

Heavenly Ski & Snowboard School
New Instructor Guide
2024/25



Important Phone Numbers
What to expect in your first year
Our Safety Culture
Guest Service
Ski/Snowboard Lesson Guides: 1st, 2nd and green run skiers/riders
Location Information
Kids on Lifts

IMPORTANT PHONE NUMBERS:

HEAVENLY MOUNTAIN RESORT 775-586-7000

CAL KIDS 530-542-5167

CAL Adults 530-542-5173

Gondola Adults Sups 530.542.5171 (Ext. 6303/6312)

TOP of Gondola (Ext. 2263 or 2270)

Gondola Kids 530-542-5121 (Ext 2402 and 2264)

Boulder

SKI PATROL DISPATCH 530-542-6944, Ext. 6944

SECURITY Ext 6262

DISPATCH 530-542-6900

PRIVATE LESSONS 530-542-6904

LIFT SHACK PHONES CAN BE USED DURING LESSON.

SRS Adult General Manager 530-542-6914

SRS Kids General manager 530.542.6913

Base Location Addresses:

CAL Base: 3860 Saddle Rd, South Lake Tahoe, CA 96150

Gondola: 4080 Lake Tahoe Blvd, South Lake Tahoe, CA 96150

Boulder: 140 S Benjamin Dr, Stateline, NV 89449

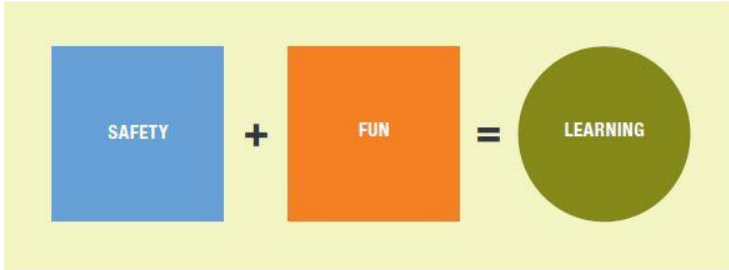
Getting Started

Your job as an instructor is to pass on your passion and help others learn to slide in a fun and engaging way while keeping them safe in a mountain environment.

At the core of what we do as instructors is safety, fun and learning.

The values of safety, fun and learning serve as a filter for the day-to-day actions, behaviors and decisions of instructors.

SAFETY + FUN = A POSITIVE LEARNING ENVIRONMENT



Teaching and riding are fun! And it is important to understand that the people you're teaching are on vacation, whether they are here for a week or an hour and they want to learn

Safety Checklist

Take the necessary steps to prepare your class/student for a day on the slopes! Address the following checklist to help promote a productive, fun day and reduce the possibility of a negative experience - for you and your class.

- FOOD:** did everyone have breakfast? Inquire about any potential allergies (kids especially)

- HYDRATION:** explain the importance of drinking water especially at high altitude.

- CLOTHING:** Make sure students are wearing layers, waterproof outer layers, over-the-boot pants, neck gaiter, gloves, helmet, goggles and SUNSCREEN.

- EQUIPMENT:** Double check equipment is appropriate, that they are wearing only one pair of socks and boots are the right fit.
- STAYING TOGETHER:** discuss with class various strategies for not getting separated and what to do if they do happen to get lost. Ask students for suggestions on how to stay together. Make sure they know your name and frequently check your class for missing students
- INCIDENTS:** Be sure to carry an incident form in your pocket in the event that you need to record details of an incident involving a child in your class.

Responsibility Code

YOUR RESPONSIBILITY CODE

- 1** Always stay in control. You must be able to stop or avoid people or objects.
- 2** People ahead or downhill of you have the right-of-way. You must avoid them.
- 3** Stop only where you are visible from above and do not restrict traffic.
- 4** Look uphill and avoid others before starting downhill or entering a trail.
- 5** You must prevent runaway equipment.
- 6** Read and obey all signs, warnings and hazard markings.
- 7** Keep off closed trails and out of closed areas.
- 8** You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
- 9** Do not use lifts or terrain when impaired by alcohol or drugs.
- 10** If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

**Know and Obey the Code.
It's Your Responsibility.**

If you need help understanding the Code, please ask an employee.

An Instructor's Decision Making Process

The 5 Ts

Terrain – What kind of terrain are you on? Steep? Flat?

Traffic – What is the traffic like: Busy? Slow?

Task – What is the exercise that fits within the terrain and traffic?

Tactic – How are you going to get down the hill? 1 at a time?
Left side? Right side? Down the fall line? Across the fall line? etc.

Timing – What time of day is it? Light? Shaded? Lunch time? Rush hour? Also the pacing of the group, and the public flow of traffic.

