

Pine Mountain Ski Patrol

2017 National Outstanding Small Alpine Patrol



2017/2018 Responsibilities and Benefits

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Pine Mountain Ski Patrol

Responsibilities and Benefits

This manual will better define our responsibilities and benefits for our service as the Pine Mountain Ski Patrol.

We provide service at the behest of Hill management and act in a visible role to all guests. Our position, while maintaining important behind the scene value, should be to promote the fun of all guests.

MISSION STATEMENT

Using medical skills honed through training and experience, skiing skills learned through continual practice and customer service skills gained by a sincere caring attitude, we will ensure the safety and enjoyment of all of the vacationing guests at Pine Mountain Resort.

EMAIL COMMUNICATIONS

Efficiency and the time sensitive operations of the Pine Mountain Ski Patrol require communications by email to its members. For that reason, each registered member of the Patrol is required to maintain and frequently monitor a valid email address. It is the responsibility of the individual member to assure that his or her current operational email address is registered with both NSPS and the Patrol. Notifications of events, patrol activities, training and operational concerns will be conducted only by email. Members will be held responsible for the content of all emails.

Section 1 – PATROLLER DEFINITIONS

- 1.1 **NSP Alpine Patroller** is a patroller who has completed training in Outdoor Emergency Care and Toboggan handling and maintains annual re-certification through the National Ski Patrol.
- 1.2 **NSP Candidate** has passed the Outdoor Emergency Care class but has not yet successfully completed the Outdoor Emergency Transportation Ski and Toboggan test offered March of each year. Candidates are given two years to pass OET successfully.
- 1.3 **NSP Mountain Host Patroller** is a patroller who has yet to complete Outdoor Emergency Care or Toboggan certification through the National Ski Patrol. These patrollers must have prior licensure in pre-hospital care, packaging, and transport. The benefits will be extended to a Pine Patroller for a single year with the expectation that they will

complete testing for the NSP (OEC & OET Skills) ~~prior to~~ before the start of the next season.

- 1.4 **NSP Mountain Host Member** (Formerly NSP Auxiliary) Alpine patrollers that do to physical limitations will not be providing care on the ski hill. This membership level is reserved for an injured patroller during rehabilitation lasting more than six months, but less than two years, until receiving clearance from a physician. Patrollers are expected to complete their shift requirements by providing care in the patrol room or working with guests in the chalet by providing CPR lessons, guest relation duties or producing the Medical ID tags that we give away freely. Simply lounging in the patrol room waiting for injured guests is not our intent. Mountain Host Members will need to pass their OET refresher before being re-registered as NSP Alpine Patrollers and receive full benefits.
- 1.5 **NSP Mountain Host Apprentice** – Candidates interested in joining the Pine Mountain Ski Patrol beginning with the 2017 ski season must first pass a skiing evaluation before taking the OEC course. All potential candidates will attend a ski evaluation held early in the season. Candidates will be placed into one of two groups; 1.) those that could succeed with OET training this year, and 2.) those that need additional lessons and practice before moving forward. Only those in the first group will be given an invitation to join our apprentice program. They will spend their apprentice season working on their skiing and tobogganing skills and may be given the opportunity to take the OET test in early March if they fulfill the requirements. Apprentices must obtain Healthcare level CPR and complete Outdoor First Care before the end of January to continue. Apprentices may provide lifesaving care until a patroller arrives, and may assist patrollers, but are not to be primary caregivers. Because apprentices are limited in their skills, they cannot provide primary patroller care and thus receive limited benefits.
- 1.6 **NSP Mountain Host Staff** – to provide additional help to the ski patrol members, certain hill staff may be trained in Outdoor First Care or Outdoor Emergency Care and registered with the National Ski Patrol as part of the Mountain Host unit. These are staff members of the resort, and not specifically under the control of the Pine Mountain Ski Patrol.
- 1.7 **Guest Patroller** is an NSP Alpine Patroller, not currently registered with Pine Mountain Ski Patrol that has requested permission to assist us for a single day or weekend. Guest patrollers must receive approval from the PD or CC each day and will provide documentation of their credentials; including Driver's License, CPR Card, NSP Registration and OEC Card. A photocopy will be made of these credentials and stored in the patrol room shift sign-in book. All Guest patrollers must have NSP Alpine Patroller credentials or higher, no Candidate or Auxiliary patrollers will be provided an opportunity to guest patrol, but may attend as part of an NSP regional event.
- 1.8 **Young Adult Program (YAP) Patrollers** include minors (age 15 through high school graduation) who are required to complete the same training and performance of adult

patrollers. These young adults, while competent, will require additional mentorship by adult members of the patrol to ensure their success. Due to child work law restrictions, 15-year-old youth are not allowed to train with loaded toboggans. All other skills are required to obtain and maintain. YAP Patrollers have the same benefits and responsibilities as their adult counterparts (i.e. YAP Patroller, YAP Candidate, YAP Apprentice). YAP members will be required to enroll into our Exploring post to provide liability and supplemental injury insurance.

