

SMUGGLERS' NOTCH RESORT



2014-2015 EMPLOYEE HANDBOOK

MISSION STATEMENT:

To create a safe, fun, and enriching experience for guests and staff in order to inspire a lifetime passion for the mountains and provide the highest quality snow sport programming.

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SSU Policies Disclaimer

Please review Snow Sport University's key policies as outlined in this Handbook, as understanding and agreeing to follow these guidelines are conditions of employment for all SSU employees. Also note that any policy contained herein may be applied at the complete discretion of, or changed without notice by, the Director of Snow Sport University.

SSU Mission, Vision, & Values

The following is an outline of the ideology of Snow Sport University: who we are, what we do, and why we do it.

Mission Statement

To create a safe, fun, and enriching experience for guests and staff in order to inspire a lifetime passion for the mountains and provide the highest quality snow sport programming.

Vision

At SSU, we believe we are the best at what we do and continually strive to be the best ski and ride school in the United States. We teach people, not a system, which is in line with the PSIA/AASI model for American skiing and riding. We are skilled teachers that seek to create a learning partnership with a diverse range of students.

Each member of our team has a different reason for working here. However, the combination of our passions and how we interact as both individuals and as a group create our overall culture. Our vision as a department is to:

- Create life-long skiers and riders
- Connect our guests to our lifestyle and passion
- Continue pursuing new ideas and innovations
- Celebrate our experience and community

Our energy, dedication, and teamwork will build strong and long-lasting relationships with each other, our guests, our community, our sport, and our environment.

Core Values

The primary core values at SSU are simple: **SAFETY, FUN, and LEARNING**. Every policy in this handbook is intended to provide a foundation of understanding about how we work, and every policy was created with these three values in mind. Other core values of Smugglers' and SSU include:

Instructor Support

Our management team, a group of committed, dedicated people who love what they do and recognize that the same passion is present in every instructor, has created this handbook. We are here and have taken on our roles in order to create the best possible environment for instructors to perform to the best of their abilities, and in turn, find ways to inspire our guests.

Leadership

All of Smugglers' Notch SSU employees are considered leaders. SSU employees have jobs where it is necessary to lead; therefore, all are expected to exhibit leadership qualities at all times. The tasks in front of you and the relationships you have with co-workers, guests, and their families and friends will flourish when undertaken with the attitude of a leader.

We Want You Back

Returning guests are what keep us in business and make our jobs even more rewarding as we build relationships with them from season to season. This same concept applies to our relationship with you as fellow employees. We want you to be safe and have a fun and rewarding experience working with us to meet the needs and desires of our guests.

Continual Improvement

This idea is the foundation of SSU. We all commit to continually improving our own skills as teachers, while also continually improving the programs we provide for guests. Continual improvement also involves working to improve our work relationships and conditions, including everyone's safety. We are bound together by mutual trust and respect for the jobs we all do. By committing to our mission statement and all of these concepts, we can build a working relationship that is fun and rewarding for all of us.

Management Team

We are here to support you. We encourage you to use us as a resource to answer questions and help you resolve issues.

Harley Johnson	Director	644-8545	hjohnson@smuggs.com
Jeff Spring	Operations Director	644-1056	jspring@smuggs.com
Jessica Fennell	Administrative Manager	644-1055	jfennell@smuggs.com
Greg Fatigate	Training Manager	644-1057	training@smuggs.com
Eddie Crelin	Maintenance Supervisor	730-3372	ecrelin@smuggs.com
Sarah Grunwell	Administrator	644-1148	sgrunwell@smuggs.com
Joie Lehouillier	Administrator	644-8506	jlehouillier@smuggs.com
Shani Stoddard	White Room Coordinator	644-1137	whiteroom@smuggs.com
Corinne	PT Admin Asst./PT WR Coordinator	644-1013	suadmin@smuggs.com
Bob Kane	Adult Alpine Supervisor	644-1057	bkane@smuggs.com
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Shawna Fatigate	Children's Alpine Supervisor	644-1090	alpine@smuggs.com
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Information & resources available 24/7 at: www.smuggsuniversity.com

Administrative Policies

Please review our administrative policies, and contact a Supervisor or Administrator if you have questions or concerns.

