



Snowbird Resort, Creekside Lodge
Snowbird, UT
Office: 801.933.2188
volunteer@wasatchadaptivesports.org

Volunteer Instructor/ Assistant Manual

About Wasatch Adaptive Sports

Founded in 1977, Wasatch Adaptive Sports believes in creating independence in recreation. WAS is a 501(c)(3) nonprofit

Mission: To encourage individuals with adaptive needs and their families to realize their potential and engage in active living through year-round recreational, educational and social programs. Wasatch Adaptive Sports programming focuses on increasing independence and mobility in a social environment.

Instructors and Staff: Our instructors are PSIA certified, paid professionals dedicated to helping our students achieve their goals in recreation. WAS has five full-time staff members and 15+ instructors. We teach the fundamentals of recreation in order to promote skill development and independence.

Programs: We offer fourteen unique programs throughout the year that pair the goals of the student with our individualized assessment and teaching progression. Winter programs include skiing, snowboarding, snowshoeing, indoor cycling and clinics for veterans. Summer programs include cycling, mountain biking, kayaking, paddle boarding, fishing and hiking.

Location: WAS winter office located at the Creekside Lodge at Snowbird Resort, entry 1 from the main road (not entry 2). Lessons will meet on level 2 inside the building. Majority of lessons are held at Snowbird with some taking place at Alta and Sundance. Lessons run from mid-December through mid-April.

Who We Serve: WAS serves children, adults and veterans with adaptive needs. Our partnerships and outreach efforts seek to reach local families along the Wasatch Front and in Utah. Partners include University of Utah Healthcare, Shriners Hospital for Children, Intermountain Health Care, George E. Wahlen Department of Veterans Affairs Medical Center, Neuroworx, Utah Neuro Rehabilitation and more. We also serve out of state students as well.

Scholarship Assistance Program: WAS believes that recreation should not only be accessible but affordable. Scholarships are available to all students on the intake form and reviewed by staff for approval.

How We Are Funded: Our organization is funded by the generous support of donors who believe in our mission. We host multiple events throughout the year (Highly Decorated, Summit Gala and the Steve Young Ski Classic). We also partner with foundations and major donors to meet the growing demand of affordable and accessible recreation. Please ask us if you would like information on how to support Wasatch Adaptive Sports.

Volunteer Instructor/Assistant Expectations and Requirements

Volunteers are expected to represent the organization in a professional manner, respecting the students, families and staff of WAS as well as guests and employees of Snowbird, Sundance, Alta and other program venues at all times.

Volunteer Instructors: These instructors have full responsibility on lessons, but are an unpaid member of the team. This position is filled by instructors who have experience teaching and have met the necessary requirements to work one on one with students. Volunteer instructors typically have days set on the schedule and will be required to maintain those days to receive benefits associated with this role.

Volunteer Assistants: Are needed to assist instructors on lessons that need extra help. They will follow the direction of WAS instructors and staff. Any discussion or decision that may affect the student, lesson or organization will be made by a WAS instructor or staff.

***Volunteers are required to submit a questionnaire, signed liability release/ volunteer agreement, and pass a background check prior to volunteering.**

Volunteer Instructor Responsibilities

- *Objective: to provide assistance before, during and after lessons.*
- Review student paperwork
- Complete all relevant trainings and are approved by WAS staff can teach lessons.
- Work with the individuals' abilities not disabilities by assessing students' needs and comfort level.
- Complete post-lesson paperwork
- Store all equipment in organized manner
- Perform other program-related tasks as needed
- Report any falls, accidents, or near-misses to the program coordinator.
- Always ensure the safety of the student and others.

Volunteer Assistant Responsibilities

- Help instructors prepare equipment for lesson
- Assist instructor with lesson as needed.
- Work with the individuals' abilities not disabilities by assessing students' needs and comfort level.
- Monitor crowd control and assist in lift lines.
- Help stabilize the student when stopped.
- Assist in loading and unloading chairlift.
- Help bring the equipment to/from the office to the lesson.
- Ask before providing assistance to a student and communicate any and all maneuvers.
- Always ensure the safety of the student and others.
- When in doubt, ask!

Volunteer Instructor/ Assistants Requirements

- Complete all required paperwork
- All volunteers must be covered under a personal healthcare plan for the duration of volunteer service.

- Minimum of 18 years old
- Intermediate skier that has access to their own equipment that is in safe and working order.
- Helmets are required while volunteering for skiing and snowboarding

Rescheduling or Canceling: WAS takes volunteer schedules into account when scheduling instructors.

Concealing days on short notice impacts WAS's ability to provide the programming.

- Volunteer **instructor's** days must be scheduled prior to the start of the winter season.
- Volunteer **assistant** can schedule days up to 48 hours before lessons.
- Any cancellation or changes made within 48 hours of your previously scheduled time must be accompanied by an email to volunteer@wasatchadaptivesports.org or phone call to the Operations Coordinator at 801-933-2188.

