

Ignite Adaptive Sports

At

Eldora Mountain Resort



IGNITE
ADAPTIVE SPORTS

E L D O R A

Volunteer and Staff Handbook 2022-2023

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Your Guide to Enjoyment and Success

Welcome to Ignite Adaptive Sports (IAS) at Eldora Mountain Resort (EMR). Thank you for volunteering with Ignite, we're glad you are here. The purpose of this handbook is to describe our program to you, provide you with a guide to our policies and procedures, and cover frequently asked questions. The terms volunteer and staff are interchangeable in this document. If any points are unclear, or if you have outstanding questions after reading through this document, please contact our Operations Manager Kevin Wilson at info@igniteadaptivesports.org

Overview

Ignite Adaptive Sports offers winter recreation opportunities for people living with physical or cognitive challenges. Ignite is an independent non-profit, 501(c)(3) organization and operates from a facility at Eldora Mountain resort.

Our mission is to ignite personal growth, independence, and confidence in people with disabilities by providing safe and fun winter snowsport opportunities. Ignite is a member organization of Move United and Professional Ski Instructors of America/American Association of Snowboard Instructors (PSIA/AASI), and we comply with the Safe Sport Act.

We serve our athletes with instructional programs in Alpine and Nordic skiing, Snowboarding, Snowshoeing, Ski-Biking, Mono-Skiing and Bi-Skiing.

2023 will be our 48th year at Eldora. We began with 10 volunteers and 10 athletes. Today the Ignite program has grown to over 500 athletes and 250 staff. Ignite is different from other adaptive programs in that all instructors are volunteers. Some of our instructors have disabilities themselves or have children with disabilities, but mostly people volunteer because of the desire to help others enjoy snowsports.

For instructors we offer comprehensive training in teaching methods covering various types of disabilities and the use of adaptive equipment.

Our Client Services Staff are trained in a variety of tasks including tracking lessons, checking-in, greeting our athletes, and ensuring the smooth daily operation of our facility.

Our Equipment Technicians are trained in the maintenance and adjustment of ski/snowboard equipment and various other adaptive snowsports tools.

We also offer our staff ongoing training throughout the season to improve personal skiing/riding skills, teaching methods, and technical knowledge. Scheduled training for all volunteers and staff, both classroom and on-snow, takes place in November and December.

The athletes who participate in the Ignite program are people with disabilities whose needs cannot be met by standard ski and ride schools. Our primary objective is to provide winter snowsports in a safe and fun environment. Our athletes enjoy the wondrous thrill of winter sports, feel the pride and satisfaction of accomplishment, and form friendships with fellow athletes and staff. Many lives are enhanced physically, emotionally, and spiritually. Athletes of all ages and abilities take part in the activities offered by Ignite. No one is turned away due to the nature of their disability or for financial hardship.

We charge a daily fee to athletes for our services. The fee includes a private instructor (or more), lift ticket, and all required equipment. Athlete fees cover only a small portion of our operational cost, and we rely primarily on donor support for our program. Ignite's major benefactor is Eldora Mountain Resort which provides our physical facilities and lift tickets for both athletes and instructors.

Ignite is governed by a Board of Directors which oversees the duties of Executive Director, raises funds, and provides direction Ignite. Please refer to our website for profiles of our board members, senior staff, and strategic plan (www.igniteadaptivesports.org)

Senior Staff

Carol Nickell, Executive Director – director@igniteadaptivesports.org

Finn Murphy, Program Manager – finn@igniteadaptivesports.org

Kevin Wilson, Operations Manager – scheduler@igniteadaptivesports.org

John Humbrecht, Snowsports Director – snowsports@igniteadaptivesports.org

Stacey Lunn, Equipment Manager – equipment@igniteadaptivesports.org

Becci Seuberling, Finance Director – finance@igniteadaptivesports.org

Volunteer Qualifications

All Volunteers

- Adult Volunteer Applicants must be 18 years of age or older.
- Junior Volunteer Applicants must be at least 16 years of age.
- All Volunteers must submit a background check from our supplier every 2 years.
- All volunteers must complete the training requirements in their respective field of interest.

Instructor Volunteers

- Should be an intermediate skier or snowboarder.
- Should be capable of physically assisting their athlete(s) as necessary.

Client Service Volunteers

- Should be comfortable in greeting guests.
- Should be reasonably computer literate.
- Should be willing to work in the kitchen and snack areas.