Appearance & Uniform

All staff members are expected to look professional at all times. Uniform jackets are provided to you, and as the sole property of Snow Sport University, must be returned at the end of each season. In addition, you will be provided with 2 nametags, which must be attached to your uniform jacket at all times on the opposite side of the Smuggs logo. While inside on duty, you must also have a nametag on and visible, adhered to an appropriate under layer that has sleeves. Any logos or content on under layers must be appropriate and related to skiing and snowboarding. Black skiing or riding pants are required, and supplied by the employee. You must also make sure your season pass, employee number, or a barcode are available for scanning at line-ups.

When working outdoors, you must have your uniform jacket on, and zipped up, at all times. However, weather permitting, a red or black SSU soft shell jacket, or a red vest (preferably logoed) over a red, white, black, gray, or dark blue long-sleeved shirt, are also permissible, so long as your name tag is attached. Black uniform pants and red SSU vests and soft shells are available for purchase at the SSU Shop.

Uniform jackets, soft shells, vests, and nametags should never be worn outside of work hours. Employees are expected to wear personal gear when free skiing or riding including any skiing or riding outside of resort boundaries. Failure to follow this policy will result in disciplinary action.

A professional appearance also includes attention to grooming and hygiene, such as use of jewelry and awareness of strong or offensive odors. Your uniform jacket, skiing and riding pants, and general appearance must be clean. Suspenders on snow pants need to be worn properly or removed, they cannot be left hanging. Your uniform jacket needs to be returned undamaged at the end of the season. If your jacket becomes damaged, you must report the damage to your supervisor immediately. Tattoos that are visible while in uniform must not be of any word or image which may be construed as inappropriate or offensive, including depictions of profanity, nudity or sexuality, drug or alcohol use, violence, racism, etc. Standards in these areas are left to the discretion of the supervisor and failure to follow this policy will result in disciplinary action.

Winter Footwear Policy

Given the nature of winter weather, we are all at risk of injury from slips and falls. For that reason, Smugglers' has adopted the following winter footwear policies:

- When walking to and from line-ups, you should be wearing properly fitted and maintained ski or snowboard boots. When teaching, all buckles and straps should be correctly secured.
- Instructors are **strongly encouraged** to use the free "Cat Tracks" or "Yak Tracks" to provide better walking traction on slippery surfaces.
- Any staff assigned to non-skiing/riding jobs, including but not limited to, tractor driving, lift operations, or supervising line ups are required to wear appropriate winter footwear (insulated with functional treads), and are strongly encouraged to use "Yak tracks" or similar products to reduce the chance of injury from slips and falls.
- **ALL** staff are required to wear closed toed shoes (no sandals) at all times.

Scheduling Commitments

During initial interviews and the returning staff hiring process, all applicants are required to report their scheduling commitment to their supervisor by filling out a Time Commitment Calendar. This is your opportunity to inform SSU about what weekly schedule you are available to work. All staff are expected to work, as guest volume requires, from pre-season training until the end of SSU programming, including during busy weeks and on holidays. Exceptions are made only on a case-by-case basis, and should be communicated directly with a Supervisor during pre-season schedule planning, or by using a Time Off Request Form, available in the SSU Shop, which must be submitted no less than ten days in advance.

In the event that you are unexpectedly unable to report to work as scheduled, you must call your program Supervisor no later than 8:00am that day, on their resort-based phone number listed above. Failure to call, or failing to call within the appropriate time, will result in disciplinary action. Also, please refrain from calling supervisors on their cell phone on their scheduled days off, or outside of the hours of 7:30am-6:00pm, unless directed otherwise. Staff are expected to arrive at least 15 minutes prior to the start of camps or lessons, in uniform and ready to begin greeting guests. Repeated tardiness will also result in disciplinary action.