Required Time Commitments

- **Volunteer Instructors:** a minimum of three days per month. Training hours are not included in the time requirement.
 - Volunteer Instructors are eligible for a season pass to Snowbird Resort. This pass is provided to allow volunteers to assist with lessons. *Limited quantity available.* Must complete all trainings prior to qualifying. If a volunteer is unable to meet monthly requirements and/ or WAS policies, the pass may be restricted or revoked at any time.
- **Volunteer Assistant:** minimum of one day per month. Training hours not included in requirement.
 - A lift ticket will be provided to use for the duration of each volunteer day.

Safety

Wasatch Adaptive Sports prioritizes and promotes safety in all aspects of the organization. Volunteers are expected to follow WAS safety procedures.

- All volunteers must be able to be reached via phone while assisting with lessons so WAS staff/ instructors can communicate with the volunteer (ringer on, volume up). Please do not use your phone for personal reasons during the lesson.
- In the event of an emergency, volunteers must follow the direction of the WAS instructor or staff member. If no instructor/ staff member is present, call ski patrol or 911.
- If you have any concerns regarding the safety of your student or yourself (non-emergency), please call the office at 801.933.2188.

Volunteers are required to adhere to the following at all times:

Responsibility Code (National Ski Area Association)

1. Always stay in control, and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail, or are not visible from above.
4. Whenever starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to help prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

Training

Volunteers are required to attend the minimum amount of training required for their position. Additional trainings and refreshers for volunteer instructors will be scheduled throughout the season. Volunteers must attend all mandatory trainings and demonstrate competence.

Uniform

All volunteers will be given a WAS nametag. Volunteers should wear weather-appropriate outerwear including helmets for skiing and snowboarding. If available, a black WAS jacket will be provided.

Transportation

Parking at Snowbird is limited, especially on weekends. Volunteers are encouraged to carpool. A WAS employee shuttle is available if space permits. The UTA Ski Bus also has convenient times and locations. Visit uta.com for the Ski Bus schedule.

Volunteer Insurance

Please note that volunteers are not considered employees of Wasatch Adaptive Sports or Snowbird and are not covered by Workers Compensation.

Lesson Cancellations do to Weather

WAS will cancel lessons based on forecasted weather, significant snowfall/rain, high winds, cold temperatures, dangerous road conditions and other variables as deemed unsafe.

Predetermined cancelations will be made by 5 p.m. the day before scheduled lesson. It is possible a cancelation may occur the day of the lesson due to unforeseen changes in weather or conditions.

Disability Etiquette

- Person first. For example, “a person with a disability”

- Talk directly to the person with the disability.
- Do not assume a person wants or requires assistance.
- Always ask if and how you can be of assistance prior to helping a student.
- The person with the disability knows what works best for their body. Ask what their preferred method is prior to acting.
- Communicate each maneuver you are going to perform.
- Treat each student as an individual. Your experience dealing with one type of disability will be unique to each person.
- Leave all mobility devices such as wheelchairs or prosthetics in a safe place and show the students exactly where they have been put.
- Be patient and courteous.

Social Media/ Storytelling

Storytelling: is how we connect our community with the mission of our organization. You are encouraged to share any moments of impact with WAS staff or instructors. Please be mindful not to share students photos or information without their consent.

Social Media: Whether you are on- or off-duty, you should be cautious about how your conduct reflects on Snowbird and Wasatch Adaptive Sports. This means that you are expected to exhibit a high degree of personal integrity within your social networks, observe acceptable business principles, and take responsibility for unacceptable conduct,. If you choose to discuss Snowbird, Wasatch Adaptive Sports, or any Snowbird/WAS-related matters via social media channels, you are subject to inspection, regardless of whether the information was posted on- or off-duty.

- Prior to any social media post, staff and instructors must verify the student has signed the release which includes the media clause. If the student has signed the NO MEDIA release, it will be filed in their participant folder in Adobe.
- No posts of any WAS students who are minors (under the age of 18) on any personal social media account
- Photos/ videos may be sent to WAS staff to post on WAS social media accounts. Any photo or video involving a minor should be immediately deleted from the personal device.
- Only use student's first name or not at all in a post
- Do not share any medical or personal information about the student
- Use positive, person-first language that promotes a high degree of awareness around the WAS mission and the people we and our community of supporters serve.
- All social media posts should be made during off-duty hours

Rental Program

Independence is at the heart of everything we do. Our rental program was developed in order to provide greater access to equipment that promotes next-level independence. Students inquiring about our rental program should be referred to a WAS instructor or staff.

Volunteer Feedback

We want to hear your thoughts! Please feel free to approach any instructor or staff member at WAS to discuss thoughts or feedback. Occasionally WAS will send out surveys to assess the Volunteer Program and we encourage you to participate. Please note, volunteer status may be revoked at any time for failure to comply with this volunteer manual.

Please contact us at 801.933.2188 or volunteer@wasatchadaptivesports.org if you have any questions. We look forward to seeing you and thank you for your support of WAS!

Notice of Nondiscrimination Policy

Wasatch Adaptive Sports does not discriminate on the basis of race, color, national and ethnic origin in administration of its educational policies, admission policies, scholarship and athletic and other administered programs.