

HEAVENLY SKI AND RIDE SCHOOL

Newsletter - February

CONGRATULATIONS TO ALL OF OUR NEWLY CERTIFIED STAFF!!!!



Level 1 Alpine

Jaime Burgess, Juana Anchorena, Steve Chapman, Shawn Clayton, Kayleen Conrad, Julia Corbett, Martin Corso, Christel Crider, Dana Kauffman, Mark Kennedy, Lisa Mathews, Teague McDonnell, Helena Mytilinos, Kieth Serxner, Emma Shirley, John Wildroe, Wei Ye, Paula Bagby, Jack Boothby, Ana Kiernicki, Paloma Martin, Tom Sinclair, Adrian Van Der Capellen, Michaela Mitchel and Thora Hammerlein

Level 1 Snowboard

Drew Smyser, Victor LeJune, Jacob Delveaux, Cody Baker, Cailyr Blackstock, Josh McEnally, Trevor Muse, Kyle Myers, Nate Shoemaker, Carissa Negri, Booker Rhodes, Eric Wilkinson, Galiel Apostolue, Travis Myers and Lili Iverson

Level 2 Alpine

Tomas Zunino

Also, a massive shout out to the trainers of these groups, Pat Medau, Shane Pilkington, Dave Caputo, Steve Evenson, Richard Scott, Danny Vance, Kyle Jarratt and Patrick Harrington.



ON THAT NOTE, A NOTE FROM PATRICK..

Hey Everyone!

There has been a lot happening in the training world over the last couple of weeks.

The training calendar has been posted for the rest of the season. Please go take a look to see what you might like to join in on. We have added on-snow and online adaptive clinics, as well as another round of kids-specific online clinics.

We had both rider and skier improvement clinics go out, with the latter being able to use the new conference room for some in-depth video analysis with Richie Jameson!!!



ADAPTIVE LESSONS – GUEST INFORMATION AND CONFIDENTIALITY

If you are an adaptive coach and have an adaptive lesson on your schedule please check in with the Cal Base Adult supervisors at least two days before the lesson. The CAB crew will have guest information regarding the lesson. If you are based at the Gondola, the supervisory team can also assist with accessing this information. For reasons of confidentiality, we are unable to send this information to email addresses outside of the company, and greatly appreciate your cooperation with this ask.



IT'S PRESIDENTS WEEK!!!

We are expecting to be very busy and keeping our fingers crossed that the weather actually cooperates!

Consequently, we are especially busy, in Private Lessons Saturday 2/18-Wednesday 2/22. As such, we are asking the following to help alleviate the crowd's first thing.....

- 1.If you have a request please feel free to meet your guests at times/places other than in the DMZ at lineup* We simply ask you make sure you notify your supervisor in advance and make sure your guests have completed the Release of Liability (if you are unsure PLEASE see a supervisor).
- 2.Similarly, if you have a multi-day assigned lesson we would strongly recommend the same approach after you connect with the guests on the first day of the booking.
- 3.This will be especially true if we end up having any West Coat Party, as the Private Lesson meeting area and DMZ will be even more "popular".....

****Morning meetings will start at 9 am Saturday 2/18 – Sunday 2/26 for adult and private lessons****

Also, in terms of Private Lessons:

- Please pay close attention to not only the notes of your private lessons but most importantly, the location of the private lessons that you are assigned to.
- We also recommend checking your schedule several times a day in case we have had to make any last-minute adjustments to cover other requests or call outs etc.
- If guests would like to add additional days/hours to their private lessons, please check in with a supervisor asap to see if that is possible.
- If you have any availability in your schedule and are being contacted by requested guests, please suggest the PM and/or later in the week.
- Please understand any booking for March/April currently in the drop box may take longer than usual to show up on your schedule
- Lastly, for those of you without this number, the CAB supervisor crew can be reached directly at 530.542.5173. Unfortunately, we do not currently have an external line for the TOG Adult SRS Office.... You can call SRS Admin to be transferred at 530.542.5131



HINGE HEALTH IS BACK!!!!

You can take advantage of Hinge Health's back, knee, hip, neck, shoulder and other joint pain program for you and your eligible family members at no cost (click here to sign up). Plus, get a complimentary yoga mat when you join today.* Once enrolled in the program, Hinge Health will create a customized care plan just for you. From there, your personal health coach or physical therapist will guide you through exercise therapy in the Hinge Health app. Plus, it takes only 45 minutes per week, so it easily fits into your schedule. Join the program by registering for Hinge Health today.

Participants must be 18+ and enrolled in a US Vail Resorts medical plan. *Restrictions apply. Eligibility to receive a yoga mat is based on the program in which you are placed.