Payroll

- Supervisors will schedule instructors using *When to Work* software.
- Instructors will be paid off of schedule data. Instructors will be scanned into lessons, camps, trail checks, and sweep. If an instructor is not assigned a group at line up, they will be scanned into "Line Up Only". Administrators will use this scan data to edit each instructor's schedule to reflect what happened. Supervisors will verify schedules and any changes at the close of each day.
- Due to this change, instructors will have less information to report, and more accessibility and transparency to verify their payroll data. There will be no swiping or check outs this season. Please review the methods of reporting pay for each of our programs below:
- **Lesson Pay:** Lessons will be paid off of schedule data. Schedules will be changed throughout each day to reflect the actual results of each line-up. Supervisors will verify at the close of the day, referencing scan data. Instructors will be paid 2.5 hours for each 2 hour lesson.

- **Camp Pay:** Camps are paid the same as lessons; however, instructors must sign out at the end of the day on one of “Sign Out Sheets” located on clipboards in the Morse Shop, Meeting House, and Sterling SSU Building. This is to verify the time you leave your group and will default to 2:30 PM if you do not sign out and list a different time. These sign out sheets will be monitored by the Meeting House Coordinator, administrator on duty, or a supervisor. This category includes *Women’s Weekly* clinics and *Mountain Experience* Sessions.
- **Miscellaneous Tasks & Hours:** It is your responsibility to report miscellaneous hours on the “Sign Out Sheets” in the 3 locations mentioned above. These are for tasks that are requested and approved of by supervisors. Supervisors will track these hours as well and sign off on these tasks at the end of the day, entering them into the schedule as necessary.
- **Verifying Hours:** You may check your schedule each day to ensure accuracy of changes. Schedule changes will be finalized by 12 PM the next day to reflect changes from the previous day. Finalized weekly schedules will be available for viewing by 10 AM on Sunday.
- **Hours Discrepancies:** If you believe that any part of your schedule incorrectly reflects the work that you did for the week, you have until **Monday at NOON** to report an “Hours Discrepancy” to your supervisor using an hours discrepancy form found in the ladder rack of the Morse Shop. This transparency of payroll is designed to cut down on payroll discrepancies before paychecks are finalized.
- **Checking Schedules:** To check your finalized schedule, simply log on to *When To Work* and look at your schedule history. The website is designed to be accessible via mobile devices as well. Please ask if you have questions on connecting via your cell phone. You can log into your *When To Work* account by following the directions sent to you in an email you’ve received. Please customize your user name and password before proceeding. If you have not received this email, please contact your supervisor. Lastly, weekly reports will be printed and available in hard copies in the Morse Shop for those who do not have access to the internet.
- Hours each activity is paid:
 - Each group lesson taught is 2.5 hours of paid work
 - Each trail check is 0.5 hours of paid work
 - Each line up is 0.5 hours of paid work
 - Sweep is 1 hour of paid work
 - Each camp day depends on your individual out time. It is important that you sign out each day to be paid accurately. If you do not sign out before you leave your out time will default to 2:30 PM. You must turn in a missed sign out form for that day which may lead to disciplinary action.
 - Miscellaneous hours will be paid based on the amount of time taken to complete the task and those hours must be approved by your supervisor.
 - Training will be paid from training sheets. If you have paid training hours available you will be paid for them, even if it is not listed on your schedule.
 - Other activities (such as Torchlight, TON, Showtime, Winter Carnival, & Funfeast) are paid at flat rates and are reported by the program coordinator of each activity.

In addition to your regular base wage, as provided in your job offer letter during the hiring process, you are also entitled to the following:

- Ratio adjustments: you will receive an additional \$3 per guest outside of ratio. Current ratios are set at 4 guests per instructor when working in Discovery, and 8 guests per instructor in all other age groups.
- Premiums: you will receive an additional 15.5% of salary on top of your regular wage when working in our Discovery and SNAP programs due to the increased labor associated with the job functions.
- Flat rates: several activities pay a flat rate in lieu of an hourly wage, including Mitey Mites, Mom/Dad & Me local programming, and entertainment activities such as Top of the Notch snowshoe dinner, FunFeast, Torchlight, and Character Dance Party.

- Private lesson pay: private lessons pay varies depending on the type of lesson, the time and length of the lesson, and the number of guests participating. Please refer to Appendix A for the Private Lesson Pay Chart for more information.