Equipment Volunteers

If interested in working with equipment, please contact Stacey Lunn, the Ignite equipment manager at equipment@ignitedaptivesports.org. Stacey will outline the requirements.

Staff Training

All new volunteers are introduced to our program in person at one of our October orientation sessions. These are open to any interested persons and there is no obligation to join Ignite by attending a session. Orientation sessions are held at the Boulder Jewish Community Center (JCC). The orientation dates for the upcoming season are Thursday, Oct 20th from 6 to 8 PM, Wednesday, Oct 26th from 6 to 8 PM, Saturday, Oct 29th from 10 AM to 12 PM. All new volunteers need to attend one of these sessions.

Should you decide to join the Ignite community after the orientation session, you'll need to attend one of our required New Volunteer Training classroom sessions.

After that, classroom trainings are held in November and December. On-snow training for new instructors is held in December. Current training requirements and clinic dates for new and returning staff will be addressed at the JCC orientation sessions.

New instructors are trained by a mix of experienced Ignite instructors and guest trainers from other adaptive programs. Ignite trainers are PSIA/AASI certified in specific activities such as guiding visually impaired, bi/mono-skiing, alpine and nordic skiing, and snowboarding.

Equipment volunteers attend specialized equipment training including binding testing, binding certification, and boot fitting.

Client Services volunteers receive on the job training.

To align with the Safe Sport Act, all staff, shall attend an Ignite hosted training either in person or online.

On-snow instructor clinics will cover the PSIA/AASI teaching progression, adaptive techniques, and specific disabilities and situations related to them. It is helpful to learn as much as possible about the disabilities with which you will be working with through outside resources and internal continuing education clinics. Ignite has numerous books and resources available for further study from our lending library. Information about these resources is also available from Ignite. In addition to training and independent study, some of your best sources are the athletes, their parents, guardians, or group leaders. Feel free to ask questions and get information regarding personal behaviors, habits, etc. One of the greatest aspects to volunteering with Ignite is the openness all experienced instructors have with new volunteers regarding teaching methods and tricks of the trade. While training clinics provide a foundation of skills for instructors, adaptive snowsport teaching requires awareness and an ability to be flexible to best serve the changing needs of each athlete. Therefore, we actively recruit members from all walks of life to be our instructors. Every volunteer brings skills they can use and share. It's important to remember that our athletes are all unique individuals with specific requirements.

Staff Duties

Lead Snowsports Instructor

The snowsports instructor teaches a variety of activities to children and adults with various disabilities. Daily duties include but are not limited to:

- Providing a safe and effective lesson.
- Evaluating the assigned athlete and making recommendations for adaptive equipment needed for the lesson.
- Assisting the athlete with obtaining equipment and adjusting adaptive equipment to the athlete as needed.
- Remaining with the athlete throughout the scheduled lesson.

Shadow/Buddy Instructor

All new instructors at Ignite begin at this level. The shadow/buddy instructor assists the lead instructor during lessons. Daily duties include but are not limited to:

- Carrying adaptive equipment and gear for the instructor and athlete.
- Assisting athletes with lift load/unloads.
- Pushing sit skis to lift and in the lift line.
- Providing problem-solving input to lead instructor.

Client Services Staff

Client Services staff manage the facility during the workday. Daily duties include but are not limited to:

- Arriving prior to athletes and other volunteers.
- Printing out daily paperwork needed by equipment staff and day supervisor.
- Check-in and greet athletes and instructors as they arrive.
- Perform required data entry.
- Answer phones, emails, questions from the public, and assist athletes and instructors as needed.
- Oversee athlete records.
- Take payments.
- Maintain Ignite facilities, including providing coffee, snacks and general clean up.

Equipment Technician

Ensure equipment is maintained and prepared for athlete lessons. Daily duties include but are not limited to:

- Arriving prior to athletes each day.
- Pulling equipment from racks and setting up for athletes registered for the day.
- Assisting instructors and athletes with equipment prior to going out to mountain and if needed getting onto the mountain.
- Return equipment at the end of the day.

Occasional Duties for All Staff

- Keeping building clean (disposing of trash, cleaning tables, vacuuming).
- Keeping outside of building safe and clear of ice and snow.
- Assisting with special events associated with the Ignite program.
- Performing other duties as assigned by the day supervisor.

Required Equipment

- All staff must have their own equipment.
- Black pants are required when on lessons.
- Helmets are required for all staff on duty while using lift service terrain.

