



NATIONAL SKI PATROL

CENTRAL DIVISION

CERTIFIED PROGRAM EVALUATION

HOST AREA OVERVIEW



This document is provided as an informational guide for Resorts interested in hosting the annual National Ski Patrol Central Division Certified Patroller Evaluation



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Certified Program Host Area Request for Host Area Approval



Overview

This Request for Host Area Approval is provided as an opportunity for a Snowsports Resort to host the annual National Ski Patrol – Central Division - Certified Program Evaluation. The evaluation is held annually at resorts located in the Central Division of the National Ski Patrol.

Certified Mission Statement

Certified is a national skills development and verification program that provides a readily identifiable resource of highly motivated, skilled, and knowledgeable patrollers to better serve NSP, ski area management and the outdoor recreation community.

Request for Host Area Approval Summary

It is the goal of the Central Division Certified Program to offer the program event to as many qualified hills as possible. Hosting the Certified program exposes the Resort to NSP Representatives and Leaders from Minnesota, Michigan, Wisconsin, Illinois, Iowa, Missouri, Indiana, and Ohio. Patrollers conduct themselves as professionals representing the National Ski Patrol and your Resort to both your employees and guests on and off the hill. This event is typically attended by 100 – 150 people that utilize local lodging, restaurants, convenience stores, etc. helping to boost the local economy.



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Certified Patroller Evaluation Host Resort Requirements

The Certified Patroller requirements dictate the standards required by a resort to qualify as host for the Certified evaluation event. This document covers the requirements to conduct each of the individual modules as well as hosting the annual meeting and recognition ceremonies.

The goal of the Certified Staff is to provide the Resort with an event that will generate interest but not create any hindrances for the Resorts Guest's or Staff. It is also our goal to provide a positive experience for all parties.

After the Resort Request for Host Area Approval is submitted, the Certified Program Staff will evaluate the criteria provided and determine if the Resort meets the requirements for hosting the event. If the Resort meets the minimum requirements, the Request for Host Area Approval will be submitted for consideration. Resort selections will be voted on at the Certified Programs Annual Meeting. Resorts will be notified two years prior to their awarded event.

Summary of Evaluation Events

In order to achieve Certified status, an applicant must complete 11 individual events. For a Resort to be successful in its Request for Host Area Approval, it must be able to provide facilities for each of the events below.

Area Operation

The Area Operations & Risk Management Interview portion of the Certified Exam is a job interview for the Patrol Director (Representative) position at the ski area at which the test is taking place. The Patrol Management interview will be conducted indoors and possibly outdoors at the base of the mountain (area to be determined at evaluation). The interview will be conducted and scored by a minimum of three Certified Staff Evaluators on Thursday with overflow on Friday afternoon, if needed.

Candidates are expected to be able to demonstrate knowledge of the following topics. This is only examples and not an all-inclusive list:

- NSP Leadership
- The role of the Patrol Director
 - Personnel, equipment, training, area coverage, communication, etc.
- NSP programs EDUCATION OF RIDERS
- Your Responsibility Code
- SMART STYLE
- ADA, OSHA (SDS & BBP), HIPPA, ANSI, and Critical Incidents, Investigation Kits and Incident Report Procedures



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- CISD Area Management and Risk Management NSAA and MSAA
- Interdepartmental Relations
- Snowmobile or other machine transport training and operations
- Manuals and Planning Documentation (P&P, evacuation, MCI, Incident Reports, Employee Injury, etc.)
- Search and rescue
- Avalanche
- Mass casualty
- Additional subjects not listed

This oral exam requires an area with tables for two groups of approximately 4 to 10 patrollers. This area will be preferably in a reasonably quiet area away from guests. This exam is administered on Thursday when guest attendance is usually low.

Lift Evacuation Management

In this module the Candidate is expected to show their advanced knowledge in chair evacuation procedures and a thorough knowledge of the equipment used to evacuate chair lifts. The Candidate is required to bring his/her own chair evacuation equipment and properly demonstrate its use. The typical evaluation is done at a chair lift and starts out with the Candidate demonstrating and reviewing the chronological events that lead up to an actual chair evacuation. To mitigate risk to the Resort and Patrollers, no one is lowered from the chair in this evaluation. After explaining the key events leading up to an actual evacuation of a chair lift, the Candidate then demonstrates the use of his/her equipment including throwing the lead line over the haul cable and demonstrating the correct belay position and how they will communicate with the public in the chair. Candidates must be prepared to discuss any and/or all of these topics during their demonstration of chair evacuation.