Other important notes:

- Trail checks are performed in the morning before daily programming begins. Trail checks must be assigned by a Supervisor to be paid.
- Private lessons are paid from the guests' private lesson ticket. Be sure to collect your guests' ticket at the start of each private lesson. Verify the information printed on the ticket is correct, and turn the ticket into the private lesson ticket basket in the SSU Shop to be verified by your supervisor. You may go to the Ski & Ride desk for a replacement ticket if necessary.
- If you have questions or concerns about completing check outs or otherwise reporting your hours, please see your Supervisor as soon as possible for help.

Reporting Discrepancies

In the event that you believe there is an error with your paycheck, please report it as soon as possible so the problem may be corrected. To report a paycheck discrepancy, complete a Paycheck Discrepancy Form, available on our website or in the SSU Shop, and attach a copy of the pay stub from your check. Unless you failed to receive any pay at all, a copy of your pay stub is required, and discrepancy forms submitted without a pay stub will be returned to you. Submit your discrepancy form to your supervisor. If it is found that you are owed pay, you can expect to see it added to your next pay check. During busy or holiday weeks, processing of paycheck discrepancies may take up to 2 to 3 weeks.

Benefits

Depending on your work schedule, you may also be entitled to other benefits, including season's passes or day passes for you and your legal dependents, free days of SSU camp programming for your children, employee rates on Treasures child care and SSU camp programming, Friends & Family Discount Vouchers, free SSU group lessons, free equipment rentals, discounts at Smugglers' Notch Resort stores and restaurants, reciprocal privileges at other ski areas, etc. For more information about the benefits available to you as a full- or part-time seasonal employee, talk to your Supervisor or Manager or visit www.smuggs.com/employeebenefits.

Disciplinary Process

In the event of a violation of Smugglers' Notch policies, including Snow Sport University policies as outlined here, Supervisors and management may elect to use the four step disciplinary process:

1. Documented Verbal Warning
2. Written Warning, and a meeting with a Supervisor and the Operations Director
3. Decision-Making Leave, and a meeting with a Supervisor, Operations Director and/or Director
4. Termination

Steps in this process may be repeated or skipped based on the circumstances of each incident. Documentation of disciplinary action is kept on file, and can affect priority for work assignments, consideration for promotions or raises, and whether an individual will be asked return to SSU the following season.

Drugs & Alcohol

Smugglers' Notch is committed to providing you with a safe workplace and you are expected to arrive and continue to be in a suitable mental and physical condition to perform your job effectively and safely. Therefore, you are expected to report to work free of the influence of drugs and alcohol. In addition, illegal and regulated drugs (unless prescribed by a physician) are not permitted on Smugglers' Notch property at any time. Having such items is sufficient cause for immediate dismissal.

Electronic Devices & Social Networking

The use of all electronic devices during work hours for personal use is prohibited. Cell phone use is only permitted for emergencies, or for communication with your Supervisor relating to work. No exceptions, no excuses!

Posting pictures of guests on any website is illegal. Additionally, as an employee of Smugglers', you are an ambassador, and anything you post online should be professional.

Employee Parking

For the 2014-2015 season, all SSU staff will be asked to park in the Brewster parking lot. There will be an all-day shuttle that will run starting at 7:30 am. If the parking lot is full, there will be instructions posted on where to park your vehicle. All employees who park on property are required to have a company issued parking decal displayed on their vehicle. If you park *anywhere* in the village, you will be subject to disciplinary action. As with all company policy, the parking policy will be enforced with progressive disciplinary action.

- 1st violation: Warning from Security with a copy placed in employee's personnel file. This constitutes a written warning.
- 2nd violation: A written warning from Department Manager, signed by employee indicating that any further violations of company policy will result in termination.
- 3rd Violation: Employee will be terminated for repeated violations of company policy.

Evaluations

During the season, Supervisors will maintain open communication with you about your performance with SSU. Each program has developed its own means for this communication, so please see your Supervisor if you have questions about your performance or your program's evaluation process.

At the conclusion of the season, all employees will receive an End of Season Evaluation, which will report training and work statistics such as number of days worked, training hours completed, etc., and will provide you with specific feedback about your performance and professionalism throughout the season. Your evaluation will also provide a narrative section for personal communication, and will clearly indicate your eligibility to return to SSU for the next winter season. A copy of this evaluation is attached in the appendices.