Scheduling

Our athletes are scheduled based on your attendance so please show up on your scheduled days. We have an online scheduling platform where you can submit your days at Ignite. To help us schedule lessons effectively, please put your full season schedule in no later than December 1st. **Changes can be made to your schedule at any time.**

Supervisors

Ignite assigns a supervisor for each day. Your supervisor is a PSIA/AASI trained instructor and has been carefully selected for his/her ability to calmly handle the numerous details of our busy adaptive school. Supervisor responsibilities include not only caring for the safety of our athletes but you as well. Ignite wants each volunteer to attain his or her personal goals while involved with the program. All questions about duties and responsibilities, etc. should be directed to your supervisor. They are there to help and will be able to offer suggestions and solutions. There are no dumb questions except those not asked.

Equipment Facility

While Ignite operates at a small ski area, we are not a small program. Ignite is the 3rd largest adaptive ski program in Colorado and we believe our safety and training protocols set a world class standard. One of the things that sets us apart is having our own equipment facility on site. We own and maintain all of our own equipment. All our equipment technicians are certified by the manufacturer of the equipment they maintain.

The Ignite equipment room is a very busy place. To help it run as efficiently as possible please follow these guidelines:

- Stay in front of the counter area.
- Please wait your turn at the counter.
- There is paperwork for everything in the equipment room. The technician will help you with paperwork.

Staff/Volunteers

Benefits

Training: As a member of Ignite staff you will have access to all of our training materials and clinics. We provide training for instructors in December to prepare for the upcoming season, we also provide training clinics throughout the season to improve your personal skiing or riding. We will also provide clinics to learn more about adaptive teaching and prep clinics for PSIA/AASI certification exams.

PSAI/AASI Certifications: Ignite encourages our instructors to become certified through PSAI/AASI. Ignite reimburses all instructors 100% for the PSIA/AASI exams fees. (Provided, of course that you pass.)

Fun: Year after year, volunteers return to Ignite because we do like to have fun. Working with athletes is the primary motivator, though the social aspect of Ignite is also tremendously important. Ignite is a community of more than 250 volunteers and you'll make friends and meet some very interesting people. In fact, you won't find a more diverse group of remarkable characters anywhere. Added to that will be the definite improvement of your snowsport skills, the opportunity to work with adaptive equipment, as well as serve your community. Other things to look forward to include homemade baked goods, ski parties, windy days, sunny days,

snowy days, powder days, après-ski, seeing old friends, and making new ones. You are helping families learn to ski together and enjoying your athletes' accomplishments. You get to be part of a dynamic and unique organization that makes a real difference in people's lives.

Insurance

Worker's Compensation: **Volunteers at Ignite are Not covered under Workers Compensation.**

Medical Insurance: **Volunteers at Ignite are Not covered by Any medical insurance through Ignite Adaptive Sports.** Volunteers are strongly encouraged to carry their own accident insurance in addition to their standard health insurance. PSIA/AASI has very affordable policies

Liability Insurance: Volunteers are insured through Move United liability insurance for actions within the scope of their volunteer duties.

Image

Projecting a positive image on the mountain for Ignite and Eldora Mountain Resort is a key priority. Our uniform policy consists of an Ignite jacket and black pants when on lessons. Name tags are provided by Ignite and are to be worn at all times.

Ski Breaks

We know that one of the reasons you are here is to ski as much as you can. To "free ski" you must be released by your supervisor. Should you wish to ski at the end of your shift, please be sure to take off your Ignite jacket and remove your personal belongs from the Ignite building by 3:30 pm to prevent your items from being inadvertently locked up.

An Instructor's Typical Day at Ignite:

- Arrive by 8:30 am, check in at the desk and check out an Ignite jacket and lift ticket if needed.
- Attend 9:00 am staff meeting.
- Pick up your assignment and review your athlete information and prior progress reports.
- Athletes arrive between 9 and 10 am.
- Talk to your athlete, also talk to their parent/caregiver if they have one. Ask if there are any behavior issues, possible aids to motivate and check the athletes emotional and physical state. Have they recently taken medicine? Are they drowsy or dehydrated? How is their energy level? Has another instructor had them on a lesson previously that you can talk to?
- Assemble adaptive equipment – Check equipment inside before going out on the hill (boots, bindings, etc.)
- Check to make sure you athlete is ready before going outside – Bathroom? Proper clothing? Helmet? Eye protection? Sunscreen? Lift ticket?
- Morning lessons run from 10 am to noon.

