORROW: learn to change directions  
 THEME DAY: mystery - dinosaurs!  
 Class Lesson: mogul mice Time In: 08:50 Time Out: 03:45 Total Hours: \_\_\_\_\_  
 Miscellaneous: \_\_\_\_\_ Time In: \_\_\_\_\_ Time Out: \_\_\_\_\_ Total Hours: \_\_\_\_\_  
 \_\_\_\_\_ Time In: \_\_\_\_\_ Time Out: \_\_\_\_\_ Total Hours: \_\_\_\_\_

Instructor Signature: Dawn Reyling

**Beaver Creek**  
SKI AND SNOWBOARD

**Emergency Phone Number**  
970.754.5460

Name: Lindsay Carter

Date: 11-10-14

ID #: 1111

Sign Out: Diane + Ross Carter

Contact: 970-555-5550

**All Nuts**

I authorize the ski area to call for medical care for my child or to transport my child to a licensed medical facility. I agree to pay all costs associated with such medical care or related transportation. I authorize the medical facility, their respective agents/employees or any member of the medical staffs to render emergency medical care to my child as is considered in their medical judgment to be necessary or beneficial.

Signature: [Signature]

Drug Allergies: N/A

Lodging: Hyatt

**Beaver Creek**  
SKI AND SNOWBOARD SCHOOL

Child's Name: Lindsay Carter

Has epi-pen : \_\_\_\_\_

Asthma     Has inhaler

Diabetic

Has own sunscreen

Please reapply sunscreen

Gluten Free Diet       Kosher Diet

Vegetarian - NO MEAT     OWN LUNCH

Dairy \_\_\_\_\_

Eggs \_\_\_\_\_

Peanuts

Tree Nuts

Fish/Shellfish \_\_\_\_\_

Other \_\_\_\_\_

**No Nuts**

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