At the February Mid-Season meeting, the Operations Director will distribute program feedback and evaluation forms for instructors to complete. These will also be distributed at the end of the season. Please take the time to complete this evaluation. Instructor feedback is a critical part of improving our department.

Loose Moose (Lost Guest)

It is very important to always know the whereabouts of each guest in your group. However, if a guest does get lost or separated from your group, immediate action should be taken.

1. Be proactive and make a plan with your group on where you will meet them if separation occurs. The standard policy for that meeting place is at the bottom of the closest lift. Please communicate that with your students, and instruct them to inform a lift attendant that they are separated from you, and to wait there.
2. Always assume the guest is lost until proven otherwise.
3. Remain calm, and make sure the other guests in your group are supervised (or in the case of adults, in a safe location, i.e., to the side of a trail).
4. Notify a Supervisor, providing specific information and following their instructions carefully.
5. For children, be sure to inform the parents of the incident at the end of the day. Be honest and inform them of the entire situation.

Group Management

Group Management is a central function of all instructing positions. We expect you to maintain visual sight of all group members at all times. We expect you maintain control of your group, including behaviors of group members. If you are in a situation where assistance with a student's behavior is necessary, we expect you to notify your supervisor for assistance as soon as possible. If separated from a group member, please follow the Loose Moose procedure described above. Other facets of group management and your expectations for each are listed below:

1. *Terrain Choice*: Each level of instruction has corresponding appropriate terrain. We expect you to stay within acceptable and safe terrain based on your student's ability levels. Leading students on to unsafe or inappropriate terrain may result in disciplinary action.
2. *Terrain Parks*: In order to take a group into a terrain park, instructors must complete our FAST certification program. Once you have completed FAST 1 you may teach in our Log Jam and Playground Terrain Parks. Once you have completed FAST 2, you may teach in our Birch Run Terrain Park. Once you have completed FAST 3 you may teach in the Zone or Knight's Revenge Terrain Park. When teaching in terrain parks, you must adhere to the safety and procedural expectations outlined in the FAST trainings. Failure to do so may result in disciplinary action.
3. *Resort Boundaries*: Instructors may not lead students outside of resort boundaries. Failure to gain permission before accessing this restricted terrain may result in disciplinary action.

If you have any questions about any of these topics, please see your supervisor for additional expectations and clarification.

Transportation

All staff are expected to have reliable transportation to and from work each day. Driving conditions during Vermont's winter season are frequently challenging. However, frequent failure to report to work due to challenging driving conditions or a lack of transportation is grounds for disciplinary action, up to and including termination.

Safety

Smugglers' Notch Resort is dedicated to providing guests and staff with a safe environment for engaging in work and recreational activities. Every employee is responsible for doing their part to help make Smuggs a safe place to be, and all injuries are preventable if we recognize potential risk factors and intervene to eliminate or reduce those factors. The following section provides an overview of key safety policies and procedures.

Workers' Compensation Skiing/Riding Policy

Smugglers' Notch is required by law to provide Workers' Compensation insurance coverage to all employees. This insurance only covers employees receiving injuries from accidents or personal illnesses that arise out of or in the course of their employment with Smugglers' Notch Management Company as defined by applicable job descriptions. As this policy relates to SSU staff, the following job duties are considered covered and supported:

- Teaching any ski or snowboard lesson or camp which has been assigned by a Manager, Supervisor, or Coordinator, or completing any other directly assigned duties.
- Participating in all SSU training programs conducted at the resort and led by an assigned trainer. Although all training is encouraged, non-Smugglers' programs paid for by instructors, attended voluntarily, and not under the control of SSU are not considered part of your assigned duties.
- Leading any scheduled training event that has been assigned to you by a Manager.

Smugglers' Notch Management Company does not consider any employee to be required to ski or snowboard during free (non-work) time, including during breaks and before or after lessons.

If you are injured in the course of your work, you must contact your Supervisor immediately. If you require medical attention, transportation will be arranged for you to Smugglers' preferred provider for care. Smugglers' has an active return to work program that will place you in a medically appropriate job position within the company if your doctor will not allow you to return to your regular job because of your injury.