This evaluation will require one area lift that is not in operation with the energy source/s isolated and locked out. The lift isolation and lockout will be coordinated with Area Management according to their local protocol.

The evaluation will take place above the loading area where the cable is at a reasonable height to allow the Candidate the ability to effectively demonstrate their skillset. The evaluation group will be located in an area that shall not impede public slopes/runs. The evaluation group will include 8-12 participants per group and typically has two groups. This exam is administered on Thursday when guest attendance is usually low and it is likely there will be a lift out of service as part of normal operations.



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Avalanche Written Exam

The Avalanche evaluation in Central Division is a general basic level review of avalanche theory. It is not an in-depth assessment of the topic. The Candidate should be able to demonstrate a basic understanding in theory, safe travel, and rescue techniques. The Evaluator will assess the Candidate from the point of view of having them as part of their group in avalanche terrain.

The 25 question, written evaluation has been constructed from the National Avalanche Test Bank of questions and answers. The maker has selected all questions from the Snow Sense; ABC's of Avalanche and general transceiver user manuals. Candidate must get at least 20 correct to pass.

This written exam requires an area with tables for approximately 4 to 15 patrollers. This area will be preferably in a reasonably quiet area away from guests. This exam is administered on Thursday when guest attendance is usually low.

Avalanche Hazard Assessment and Mitigation Interview

This interview allows the Evaluator an opportunity to measure the Candidate's knowledge of avalanche theory and the practical Request for Host Area Approval of that knowledge, performance in avalanche areas, and search and rescue as it applies to avalanche incidents. The manual provides some general discussion questions and key points to evaluate the Candidates understanding of the topic. These are not all inclusive and the Evaluator will also work from his or her own personal knowledge of the topic to assess the Candidate's performance.

This oral exam requires an area with tables for two groups of approximately 4 to 6 patrollers. This area will be preferably in a reasonably quiet area away from guests. This exam is administered on Thursday when guest attendance is usually low.

Avalanche Beacon Search

Candidates are required to demonstrate their ability to effectively locate two (2) buried avalanche transceivers in as close to real scenario as possible. The Candidate is allotted 5 minutes to find the buried transceivers.

- Candidates will start at a common point at the top of the slope.
- Station Manger will give the Candidate a logical scenario based on the selected run and burial selected. Scenario description will include path description, flow, last seen point, number of missing, number with transceivers, etc.
- Clock starts when they depart and they have 5 minutes to find both transceivers.

This event will require an area of the Resort with slope conditions appropriate for the requirements of this event. The Station Manager will select an area of the Resort that will not



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impede the normal flow of Guest traffic or add areas of hazard or increased risk to Guests, Area Employees or Participants. The length of the area to be used will be approximately 500 feet.

Low Angle Rope Rescue ascent and descent of a toboggan

This event evaluates a Candidates ability to quickly and effectively set up and use a 3:1 mechanical advantage rope rescue device to raise and/or lower a toboggan safely, on the snow, down the slope. This evaluation will be set up in a real life scenario and will be limited to a 20 minutes. As part of this evaluation, the Candidate will also demonstrate the ability to tie various rescue knots.

Candidates or the Certified program will provide all necessary items to conduct a low angle rescue.

This event will require an area of the Resort with slope conditions appropriate for the requirements of this event. The Station Manager will select an area of the Resort that will not impede the normal flow of Guest traffic or add areas of hazard or increased risk to Guests, Area Employees or Participants. This area is typically off public runs e.g. in a wooded area not accessible by the public. The length of the area to be used will be approximately 200 feet.

Toboggan-Handling (Alpine, Telemark, Snowboard)

The toboggan operation evaluation consists of three sections. The Candidate must have a passing score in all three sections to pass this module. The following sections make up the Certified Toboggan operation Performance Evaluation.

- Unloaded toboggan skills – mogul terrain
- Loaded toboggan front operator – mogul terrain
- Loaded toboggan front operator – skills course mogul terrain

Only patrollers and event participants will ride in the toboggans and only Patrollers will operate the toboggans during Certified Evaluations. Patrollers riding in toboggans shall remove their patrol pack, lay face up, with their feet downhill and not be strapped in. Patrollers operating the toboggan inside the handles shall remove their patrol pack to minimize the possibility of equipment snagging the handles of the toboggan. Patrollers also have the option to operate the toboggan outside of the handles (typically moguled terrain). Both requirements are included in the event to mitigate risk to Participants and Resort Guests.