- Lunch time – 12-1 pm. Release your morning athlete to their parent or guardian if required. Have lunch, enjoy the Ignite community and be ready for your next assignment by 12:45.
- Afternoon lessons run from 1 to 3 pm.
- Summarize the lesson and talk with your athlete. Review the day with the parent/caregiver at the end of the lesson if there is one. Record daily results and occurrences in the athlete progress sheet on a tablet/laptop. If you had a morning only lesson this should be done when you come in from the morning lesson.
- 3:30 pm help to clean/close up the building.

Performance

Professional Conduct

Ignite and Eldora Mountain Resort focus strongly on excellent guest relations. We take pleasure in providing guest with outstanding service and courteous treatment. We rely on you to support those efforts. In keeping with this tradition of excellence, we treat both athletes and staff in a manner that is pleasant, courteous, and professional. Ours is a service business, and quality service is our main concern. If problems arise with either athletes or fellow staff, please discuss the matter with your supervisor.

Line Cutting

Entering a lift line to board a lift in advance of Eldora's other guests is known as line cutting. Line cutting is a privilege and should be done with the utmost consideration for Elora's guest. For courtesy, Ignite staff should wait in line unless doing so will negatively cause behavioral issues.

Drug and Alcohol Policy

Ignite is dedicated to providing a safe and healthy experience for our guest, athletes, and staff. The use of drugs or alcohol by Ignite staff while on duty, is not permitted. The possession, use, or sale, of any illegal drug on the Eldora Mountain Resort premises are strictly prohibited. Do not report for duty while impaired in the slightest degree or under the influence of any substances. If you have an alcohol or drug-related problem, we strongly encourage you to seek professional help. Smoking tobacco is prohibited on the Ignite deck or inside the buildings at any time. If you must smoke, please remove your uniform, and move at least 50 ft. from the Ignite facility. Cannabis use is prohibited on EMR property and is an illegal drug since we are on National Forest land. There are, occasionally, officially sanctioned events which may include alcoholic beverage, but these events are never sanctioned on-duty, and never sanction impairment.

Theft

Neither Ignite nor EMR assumes responsibility for anything lost, or stolen, or otherwise damaged by parties or occurrences known or unknown.

Gratuities

The acceptance of tips is considered improper. Our general policy is that if a form of remuneration is offered then the proper response is to ask the person to donate the offered gift to the Ignite Scholarship Fund.

Wi-Fi and Internet Access

While the Client Services desk has internet access, it is not available to either athletes or volunteers due to limited satellite coverage. Expect and enjoy spending your day free from electronic communication other than our athlete reports.

Sexual Harassment/Misconduct

Ignite and EMR are firmly committed to maintaining a positive work environment that is free from discrimination, including sexual harassment and sexual. That means an environment that is free of inappropriate conduct, including offensive, verbal, and written communication of a sexual nature. Sexual harassment is against the law. A staff member who feels sexually harassed should take the complaint directly to the Executive Director. In a case where the complaint is about the Executive Director, then the complaints should be directed to the IAS Board Chair. All complaints are taken seriously. Complaints will receive prompt attention, and appropriate action will be taken.

The Safe Sports Act expands the list of individuals required to report child sexual abuse. Any adult who is authorized to interact with youth athletes is required to report suspicions of abuse to the appropriate law enforcement agencies and the Program Manager within 24 hours. Reporting to the Program Manager does not relieve you of your required mandated reporting to the appropriate law enforcement agency. If in doubt report.

At no time shall any Ignite staff provide transportation to an Ignite athlete under the age of 18 without the written approval of the parent or guardian and the Ignite Program Manager.

Athlete's Personal Care Needs

Ignite staff are not responsible for the personal care/toileting needs of any athlete. If at any time you are uncomfortable with what is being asked of you, please do not hesitate to inform your supervisor. **No staff member shall ever be alone with a child that is not their own child in any restroom.**

Pets

In accordance with Boulder County and United States Forest Service regulations, pets, other than service animals, are not permitted on the EMR premises.

Parking

There is no reserved parking for Ignite staff. Park where spots are available. Arrive early and respect Eldora Parking Attendants request.

Transportation

Carpooling is always encouraged (the more you can squeeze in the better). Please see the Carpool Information tab on our website for more information.

On weekends, Ignite staff can take the RTD bus from Boulder, or meet at the Boulder Justice Center and take an EMR shuttle at no cost. If you do drive, then we highly recommend parking at the Nederland High School and riding the EMR employee shuttle.