- 1.9 **Patrol Director (PD)** works together with management to assure smooth operation of the patrol and the desires of management are met. The PD has other responsibilities to the local hill and the NSP as outlined in the NSP Central Region Policies and Procedures. In a joint statement of understanding between the National Ski Patrol and the National Ski Area's Association, the PD has sole discretion to refuse to re-register at that local area, any NSP member. The Patrol Director is a volunteer position.
- 1.10 **Assistant Patrol Director (APD)** works with the patrol director and advisory committee to further the smooth operation of the patrol and advancement of the patrol's professionalism. Fulfills the role of PD if the PD cannot continue in the role until management may choose a successor. The Assistant Patrol Director is a volunteer position
- 1.11 **Pine Mountain Ski Patrol Advisory Committee** – a group of patrollers appointed by the Patrol Director to provide guidance in decision making. Will consist of the Assistant Patrol Director, the YAP advisor and others as determined by the PD. The PD, with advice from current advisory members, will determine the number of members. The advisory committee is a volunteer position.
- 1.12 **Crew Chief (CC)** - a more seasoned member of the patrol who will work with the patrollers each day to ensure needed equipment and personnel are available as needed for patient care. The CC will be selected daily by the patrollers on the hill with preference going to the most experienced patroller

Section 2 – EDUCATION REQUIREMENTS

- 2.1 Each patroller will secure and maintain education in Outdoor Emergency Care (OEC) as prescribed by the National Ski Patrol.
- 2.2 Each patroller will annually refresh their skills in OEC at a full day refresher. Patrollers are not required to attend the refresher offered at Pine Mountain; they may attend any of the refreshers available throughout the Region and Division. Those attending refreshers at other facilities will need a form completed by the Instructor of Record verifying successful completion which must be provided to the Patrol Director before November 15th for inclusion with the renewal of NSP membership. Failure to refresh will result in non-renewal of NSP membership

- 2.3 Refreshers are offered nearly every weekend from Mid-August to Early November at regional hills; there are many opportunities to take a refresher with another patrol. Failure to complete an annual refresher will result in non-renewal of NSP membership. If a patroller desires a non-scheduled refresher, one may be granted at the cost of \$100 to each patroller needing the non-scheduled refresher, payable before registration of the event.
- 2.4 Each patroller must secure and annually refresh Healthcare or professional level CPR certification from American Heart Association or American Red Cross. Any costs incurred in this renewal will be the responsibility of the patroller. CPR refresher is offered annually at the OEC refresher for a minimal fee.
- 2.5 Each patroller must annually be retrained in chair evacuation procedures and participate in a mock evacuation which is done at the required annual OEC refresher.
- 2.6 All Alpine Patrollers must successfully renew their Ski and Toboggan (OET) skills annually.
- 2.7 Two sessions will be established early in the season for ski and toboggan (OET) refreshers. Each patroller will register for a refresher date at the annual OEC refresher and will provide a \$10 deposit. Upon successful completion, on the enrolled date, the patroller will be returned their \$10 deposit. Failure to complete the refresher on these two dates will result in the forfeiture of the deposit. Dates requiring rescheduling due to lack of snow will be taken into account.
- 2.8 All Alpine Patrollers must have successfully completed their hill skills refresher prior to January 15th to be eligible for a gift card, NSP dues and golf round benefits.
- 2.9 Failure to successfully complete hill refresher by February 1st will result in the loss of "Alpine" status with the NSP and will require successful recertification in all hill skills at the annual hill test. Failure to successfully pass this test will result in the immediate termination from the patrol and loss of pass and privileges. Non-Alpine patrollers will not be able to transport patients in a toboggan.
- 2.10 Each new candidate must successfully pass skiing and toboggan handling skills as prescribed in "Outdoor Emergency Transportation" (OET) by the National Ski Patrol exam given near the end of each season. Learning the skills needed to successfully complete this exam is the responsibility of the candidate. The Pine Mountain Ski Patrol has many instructors and instructor candidates that can work with candidates on their skiing and toboggan handling skills, upon the request of the candidate. Only certified instructors or approved instructor candidates may work with patrollers on the needed skills. The patrol director will annually communicate to all candidates the qualified instructors.

- 2.11 Before OET testing, each candidate must have completed their minimum hill shifts at least one week prior to the exam and be approved by one of the certified instructors (not instructor candidates). All patrol candidates will be given 2 years to successfully pass their OET skills. Failure to successfully pass the test, without extenuating circumstances, will result in the patroller's removal from the patrol.
- 2.12 At the discretion of the hill OET Instructor Trainer and patrol director, a candidate may test early for OET skills and be certified as an Alpine Patroller before the annual exam, given the above criteria is met.
- 2.13 On a limited basis, as approved by the advisory board, Pine Patrollers may do OET training prior to challenging the OEC exam.
- 2.14 The Alpine Patroller certification is very important to obtain and maintain, as most regional hills will allow Alpine Patrollers to guest patrol at their hill. This benefit is generally not extended to non-Alpine Patrollers.