Surface – What kind of snow is it? Hard? Soft? Groomed?
Ungroomed? Cut-up? Powder? Slush? etc.

The S.T.O.P. Model

S - STOP and take a time out

T - THINK about what it is that you are doing

O - Consider your OPTIONS

P - Power - You have the power to make decisions

Incident Report Procedure

1. Remain calm.
2. Contact Patrol **SKI PATROL DISPATCH** 530-542- 6944 (Ext. 6944)

Give them:

- a. Your name
 - b. Your location
 - c. Any injuries
3. Contact your Supervisor
 - d. Answer any questions that supervisor may have for you.
 - e. Let supervisor hang up first to be sure they have no additional questions for you.
4. Until additional help arrives, remain at a safe distance from the scene to aid in crowd control. If you are asked to help further, follow the directions of the person in charge.

DO NOT RISK YOUR OWN SAFETY.

5. Keep your supervisor aware of any updates. Do not leave the area without notifying your supervisor.

If you have been injured or think that you may be injured...

Notify a supervisor IMMEDIATELY

TMC = Temporarily Misplaced Child

Child/Student should always have a PLAN if they get separated from class. Let the student know they can always ask another coach or ski patrol for help at any time.

"The Plan" should be what you discuss at the beginning of the day

YOUR ACTIONS:

1. Remain calm and notify your location supervisor immediately
2. Follow "the plan"
3. Remain with the rest of the group and keep your supervisor informed on any changes

STUDENTS ACTIONS:

1. Go to nearest or last lift ridden
2. Tell the Lift Operator that I am in the ski school and have been separated from my group.
3. Ask the lift operator to call Ext. 6242 CAL KIDS or call Ext. 2264 BEAR CAVE
4. Wait at the lift until my coach arrives.
5. Tell any employee if you are lost.

GUEST SERVICE TIPS

Making a good First Impression

How to Talk to a Guest (S.T.A.R.S.)

Smile & greet guest

Take pride in your appearance (i.e. personal hygiene, uniform)

Ask how they are doing

Respond to any requests they may have

Say Thank You

The Circle Rule:

15ft make eye contact with guest, 10 ft smile, 5 ft verbally greet/acknowledge

Other Tips

Introduce yourself and repeat guests names as much as possible

Ask sincere and genuine questions and find out about them. What might some good examples of questions be?

Also Consider

EMOTIONS

What is Happy? Feeling or showing pleasure or contentment

What is Excited? Very enthusiastic and eager

What is Welcome? We want every guest to feel like they belong

What is Safe? Protected from or not exposed to danger or risk;
not likely to be harmed or lost

The Teaching Cycle

The Teaching Cycle provides a blueprint for working with students to create engaging, fun, and effective learning.

This serves as a guide to formulate an appropriate lesson plan and adjust the technical direction as needed throughout the lesson.



Welcome and Introduction Introduce yourself and the lesson to develop trust. Introduce guests to each other.

Step 1 Assess Students (ongoing): Continually assess for physical and emotional comfort and their skiing/riding abilities

STEP 2. Determine goals and plan experiences based on student makeup and physical assessment and what THEY want to do.

Step 3. Create Experiences for learning. Move the group, students needs and goals, pace and choice of terrain and fun and games

Step 4. Guide Practice. Focus on feelings and sensations, positive feedback, target consistency and skill refinement. Review and preview tasks and execution

Review and Preview: Let them know where they started and what they have learned. Then follow up with what they will be learning at the next lesson.



- Collaborate on long-term goals and short-term objectives.
- Manage information, activities, terrain selection, and pacing.
- Promote play, experimentation, and exploration.
- Facilitate the learner's ability to reflect upon experiences and sensations.
- Adapt to the changing needs of the learner.
- Manage emotional and physical risk.



- Develop relationships based on trust.
- Engage in meaningful, two-way communication.
- Identify, understand, and manage your emotions and actions.
- Recognize and influence the behaviors, motivations, and emotions of others.

How to Prescribe Change

OBSERVATION

How does the skier/rider move?

How does the ski/board perform in the snow?

What does the student do with their body to move?

What does the student do through the different phases of the turn?

EVALUATION

What are the students' goals?

Where does the movement originate from?

Discern between a cause and its effect.

Prioritize movements or actions to create an appropriate lesson plan.

PRESCRIPTION

This is where the coaching comes in!

What is the students emotional state?

Coach student to understand what they need to do to become more effective and efficient with their skiing/riding.

Improve students' performance by exploring movements with a designated focus and perform drills and exercises.

SKI BEGINNER Zone – Intro.