Safety & Your Personal Equipment

As an on-snow professional, it is your responsibility to provide appropriate, well-maintained, and safe equipment. Your boots should fit properly and be checked regularly for wear. Your skis or board should be regularly tuned. Your bindings should be checked and adjusted at the beginning of the season, and as needed throughout the winter, by a certified binding technician.

Alpine staff must document binding checks by providing a copy of the release/retention form prior to starting work. For your convenience, 3 Mountain Equipment at Smugglers' will do these binding checks for two pairs of skis at no cost. Snowboard staff need to have their equipment checked and approved by training staff.

Please refer to the Winter Footwear Policy in the "Appearance & Uniform Policy" section of this Handbook.

In addition to proper footwear, keep in mind other equipment available to you to help ensure your safety on the job. Helmets are discounted 20% off of wholesale at 3 Mountain Outfitters, and we encourage all instructors to take advantage of that benefit. Helmets provide a high level of safety from head injuries, and can be purchased at 3 Mountain Outfitters using your employee discount.

Adjusting Guest Equipment

Only authorized persons are permitted to adjust rental equipment on the hill. If you are not a supervisor you are not authorized to adjust equipment.

Safety Reporting Program

Staff are responsible for keeping in communication with their Supervisor(s) and the SSU management team about safety concerns. For non-urgent safety concerns, employees are encouraged to take advantage of our safety reporting program. Located in the SSU Shop is a bin with blank Safety Observation Forms. Fill out a form and place it in the collection bin. Your report may be meant to report a safety concern—something you've observed which could be made safer—or a positive safety observation about another employee. You will receive one "Safety Buck," equivalent to one dollar and accepted at all Smugglers' Notch Resort facilities, for every Safety Observation Form you submit. To help motivate you to display a safe attitude at work, you will also receive a Safety Buck every time another employee submits a positive safety observation about you!

Health & Conditioning

Your physical conditioning is an important part of your personal safety. Skiing and riding are strenuous activities, and you owe it to yourself to keep your body in good condition on a year-round basis, as this can help you avoid many injuries. Remember not to push yourself to exhaustion, particularly early in the season or late in the day. Pace yourself to avoid exhaustion. Proper nutrition and hydration during the day are always important.

Additionally, SSU provides regular Health and Wellness activities to help keep you healthy and in good shape to participate in and share your sport. Look for information about the Be a Smuggler program in the SSU Shop for information about activities and events. This program will be continually developing throughout the season and we welcome all input.

Smoking

Smoking is not permitted at the resort in any area except the designated smoking area located behind the Meeting House. Smoking is never permitted in your uniform jacket or in front of or near guests or children, nor are you permitted to leave or sidetrack your group to smoke.

Training

All SSU employees are required to complete a specific number of paid training hours on a variety of topics based on years of experience with SSU. Additionally, more in-depth voluntary training is available to all interested staff members, and every employee is encouraged to take advantage of these opportunities for growth. This section outlines our training policies and other basic training information.

Required Training

ALL STAFF: Attend on-snow training based on years of experience and the Winter Rally.

NEW HIRES WITH NO PRIOR EXPERIENCE: 32 hours, prior to work assignment, including the Winter Rally and Risk Assessment. This includes 3 days of on-snow training, 1 day of off-snow training, and a shadow assignment. In addition, 8 hours must be completed during the season.

SECOND TO FIFTH YEAR RETURNING STAFF: 16 hours of on-snow training and the Winter Rally.

SIXTH YEAR AND BEYOND STAFF: 8 hours of on-snow training and the Winter Rally.

NEW HIRES WITH PRIOR DOCUMENTED EXPERIENCE: You are required to attend the Winter Rally and will be placed in on-snow training groups based on your prior experience. Documented prior experience is defined as experience you have reported in

your work history that has been verified with the former employer by a Supervisor or Hiring Coordinator. You will also be required to attend “Transition to Sterling and Madonna” before you will be assigned to work that terrain.

All required training is paid training at your regular hourly wage..