Staff Code of Conduct

While the following guidelines for conduct are not exhaustive, they provide an ethical framework for all who volunteer with IAS. It is expected that those who volunteer will act in accordance with these guidelines.

I will:

- Respect the dignity and rights of others and relate to them without deception, manipulation, exploitation, harassment, or intimidation.
- Treat others with integrity, respect, patience, kindness, and consideration.
- Exercise good judgment in all my IAS activities and conduct myself in a professional, courteous manner in all interactions with fellow Ignite staff, Ignite athletes, EMR staff, and the skiing public.
- Protect children, youth and vulnerable adults from abuse or neglect.
- Report uncontrollable or unusual behavior of children, youth , and vulnerable adults to a Supervisor.
- Report any suspected cases of child abuse to relevant authorities. I understand that any failure to report suspected child abuse to civil authorities is against the law.
- Cooperate fully in any investigation of abuse of children, youths, or vulnerable adults.
- Do my best to ensure that each athlete I teach has a positive experience. This requires me to respect the talent, development stage, and goals of each athlete and to review my athlete's medical history, so I am aware of any limitations.
- Promote athlete autonomy and increased self-esteem.
- Act as a good steward of Ignite property.
- Bring any questions or concerns regarding these principles or any other issues to the attention of the supervisor and/or the Program Manager.

I will not:

- Touch or speak to a child, youth, or vulnerable adult in a sexual, abusive, or other inappropriate manner.
- Engage in or tolerate physical, sexual, or verbal abuse of Ignite staff.
- Strike, spank, shake, or slap children, youth, or vulnerable adults.
- Use any discipline that frightens or humiliates children, youth, or vulnerable adults.
- Use profanity in the presence of children, youth, and vulnerable adults, or speak to them in a manner that is derogatory, demeaning, humiliating, or threatening.
- Accept or give gifts to children, youth, or vulnerable adults which might be perceived as inappropriate.
- Use or be under the influence of alcohol, illegal substances or legal substances that might impair my judgment at any time while engaging in activities with children, youth, or vulnerable adults.
- Use, possess, or show pornographic material to children, youth, or vulnerable adults at any time (such materials include but are not limited to: inappropriate printed materials, magazines, videos, films, recordings, or computer games/software).
- Engage children, youth, or vulnerable adults in conversation, discussion, personal interaction, or entertainment that I would have reservations about in the presence of their parents or another responsible adult.
- Engage in any sexually oriented conversations or discussions with children, youth, or vulnerable adults, or discuss my own sexual activities with them.
- Take photos or make recordings or drawings of minors while they are unclothed or dressing.
- Provide transportation for children, youth, or vulnerable adults without written permission from their parent or legal guardian and the IAS Executive Director. They are to be transported directly to their destination, with no unauthorized stops by drivers who are validly licensed and insured.
- Release children, youth, or vulnerable adults at the close of activities to anyone other than parents, legal guardians or other persons designated by parents or legal guardians in writing.
- Discriminate against anyone based on race, ethnicity, religion, sexual orientation, gender, age, or economic background.

Important Notice

THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR IAS VOLUNTEERS. IAS VOLUNTEERS ARE REQUIRED TO ABIDE BY THE APPLICABLE RULES AND REGULATIONS OF IAS AND EMR.

THIS HANDBOOK CONTAINS APPROPRIATE SECTIONS OF THE EMR HANDBOOK. IAS RESERVES THE RIGHT TO MODIFY, REVOKE, SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, IN WHOLE OR IN PART, AT ANY TIME, WITH OR WITHOUT NOTICE.

THE LANGUAGE USED IN THIS HANDBOOK IS NOT INTENDED TO CREATE, NOR SHOULD IT BE CONSTRUED TO CONSTITUTE A CONTRACT BETWEEN IAS AN ANY ONE OR ALL OF ITS VOLUNTEERS

NO HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER REVIEWING THIS HANDBOOK, IF YOU HAVE QUESTIONS, PLEASE TALK WITH THE OPERATIONS MANAGER OR YOUR SUPERVISOR.

For further information go to our website: <http://igniteadaptivesports.com>

Acknowledgment of Receipt

My signature (or electronic acknowledgement) confirms that I have carefully read the Ignite Volunteer and Staff Handbook. I will be subject to a background check including my criminal history. I agree to follow policies set forth in this handbook and I understand that violation of any policy may result in my dismissal from IAS and/or appropriate legal measure.

Name: _____
(Please print clearly)

X: _____ **Date:** _____
(Signature and date)