Zones: CAL BASE: DMZ, Enchanted Forest

GONDOLA: TOG Meeting Area/Bear Cave area

BOULDER: Beginner Area

Terrain: Flat | ACTIVE WARM-UP

Competency:

Mobility on skis

Equipment familiarity

Braking Wedge

Goals for end of the lesson

Introduce Heavenly Ski & Ride School

Become aware of Responsibility Code

Put on/off equipment. Complete flat terrain activities

Demo flat land mobility

Glide in straight run and use counter slope (if present) to stop

Introduce Wedge

Learn to get up independently after a fall

PRACTICE, PRACTICE, PRACTICE

FIRST TIME LESSON

SKI CHILDREN

Boot Activities

- 1) Game of Tag / make them feel comfortable walking in boots, walking on snow
- 2) Game of Tag/ use different ways to move w/in the game of tag, ex)shuffling, on toes, getting low on snow and practice standing
- 3) Use analogies, animals, super heroes: Example - Ducks and

Penguins game = movements to help with walking and climbing

on-snow

If available Use obstacle courses with props that can be used with 1 ski as well – then amend as needed

1 Ski Activities

- 1) Scooter activities = comfort with sliding sensation
(in a circle, lifting the ski, how to go left or right, how to get up)
 - 2) Stationary activities in place = introduce what they do on their scooter that translates to the ski / or change for younger kids
 - 3) Use obstacle course with one ski to give practice time
- Common Problems: unable to lift ski off snow, falling backwards, can't stay in balance

Two Ski Mobility

- 1) Obstacle Course: using a line or a corridor to step over objects
- 2) Climbing with 2 skis on activities – side stepping and with a herringbone
- 3) Translate earlier activities to 2 skis

Two Ski Gliding

- 1) Activity that sets up a run out or stopping mat. Encourages movements from scooter activities
 - 2) Activities that promote ROM range of motion to encourage better balance with longer stretches for gliding
 - 3) Activities that encourage a visual perspective down the slope
- *Common Problems: Sitting back, hard time maintaining balance, standing too straight and tall**

Introduction to Wedging

- 1) Games Stationary that help to twist skis into a wedge
- 2) Moving on short slide with a wedge shape
- 3) Moving on a short slide with a wedge shape to a stop
- 4) Activities that help to teach movements to change the size of the wedge

Common Problems Wedge: Tips crossing, not brushing skis wide enough apart, Sitting back, Tips too far apart, knock knees

SKI 2nd Time Lesson – Intro. to Turning

Zones: CAL BASE: DMZ, Enchanted Forest

GONDOLA: Red Fir/Bear Cave Carpet

BOULDER: Beginner Area

Terrain: Flats or a gentle slope | ACTIVE WARM-UP

Competency:

Enhance mobility on skis

Learn how to ride a surface lift

Goals for end of the lesson

Students can walk, climb, glide, and stop across the fall line in balance.

Coach students to be aware of their surroundings

Turn to a stop in both directions.

Navigate steeper beginner slopes

Introduce turning for speed control and changes in turn size based off of terrain

Turning movements of the feet and legs adjust to amount of edge and size of wedge needed to slow down.

PRACTICE, PRACTICE, PRACTICE

Skill Focus: Rotary Movements (with legs)
turning both feet and legs in same direction

SKI CHILDREN

Change Direction

- 1) Start with subtle change in direction – Terrain (same as for stopping), something visual aid to follow and guide them to a destination, straight line with subtle change, goal or target, game to get there. Game/activity that encourages sliding and picking up ski to reach destination
- 2) Activity + Same Terrain + Slight change of direction increase incrementally. Practice both directions.
- 3) Racing games or other that encourage more ROM with twisting and turning legs and feet

**Common Problems – when turning doesn't happen – why is that?:
Leaning in, turning with upper body, edge locked, outside ski too flat.**

Changing Direction to a STOP

1)1. Share goal with kids, pick 1 key move for slope, set up obstacle course so it's easy to copy that move
Ex: link speed control awareness to turning and turning to a stop

Create repetition in practice fun and interesting – this could be a day of teaching turning

2) Activities that encourage rearranging visual props in to
different shapes that help to improve more leg

**Common Problems: Leaning in, upper body rotation, not
enough leg turning, outside ski too flat.**

Introduction to Linking Turns

1) Activity to recognize where to change a movement in the game
with a visual aid or marker that maps out a comma shape in each
direction

2) Activity / Game to increase the shape to a C in each direction

3) Activity to link a C in each direction smoothly

Common Problems: leaning in, edge locked, not enough leg turning

SKI GREEN Lesson – Navigating Beginner Slopes

Zones: CAL BASE: Patsys, Powderbowl, First Ride

GONDOLA: Easy Street, Red Fir, Bear Cave Carpet (kids)