Toboggan pre and post runs are conducted by a Certified Staff member. These runs are conducted for mitigating risk to all participants which include the following criteria;



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- Safety for Staff, Candidates and Guests is evaluated when a staff member conducts a pre-run for toboggan operation. During the pre-run, the staff member is assessing the slope, snow conditions and potential obstacles.
- Verification there are no safety issues in the toboggan course.
 - snow conditions
 - terrain
 - obstacles
- Certified Staff member will demonstrate the specific skill being evaluated. The Candidate skis along to observe the pre-run. This run will set the example for the Candidate regarding the expectations for the exam as well as a demonstration of a safe, risk mitigating slope decent.
- Calibrating the Evaluators for the specific conditions experienced on the day of testing.

The Lead Evaluator and his/her team, including the local Patrol Representative and Resort Management if they wish to join, will ski various runs at the Resort on Thursday of the event. During that time, they will evaluate the various terrain options at the Resort. The Evaluator group, local Patrol Representative and Resort Management will discuss the terrain evaluation taking into account minimum terrain requirements and areas that may cause interference with guests. The Team will make appropriate slope selections for this event. The event is held on Friday to reduce congestion with weekend attendance. The Evaluation group shall place signage in strategic areas alerting Resort guests of the evaluation taking place including areas to use caution.

Toboggans will need to move from the bottom of the hill after a run back to the top of the slope. The staff is trained to lap load and use carriers to haul toboggans up the lifts. We also understand the local Resort may have other means of transporting toboggans e.g. snowmobile, ATV's, etc. If the Resort has a preference, it should be noted in the Request for Host Area Approval comments.

Skiing (Alpine, Telemark, Snowboard)

A successful Candidate in the Ski/Ride module of the Certified evaluation will demonstrate an assertive approach to their performance on the snow. The slopes used will be of the most difficult and at times, more difficult, terrain. Additionally, the type of snow will be groomed, ungroomed and bumps. The Candidate is expected to perform on Black and/or high level Blue terrain

The skiing evaluation is typically made up of two groups on the hill at any given time. The groups will range in sizes of approximately 6 to 12 Patrollers. The Lead Evaluator and his/her team shall manage the groups in a manner that is respectful of the Resorts Guests and its



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Employees. As part of our commitment to providing the best service to the Resort, Patrollers will respond to witnessed incidents as necessary until a local resort Patroller arrives at scene.

The Lead Evaluator and his/her team, including the local Patrol Representative and Resort Management if they wish to join, will ski various runs at the Resort on Thursday of the event. During that time, they will evaluate the various terrain at the Resort. The Evaluator group, local Patrol Representative and Resort Management will discuss the terrain evaluation taking into account minimum terrain requirements and areas that may interference guests. The Team will make appropriate slope selections for this event. The event is held on Friday to reduce congestion with weekend attendance.

Outdoor Emergency Care Written Exam

The Outdoor Emergency Care (OEC) written evaluation consists of 50 multiple choice questions taken directly from the most current version of the OEC test bank. The Candidate must score greater than 80% to pass the exam. The exam is proctored and scored by a minimum of 3 OEC instructors/Instructor Trainers.

This written exam will require an area with tables approximately 5 to 15 patrollers. This area will be preferably in a reasonably quiet area away from guests. This exam is administered on Thursday morning when guest attendance is usually low.

Outdoor Emergency Practical Evaluation

The practical evaluation is comprised of three scenarios. The scenarios vary with regards to the situation, area of incident, injuries and severity. Each Candidate will be required to lead one scenario and help at two others. Candidates are graded in all three scenarios as a pass/fail.

Candidates provide their own supplies for the evaluation. This includes enough packed supplies to perform a minimum of three (3) scenarios, without reusing triangular bandages, or roller bandages etc. Candidates must supply items necessary for a fully outfitted toboggan, e.g. backboard, trauma pack including blankets, leg splints, webbing, c-collars, head restraints, and any other items their area supplies. Candidates must supply their own oxygen pack for use on the hill. Note: oxygen tanks are not necessarily full for evaluation purposes.

During the evaluation Candidates do not always receive their own area's toboggan when they are leading a scenario. Candidates shall be familiar with different types of equipment and be able to adapt to using unknown equipment. They shall be able to improvise should the need arise. If equipment or techniques work, Candidates are allow to use but it must work and be within the guidelines of the standardized Outdoor Emergency Care performance objectives as judged by the Evaluators.