EMPLOYEE SCREENING UPDATE:

Employee health screenings are ONLY required when symptomatic or testing positive for COVID-19

Starting this week, employees working on-site are only required to complete the health screening if they are experiencing symptoms or have tested positive for COVID-19 within the past 5 days. This change aligns with guidance from public health authorities and enables us to maintain a safe work environment for our team members along with notification and tracking for Emergency Sick Leave, as applicable. Our health screening tools in EpicEmployee will be adjusted to reflect this change this week.

You should complete the health screening ONLY if you are symptomatic or have tested positive for COVID-19. As a reminder, you can see a list of symptoms in the health screening.



THE NEXT CONTINUOUS LISTENING SURVEY IS COMING FEB. 22

On Wednesday, Feb. 22, we will launch the next Continuous Listening survey for all seasonal and year-round employees. The continuous listening survey provides employees a valuable opportunity to have your voice heard. The feedback gathered through this survey has had a direct impact on the actions we have taken throughout the past year.

We understand with President's week the timing is a little tricky, but we would really appreciate as much feedback as possible.

MASSIVE CONGRATULATIONS TO THE FOLLOWING INSTRUCTORS FOR AMAZING GUEST FEEDBACK.....

Jeff, my ski instructor, was wonderful. He was the first instructor who could simplify the physics of skiing and what I had to do to improve my technique. Thanks, Jeff!

Anni from the ski School was very sweet and my kids really enjoyed her.

I had a great lesson with **Eric**! He was so encouraging and I made a HUGE breakthrough on my skiing. Best instructor I've ever had

Supervisor **Celine** from Ski School, best of all!

I took the snowboard group lesson, and the instructors (**Luba and Dustin**) were absolutely wonderful. They worked with each of us individually after they did a demo of what we were going to learn to correct our form. It truly helped me to feel more confident.

I took a lesson from **Tim Fajen** and he was awesome. Really appreciated his comments and the way he treated me. I would contact him again if/when I come back.

Alicia was a great instructor!

I REALLY want to give a BIG "Shout Out" to the ski instructor that I had on my first day there!

Bill Mellerup. He was SO professional but also very personable. He really took the time to listen & analyzed my skiing level to a T! I haven't been skiing long & always feel like it takes me 2 days to get "comfortable" on the slopes. Up until now, I've only felt comfortable on green runs not blues.

I also had knee surgery 12 weeks prior. So, I was very anxious about hurting myself. **Bill** was very knowledgeable & quickly gave me several tweaks that gently pushed me to another level. After our lesson, I jumped right back on the Blue runs & skied ALL BLUES for the first time ever!!! I LOVED every minute!! THANKS BILL!!!

Private ski instructor (**Clara**) was excellent!

Our son snowboards in private lessons with **Danny Featherstone** very chance we can book him. He is the most incredible instructor!

Ryan was a fabulous snowboard instructor!

Dave Brittell is a great snowboard coach. I improved my riding and felt safe while trying new things.

I took a 2 day ski class and both of the instructors I had were Amazing (**Tom and Chris**), it made my learning experience so much better

I worked with **Deon P.** For my snowboarding lesson. He was an incredible instructor. My afternoon with Deon was the highlight of my trip at Heavenly. I learned so much and had a great time. Will purchase more lessons in the future simply from how good of an experience it was. He was knowledgeable, friendly, and incredibly insightful. He made i and the other students feel safe but also allowed us to learn and have fun. Amazing experience.

My snowboard school lesson with **Luba** was great, she was very friendly and positive and attentive and gave good instruction.

Daniel was a great instructor.

Skiing instructor **Tim**, (from San Diego), has great multitasking skills! He took extra attention helping women who was falling all the time at the beginning of the class and at the end she was able to complete green run! At the same time he gave all of us advices on how to improve our skills! It's been five years since I skied last time and just after 2.5 hours I was completely comfortable on the lift and run, didn't fall once!!!

My instructors **Eric** and **John** were very knowledgeable, patient, well organized, caring, and upbeat. They were both able to relay information clearly and in terms I could understand. Had a great experience and will be back for more lessons soon.

Our instructor **Clara McClure** was very patient and easygoing, polite, knowledgeable, and was on top of any detail/need no matter small or big and willful to make all ages happy.

Sandra was a great ski instructor.

Ski school instruction with **Pancho** and **Marcus** for my son and I, respectively were amazing.

Took ski lessons with **Katarina Felton**. Was a great experience. She was patient, and professional and did a great job. I highly recommend her.

Walter Egan is a terrific coach. **Tim Rankins** is a great instructor too.

Took a snowboarding lesson with **Steve Liang** and cannot recommend him enough to any snowboarder. He was awesome, patient, and very helpful! He helped me improve so much in the short amount of time I spent with him.