BOULDER: Boulder Carpet

Terrain: Beginner Area & easiest green terrain | ACTIVE WARM-UP

Competency:

Legs guide the skis independently of a stable torso

Working towards Linked Turns

Establish rhythm and continuous movements

Goals for end of the lesson

Skiers can link turns using a gliding wedge and/or parallel skis with rhythm and confidence on beginner slopes

Coach students to be aware of changes in snow conditions that affect speed control

Actively steer inside leg at turn initiation to draw the body into the turn

Navigate steeper beginner slopes

Flexion and Extension movements in ankles and knees to release old edges

Be aware of changing traffic patterns

PRACTICE, PRACTICE, PRACTICE

Skill Focus: Rotary Movements (with legs)

THIRD TIME LESSON (Skier)

SKI CHILDREN

Linking Turns with Speed Control (L-M-S)

- 1) Activities where coach leads the group (school of fish or single line)
- 2) Activities where the path is clearly defined by the coach
- 3) Safety and rules of the road for navigating a "trail" / class handling
- 4) Terrain specific coaching for 1st run off of the Big Easy (options for 1st corner)

Intro. To Wedge Christie

- 1) Smaller Wedge
- 2) Increase in speed
- 3) Earlier pressuring of the outside ski
- 4) Steering the inside ski to a match

SB BEGINNER Zone – Sport Intro

Zones: CAL BASE: Lookers LEFT DMZ, Enchanted Forest Blaster Bowl, below Pioneer Rope Tow

Terrain: Flat area, or off snow | ACTIVE WARM-UP

Competency:

Learn how to balance on snowboard

Equipment familiarity

Have FUN

Goals for end of the lesson

Introduce Heavenly Ski & Ride School

Become aware of Responsibility Code

Put on/off equipment. Complete flat terrain activities

Introduction to being a Snowboarder

Static exercises/ Stretching/ Stance

Straight glides and intro Direction Changes

Intro to riding lifts; surface lifts and chairlifts

Learn how to get up and fall safely

PRACTICE, PRACTICE, PRACTICE

Summary / Invitation Back

Board Performance Focus: Introduce balanced, aligned stance and key movements to create board performance.

FIRST TIME LESSON (SnowBoarder)

Exercises for ADULTS

Check Boots, Bindings, Straps, Stance for proper fit

Getting to Know your student: *Circle Game*, Glove Toss

Putting On the Board/ How to work the Bindings

Static: One Foot/ Both Feet

Drills for Balance: Jumping/ Nose Press/ Tail Press

Move CM toward Toe-Side/ Heel-Side

Slide board back and forth under body

Ollies/Nollies/ 180's

Introduce Skating: Weight on Front Foot/ Toe-Side vs. Heel-Side Skating

Drills: Skate to a Glide

Lift/Tap Rear Foot (while Gliding)

J-Turns: One-Foot/ Two Feet

Heel-Side Side Slip (Stopping/ Controlling Direction)

Heel-Side Traverse/ Floating Leaf

Learn to ride a Surface Lift/ Chair Lift

Common Problems & Solutions

Back foot hanging over the edge of the board and dragging in snow. Practice placing the back foot on the board centered between toe and heel edge

Board sliding out from underneath the body and falling back. Review balanced stance. Start lower on the slope.

Board spinning out from under rider. Review neutral stance. Use small movements of lead ankle and knees to tilt the board and change direction. Equal balance of pivot and tilt.



Cannot get up on the heel side. "rock and roll" technique. (Be sure to ask his or her permission before touching student).

FIRST TIME LESSON (SnowBoarder)

Exercises for KIDS

Animal Names: Intro

Hot Potato: static pressure

Simon Says

Scooter

Relay Races: Walking / Skating

High Fives: Looks at target

Crazy Mirrors: warm-up

Banana-Gorilla: stance



Real versus Ideal Movements: Reference Alignment

IDEAL CUES

- * Shoulders, hips, and knees aligned perpendicular to the front foot.
- * Shoulders and hips aligned with the terrain on which the board is traveling or preparing to land.
- * Center of Mass is aligned between the feet and over the board or turning edge.

REAL CUES

- * Upper body is twisted in relationship to the lower body.
- * Body may be aligned in a different direction than terrain.
- * Center of mass may be too far forward or too far back in relation to the board.

SB 2nd Time Lesson – INTRO to Directional Movements

Zones: CAL BASE: First Ride, Patsys, Pioneer

GONDOLA: Tubing Carpet/ Big Easy

BOULDER: Boulder Carpet

Terrain: Beginner Terrain/Lifts | ACTIVE WARM-UP

Competency:

Change directions on heelside/ Traverse Toe-Side

Learn how to ride a surface lift, chair lift

Develop Speed Control and Stopping

Goals for end of the lesson

Students can walk, climb, traverse, glide, and stop across the fall line, on their heels, in balance.