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This evaluation will require 3 to 6 separate areas of the Resort. The Outdoor Emergency Care Station Leader will evaluate Resort on Thursday and/or Friday to determine where each evaluation station will be staged. Each station will take up an area of 600 – 1000 sq. ft. The OEC Leader will choose areas that will be out of slope traffic and areas that will not create obstacles or hazards for Guests, Area Employees or Participants.

Outdoor Emergency Care Bystander Evaluation

The outdoor emergency care bystander event evaluates the Candidate's ability to direct untrained bystanders in performing emergency care. The scenario is a hands-off scenario, in which the Candidate is not able to get to or be at the scenario. The Candidate may be;

- In the scenario as an injured party
- In a stalled chair unable to reach the injured guest
- On the phone with a bystander and unable to get to the scene
- On a radio call with Resort Staff and unable to get to the scene
- Etc.

The Candidates will be required to use all of their Outdoor Emergency Care skills, both as a provider and leader to be successful in this event.

This evaluation may require 3 to 6 separate areas of the Resort. The Outdoor Emergency Care Station Leader will evaluate Resort on Thursday and/or Friday to determine where each evaluation station will be staged. Each station may require an area of 600 – 1000 sq. ft. The OEC Leader will choose areas that will be out of slope traffic and areas that will not create obstacles or hazards for Guests, Area Employees or Participants.

Meeting Room for Evaluation

On Thursday, Friday and Saturday of the weekend event, the Certified program will need a room large enough to host approximately 150 attendees. This room will be used throughout all three days of the event. The room will need to be available from 7:00 am through the duration of the day's events ending at approximately 4:00 pm.

Thursday Night Hospitality Room

On Thursday night of the weekend event, the Certified program enjoys providing a hospitality room to our participants with pizza or similar eats preferably purchased from the local Resort. This room should be large enough to host approximately 50 attendees.

Friday Night Annual Meeting

On Friday night of the weekend event, the Certified program holds its annual meeting. This annual meeting includes a meal for the participants. The event will need a facility that can host



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approximately 150 attendees. This event is not required to be at the Resort if facilities are not available. The event Staff will look to the Resort for recommendations regarding local facilities that have the capability to host this event.

The Certified program's goal is to support the local Resort. If the Resort has the facilities available, it is our preference to purchase the meal from the Resort

Facility Preferences;

- Table's for approximately 150 attendees
- Meal provided by Resort or Caterer recommended by the Resort
- Public address system that adequately covers the facility
- Projector-Screen or video monitor large enough to be seen by the attendees
- Restroom facilities appropriate for the event

Saturday Night Annual Awards Dinner

On Saturday night of the weekend event, the Certified program holds its annual awards dinner. This annual meeting includes a meal for the participants. The event will need a facility that can host approximately 150 attendees. This event is not required to be at the Resort if facilities are not available. The event Staff will look to the Resort for recommendations regarding local facilities that have the capability to host this event.

The Certified program's goal is to support the local Resort. If the Resort has the facilities available, it is our preference to purchase the meal from the Resort

Facility Preferences;

- Table's for approximately 150 attendees
- Cash bar and bartenders
- Meal provided by Resort or Caterer recommended by the Resort
- Public address system that adequately covers the facility
- Projector-Screen or video monitor large enough to be seen by the attendees
- Restroom facilities appropriate for the event

Lift Access

The Certified program is a National Ski Patrol training program that brings new leadership to the organization. The successful Candidates will return to their respective local areas and provide services to their Resort that are unmatched throughout our organization. Along with the services they provide, it is also their responsibility to support and encourage others to continue growing in our organization. The Certified program is a partnership with our Resorts providing you the best services available from the National Ski Patrol.



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Closing Comments

All NSP sanctioned events include the use of an approved NSP release form by all participants. An example of the release form is included in this package.

It is our goal to maintain an amenable partnership with our Resorts. It is our intention during this event to support the Host Resort by encouraging our folks to use services provided by the Resort.

As you can imagine, attending this event comes at a cost to our Patrollers. The Patrollers attending this event have purchased equipment, traveled to training, purchased lodging, food, gas, etc. for multiple years. To encourage Patrollers to continue their training journey, we do try and look for areas we can reduce costs. Historically Resorts compensate lift tickets for this event to the Evaluators, Candidates and Volunteers that make this event possible. Lift access is something that can be negotiated if your resort is selected for one of our Evaluation events.