On-going Training Policies

There will be a bi-weekly schedule of training on a variety of topics led by our training staff. These schedules will be posted at all SSU locations, as well as on the staff website. There are also schedules for AASI and PSIA training events posted in the Shop and the Sterling SSU building.

All staff are strongly encouraged to participate in on-going training. These clinics are opportunities for growth, making you more versatile as an instructor and more effective in teaching private lessons—both of which can help you increase your income. On-going training is not paid, as it is voluntary, but SSU will reimburse you for a portion of the cost of any PSIA/AASI training events you attend, including dues for membership and certification testing (please refer to the section on professional development, below, for more information).

SSU also maintains an extensive library of books, videos, and other materials relating to snow sports teaching, teambuilding, and child development. Contact the Training Manager to see what we have and sign materials out. We do ask that you only sign materials out for two weeks at a time. If materials are lost or damaged while signed out to you, you will be responsible for the cost of replacement.

Peer Coaching

Peer coaching is a midseason training and evaluation tool. Supervisors and trainers will schedule a peer coaching session with instructors that will run half of the day. This session is aimed at collaborating in a way to both give feedback to the instructor and help the instructor progress their skill set. This process will be aimed at new hires and work from there, targeting our most junior to most senior instructors. Not all instructors will participate due to time restraints.

Professional Development

To encourage your professional development, SSU subsidizes the cost of membership in, and certification by the Professional Ski Instructors of America (PSIA) and the American Association of Snowboard Instructors (AASI). In addition, SSU may provide assistance with the cost of non-PSIA or non-AASI job related events, courses, and classes, with prior approval of SSU Management

Reimbursement for Certification & Specialist

If you achieve a certification or specialist level with PSIA/AASI, SSU will reimburse you 50% of the exam fees and required pre-requisites in the season following your achievement, provided you return to work in SSU that season. Only one documented successful exam and pre-requisite will be reimbursed for any level of certification. Your request for reimbursement must be submitted no later than 1/31/14

(Please refer to PSIA-E.ORG For more information regarding the details of required pre-requisites for specific levels & disciplines)

Annual Dues for PSIA/AASI

SSU will reimburse 50% of annual dues (not including any late fees) for PSIA / AASI. Proof of dues payment, such as a print or electronic copy of your receipt must be provided to JOIE LEHOULLIER at the outset of each season. Your request for reimbursement must be made after November 1st, but no later than 1/31/14

SSU will reimburse 50%, up to a maximum of 100.00 per season, for any work related educational event, including, but not limited to AASI / PSIA non-certification courses (USSA & USASA Coaching courses). Any non-AASI / PSIA course must be pre-approved by the Training Manager to be eligible for reimbursement. Proof of payment and/or course completion must be submitted to GREG FATIGATE and then to JOIE LEHOULLIER **within 30 days of the event.**

Where to Find Proof of Payment

- Go to thesnowpros.org
- Log in to your account.
- Your email address = user name
- Your member # = Password
- Click on your name
- Go to “my transactions”
- Print it, highlight the items for reimbursement and submit to JOIE LEHOULLIER

AASI/PSIA Certification Pay Bumps

You are entitled to receive a raise in your regular hourly wage for achieving membership and certification status with PSIA or AASI. Refer to this list to see the schedule of pay raises by PSIA/AASI status change.

- | | |
|--|--------|
| • Become a member of AASI / PSIA | \$0.25 |
| • Attain AASI / PSIA level 1 Certification | \$0.25 |
| • Attain AASI / PSIA level 2 Certification | \$1.00 |
| • Attain AASI / PSIA level 3 Certification | \$1.00 |
| • Attain Children’s Specialist 1 | \$0.25 |
| • Attain Children’s Specialist 2 | \$0.25 |
| • Attain Freestyle Specialist 1 | \$0.25 |
| • Attain Freestyle Specialist 2 | \$0.25 |

Appendix A: Handbook Agreement Form

Once you have read and understand the policies in this handbook, please read and sign the agreement below and return it.

I, _____ (please print), hereby acknowledge that I have received, read, and understand the 2011-2012 Snow Sport University Employee Handbook. Further, by signing below, I am agreeing to abide by the policies contained herein.

Signature

Date