Coach students to keep an eye out for other skiers/riders

Turn to a stop on their heel-side.

Navigate steeper beginner slopes with a Floating Leaf.

Introduce traversing on Toe-Side to control speed/direction

PRACTICE, PRACTICE, PRACTICE

Summary / Invitation Back

Board Performance Focus: Tilting Movements (with lead ankle, knee, and hip) to aid in stopping and speed control.

SECOND TIME LESSON (SnowBoarder)

Exercises for ADULTS

Observe lift loading and cover lift procedures

Heelside Sideslipping & Falling Leaf

Heel-edge sideslip, with both feet in bindings

Heel-edge falling leaf / traverse / sideslip

Toe-edge traverse *Never Toe-Side Slip*

Linked traverse Heel-Side and Toe-Side/ Garlands

Single turns from toe side to heel side

Common Problems & Solutions

Falling back while unloading. Review straight glides. Have the rider shift weight towards lead foot.

Catching the toe edge. Encourage rider to look up. Check terrain. Review proper body position and provide teacher assistance.

Open/Close Ankles

Excessive body rotation. Have students turn feet and legs, not upper body. Encourage student to keep shoulders lined up with the board.

Sideslipping, but now moving in a particular direction. Review movements used to twist the board and/or pressure the nose and tail. Provide teacher assistance to help the student move in a direction.

SECOND TIME LESSON (SnowBoarder)

Exercises for KIDS

Aligator Ankles

Chair Lift Game

Rag Doll versus Robot Turns

Magic Button Turns

Red Light, Green Light, Purple Light

Turn Signals: Pressure nose and tail

Hot Coals: Edge to Edge Movement

Lines and Smears: Edge Control

Show Your Base: Progressive Edging

Fists Save Wrists: How to Fall Safely



Real versus Ideal Movements: Tilting Movements

IDEAL CUES

* Center of mass is aligned over the engaged edge.

* Rider adjusts board to tilt more steeply for a deeper carve.

Rider adjusts the flexion and extension movements to increase or decrease the amount of board tilt.

REAL CUES

* Rider's center of mass is out of alignment with the engaged edge.

* Rider has difficulty using flexion and extension movements to adjust edge angles

* Breaking at the waist on heel-side edge; body not aligned on toe-side edge.

SB GREEN Lesson/ LV3 – Navigating Beginner Slopes

Zones: CAL BASE: Patsys, Powderbowl

GONDOLA: Big Easy, Tamarack

BOULDER: Boulder Chair

Terrain: Beginner Area and easiest green terrain with consistent pitch; Catwalks and roads.

Competency:

Comfortable riding lifts

Can show Toe- and heel-edge Falling Leaf and J-Turns

Goals for end of the lesson

Rider can link turns and vary intensity of movements

Coach students to be aware of changes in snow conditions that affect speed control

Navigate steeper beginner slopes

Flexion and Extension movements in ankles and knees to release old edge

Be aware of changing traffic patterns

PRACTICE, PRACTICE, PRACTICE

Summary / Invitation Back

THIRD TIME LESSON (SnowBoarder)

Exercises for ADULTS

Warm up (see what they have)

Review Floating Leaf/ Heel and Toe-Side Traverse

C-Turns (Toe to Heel once comfortable then try Heel to Toe)

Basic skidded turns

Flexion/Extension movements with parts of the turn

Varying turn radius and rhythm

Introduce mountain orientation and terrain tactics

Surface Spins

Ollies

Common Problems & Solutions

Unwillingness to release the uphill edge. Move to less steep terrain.

Too stiff to effectively move the body. Encourage steering with the lower body (knee/ankle). **DO NOT point to steer!** Trying to steer with the upper body will cause the students edge to catch.

Gaining speed and losing control. Review steering with the legs or lead knee and hip. Revisit twisting between turns.

Falling uphill while attempting to stop quickly. Encourage being in a small position (as opposed to a tall position) once stopped.

THIRD TIME LESSON (SnowBoarder)



Exercises for KIDS

Fox & Hound: Managing Changing Terrain
Wing Man: Exploring Rhythm and Timing
Synchro-Spin: Exploring Rhythm and Timing
Tornado Turns: Turn Shape
Save the Paint: Edge Change
Me & My Shadow: Focus Ahead
Obstacle Course: Turn Shape
Partoller: Focus Ahead
Basketball - Dribble and Shoot: Ankle Flexion

Real versus Ideal Movements: Twisting Movements

IDEAL CUES

* To release the board from a traverse, the front of the deck twists and flattens, allowing the nose of the board to seek the fall line and initiate the new turn.

*Midway through the turn, the front part of the edge will engage with the snow before the back part of the edge.

* The whole board should experience the same edge angle near the end of the turn.

REAL CUES

*Entire length of the edge disengages and re-engages simultaneously.

A Day in CAL Kids

7.45am/8am Morning Staff Meeting (MM) (indoors)

MM to 9:30AM Check in/Registration, Children get rental equipment, form groups and meet other kids.

9 - 10AM 5-6 year old indoor activities

10AM Ski/Ride ability evaluated and children are grouped according to age, ability, and demonstration of skills.

10AM - 12PM On-Snow Instruction - Classes ski/ride terrain

appropriate for their ability and receive coaching. Some classes take morning breaks.

12 - 1PM Lunch (time varies at holiday periods)

Children eat lunch with their class and coach.

Upper level skiers/riders may eat at a location other than the check-in point (Lakeview lodge)

1:00 - 3:30 PM On-Snow Instruction: continuation of the morning coaching

3:30-3:45 PM Return equipment. Gather all items kids brought.

SUMMARIZE Lesson experience with kids.

3:45 PM Children are picked up on the west side of the CAL Lodge next to "First Ride" Chairlift.

Parents receive a review of the day by the coach. The coach

releases the child to the parents after receiving the security code from the parent picking up the child. INVITE THEM BACK.

A Day in Gondola Kids

7.45am/8am Morning Staff Meeting (indoors)

MM to 9:30AM Check in/Registration, Children get rental equipment, form groups and meet other kids.

9 - 10AM 5-6 year old indoor activities

9:30AM Kids head up Gondola with Coach. Ski/Ride ability evaluated and children are grouped according to age, ability.

10AM - 12PM On-Snow Instruction - Classes ski/ride terrain

appropriate for their ability and receive coaching. Some classes take morning breaks.

12 - 1PM Lunch (time varies at holiday periods)

Children eat lunch with their class and coach.

1:00 - 3:15 PM On-Snow Instruction: continuation of the morning coaching

2:45PM Early pick up at Bear Cave. Check with your Supervisor.

2:45-3:30 PM Download Gondola and Return equipment.

3:45 PM Pick-up kids. Children are picked up outside Gondola loading area.

Parents receive a review of the day by the coach.

A Day in CAL Adults

9:00 AM Morning Staff Meeting (on-snow) in Adult Learning Area

9:30 AM All Private Lessons begin Private Meeting Area Flag

10:00 AM 1st Time and 2nd Time Lessons begin (2hr 30min) Adult learning area

10:00 AM Green/Blue/Black Lessons begin. Use PATSYS trail for group splits (2 hr 30 min)

12:30 - 1:00PM Lunch break for Private Lessons

12:45 - 1:15PM Lunch break for G/B/B Lessons

1:00 PM Half Day Private Lessons begin (3 hours)

1:15 PM 1st Time and 2nd Time Lessons begin (2hr 30min) Adult learning area

1:15 PM Green/Blue/Black Lessons begin. Use PATSYS trail for

Remind Guest they will receive an email at the end of their lesson. Please be sure to INVITE THEM BACK!

A Day in GONDOLA Adults

9:00 AM Morning Staff Meeting (on-snow) Top of Gondola

9:30 AM All Private Lessons begin TOG

10:00 AM 1st Time and 2nd Time Lessons begin TOG (2 hr 30 min)

10:00 AM Green/Blue/Black Lessons begin. Use BIG EASY lift for group splits (2 hrs 30 min)

12:30 - 1:00PM Lunch break for Private Lessons

12:45 - 1:15PM Lunch break for all Lessons

1:00 PM Half Day Private Lessons begin TOG (3 hours)

1:15 PM 1st Time and 2nd Time Lessons begin TOG (2 hr 30 min)

1:15 PM Green/Blue/Black Lessons begin TOG . Use BIG EASY lift

for group splits (2 hrs 30 min)

Remind Guest they will receive an email at the end of their lesson. This is to ensure quality service.

Please be sure to INVITE THEM BACK.

Effective Summary & Invitation Back

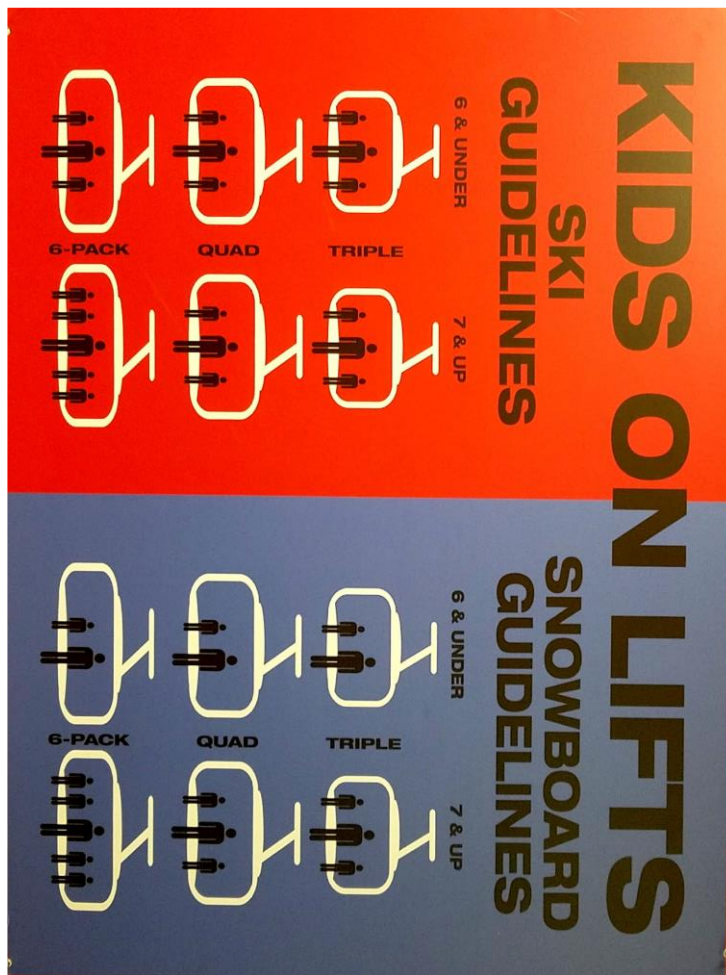
(Debriefing the Learning Experience)

1. Engage the student to draw out experiences and insights,
2. Review the goals and objectives with student and communicate and elicit accomplishments.
3. Encourage sharing of stories and celebrate successes
4. Preview next lesson opportunities and encourage further development
5. Establish independent practice guidelines
6. Invite them back!!!

***Mention that they will receive an email and please have them share their experience and rate how we did.

Tips for Having A Positive Parent Conference

1. Be respectful of parents' concerns. They need to know about
2. Inform them of the process and results rather than a general overview
3. Be specific about the progress and their child's progress during the day
4. Use "I" statements when discussing their child (example: "I feel your child needs...")
5. Build credibility by speaking to specific behaviors that led you to your conclusions
6. Be honest and share positives and negatives
7. Be tactful
8. Report any incident concerning their child.



CHAIR LIFT BEST PRACTICES

NO CHILD RIDES BY THEMSELVES.

Review Lift Loading/Unloading procedures with your class prior to entering the lift line maze.

HAVE A PLAN. Pair stronger students with each other and ride with the weakest student.

Ask Lift Operators for support when loading the lift. Remember to be courteous and professional.

Coach your students to put the bar down. "SIT BACK, HOLD ON, NO FOOLING AROUND."

Use the "comfort bar" at all times.

Expect other guests to ride with your class during peak periods.

Always load the chair LAST so you can keep an eye on your students. Address any mis-conduct.

Coach kids to not throw anything from the lift or kick the snow off their equipment.

If an item is dropped in over a closed area, notify PATROL and your supervisor. Do not enter any closed area under any circumstances

Inform the parent of any chair lift situations during the parent conference at the end of lesson.

If a child does not load correctly, allow them to fall into the area directly after the loading zone.

Do not attempt to pull them on the chair.

SURFACE LIFTS

Magic Carpet

Keep Skis parallel + with athletic stance
Slide tips on first and stand still
Slightly tighten tummy as you load
Stay still as the carpet moves
Clear the unloading area as safely as you can

Handle Tow

Make sure loading area is clear
Make sure skis are straight
Look over shoulder
Grab the handle with both hands
Slightly tighten tummy and lats as you grab handle
Let skis run straight up hill
Step/ski clear of the unloading area safely

Allergies and Children

Kids in group lessons will have an orange hang tag if they have allergies.
It will say on the hang tag what the child is allergic to.
There is a list in the kids center with the ingredients of different items
If in doubt DO NOT LET THE CHILD EAT THAT ITEM
If a child use an epi pen it will be in a green pouch around their neck
If the child cannot self administer CALL SKI PATROL

Children in private lesson WILL NOT HAVE an orange lanyard
Private Lesson Coaches should ask the parents and check in if the child has allergies

How to sign up for Training at Heavenly

- 1 Go to instructor.snow.com
- 2 Log in with password: \$noW2324
- 3 Select HEAVENLY as your mountain
- 4 Sign up for a training or upcoming clinic
- 5 Notify your supervisor of any schedule changes
- 6 To CANCEL, remove your name from the roster and notify the Training Manager patrick.harrington@vailresorts.com

PSIA/AASI Western Division (CA & NV)

For more information on **PSIA-AASI** and how to become a registered member visit <http://www.thesnowpros.org/>
PSIA/AASI Western Division (530) 587-7642
9709 Highway 267, Truckee CA 96161
To Sign up for Exams & Events visit <http://psia-w.org>



800.873.7138 | www.MINESandAssociates.com



Live well, live balanced, live life



Counseling

Free and confidential counseling services for everyday life situations including stress, anxiety, depression, family situations, drug and alcohol abuse, relationships, death and grief, and work-related topics.



Legal & Financial

Practical legal and financial assistance that includes:

- **Free 30-minute consult** per legal/financial matter.
- **25% discount** on select services after the initial consult.
- Use your **EAP sessions** for financial/Medicare coaching.



Work/Life

Unlimited work/life services to help find the right service for your needs such as childcare, eldercare, and convenience services including everything from nutrition classes to finding the perfect dog walker.



Wellness

No matter your wellness goals, MINES can help. You have:

- **4 professional wellness sessions** with a personal coach.
- **4 sessions** of parental coaching & lactation consults.
- **6 week** Virtual Reality smoking cessation program.



Online

Sign on to **Personal Advantage** to access:

- **Online Resource Library** full of articles, assessments, training, and financial tools designed to beat stress and improve work/life balance.
- **eM Life mindfulness service** for live sessions, community support, and expert instructors that can help you live a healthier, more balanced life.

*Per Life Situation: A distinct, separate and new life event. A MINES case manager will review requests for additional sets of sessions. Continuation of counseling is not a separate, distinct and new life event. This guide is for informational purposes only. Call MINES for details.



Your info

As an employee of **Vail Resorts**,

you and each member of your household have up to **6 counseling sessions per life situation***, per contract year.

Digital message-based, telephonic, video, and face-to-face counseling available.

To Access services:

Call MINES at 1-800-873-7138

Or visit: minesandassociates.com

Company Code: vaileap

Your company code is used to register for online services as well as complete online requests for service. Log on today to access your services and mindfulness app.

Contract Year: 8/1-7/31

Free & Confidential Support 24/7



Mindfulness App (eMindful) Access Instructions

The eM Life Mindfulness Solution is available for free through Vail Resorts Employee Assistance Program.

The first step is to register and set up your personal online account. You can do this three ways:

Through MINES web portal (PersonalAdvantage)

1. Visit <https://mines.personaladvantage.com/>
2. Click on "Register New Account"
3. Complete the information to set up your profile. Make sure to use "vaileap" as the company code.
4. Once you are finished, click "Create Account."
5. You will be taken to the home page of our PersonalAdvantage web portal. Click on the "eM Life" tile and then "Click here to enroll and access this service."
6. All done! You are now ready to browse eM Life!
7. Once you have completed the above steps you can access eM Life again through the MINES web portal or through the eM Life Mindfulness app using the username and password you created.

Through the eM Life Mindfulness app

1. Download the eM Life Mindfulness app
 - a. For iPhone: <https://apps.apple.com/us/app/em-life/id1447752753>
 - b. For Android: <https://play.google.com/store/apps/details?id=com.emindful.emlife>
2. Open the app and tap on "Organization Login"
3. Enter "mines" where the system asks for Organization Name or ID and then tap "submit."
4. Tap on "Register New Account"
5. Complete the information to set up your profile. Use "vaileap" as the company code.
6. Once you are finished, click "Create Account."
7. All done! You are now ready to browse eM Life! Once you have completed the above steps you can access eM Life again through the MINES web portal or through the eM Life Mindfulness app using the same username and password you created.

Through the eM Life Website

1. Visit <https://vibe.emindful.com/signup/mines>
2. Click "Sign Up with Organization Log In"
3. Click on "Register New Account"
4. Complete the information to set up your profile. Make sure to use "vaileap" as the company code.
5. Once you are finished, click "Create Account."
6. You will be taken to the home page of our PersonalAdvantage web portal. Click on the "eM Life" tile and then "Click here to enroll and access this service."
7. All done! You are now ready to browse eM Life! Once you have completed the above steps you can access eM Life again through the MINES web portal or through the eM Life Mindfulness app using the username and password you created



Log in to you Digital EAP Resources

Digital Intake



Personal Advantage