Section 3 – DUTY REQUIREMENTS

- 3.1 Each patroller is required to patrol a minimum 12 shifts each ski season. At least two of these shifts must be nights or weekdays.
- 3.2 Patrollers are encouraged and welcomed to Patrol whenever Pine Mountain is open, weekends, weekdays, nights and holidays. Special consideration should be given for dates throughout the season that will require additional patrollers due to incoming groups. Notices will be sent to the patrollers of upcoming groups with the hope that the event may fit into one's schedule. No patroller is asked to take time off of their full-time job, but flexibility is appreciated.
- 3.3 Patrollers are expected to ski on their duty days or find a substitute to ensure sufficient coverage. If hill coverage cannot be maintained, they must patrol for the shift that they had volunteered.
- 3.4 All patrollers must sign up for their shifts no later than **December 1** of each year on our scheduling website at www.pinemountainsskipatrol.com.
- 3.5 Passes or benefits will not be released by the hill until schedule submission is confirmed by the patrol director. Please allow 5 business days for confirmation. Patrollers are asked to schedule a minimum of 4 shifts per month unless prior arrangements have been made.

3.6 Duty Credit

- a. Day credit for a patroller is from hill opening until 4:00 p.m. or upon completion of the final sweep. As daylight extends later in the season, the hill may elect to remain open until 5:00; the hours needed to qualify for full shift credit will extend to 5:00.
- b. Night credit for a patroller is from 4:00 p.m. until 8:00 p.m. or until final sweep is completed.
- c. If management opens the hill late or closes early for weather, hill maintenance or guest safety, full shift credit will be awarded providing the patroller was at the hill prepared to fulfill duties. If management closes the hill for an entire shift more than 24 hours in advance, no shift credit will be awarded.
- d. Arriving more than 30 minutes late or leaving more than 30 minutes early for a shift will only qualify for $\frac{1}{2}$ shift credit unless permission is granted by the PD or hill manager. A patroller must be on duty for a minimum of 4 hours to count as $\frac{1}{2}$ shift. Such permission may only be granted at their discretion based on current circumstances. Proper hill coverage must be considered.
- e. Each patroller will be ready to ski at the beginning of their shift and will be the first to ride the chairlifts to check for hazards each day.
- f. Each patroller may receive credit for up to 4 special shifts by attending NSP seminars at other hills that provide advancement in Medical or Skiing skills. These shifts will not be counted toward the 12 minimum shift requirement as a member of Pine Mountain Ski Patrol but can be counted as shifts beyond to acquire the additional benefits. After 12 shifts are completed, these special shifts can be counted retroactively
- g. Members of the advisory committee or patrollers working to obtain NSP Senior or Certified status may receive credit beyond the 4 special shifts for attendance at managerial or advisory meetings and duties.
- h. Instructors of OEC classes or refreshers may be given 1 shift credit for each 6 hours taught.

3.7 2017 Member Benefits *(All members of the 2016 Pine Mountain Ski Patrol will be grandfathered to the 2016 benefits through the 2017-2018 season)*

	NSP/YAP Alpine Patroller	NSP/YAP Candidate	Mountain Host Patroller	Mountain Host Member	Mountain Host/YAP Apprentice	Guest Patroller
Family Season Ski Pass	X ¹	X ¹	X ¹	X ¹		
Daily ski pass only					X	X
Daily Friend Pass on days patrolled	1					
\$10 daily meal voucher	X	X	X	X	X	
Bunk Room Access²	X	X*	X*	X*	X*	X*
Pine Mountain Resort Credit (for following season)³	X	X	X			
NSP Annual Dues paid for following year⁴	X					
Reduced rate hotel rooms⁵	X	X	X	X		
25¢ Small or medium soft drinks	X	X	X	X	X	X
25% Employee discount at Famers/Cafeteria⁶	X					
Timberstone Golf passes⁷	X					
Storage Locker for skis⁸	1*					
Pro discounts through NSP	X	X	X	X	X	
Reduced rates at many US resorts⁹	X					
Participate in NSP trainings	X	X	X	X		
Ski Patrol Magazine	X	X	X	X	X	
Season end party / awards banquet	X	X	X	X	X	

1. Available after submission of minimum shifts to online schedule and completion of prior year's minimum commitment. Patrollers who have not completed their minimum commitment, without extenuating circumstances, from the previous year will be placed on probation for the current season and will only be eligible for an individual season pass.
2. Up to 6 patrollers may stay in the patrol room overnight free of charge. Signup for these rooms is done via the scheduling program. *NSP Alpine Patrollers will be given preferential treatment. If availability exists (3 days before the event), this may be extended to candidates, mountain host patrollers or guests. The bunk room is for patrollers only without specific permission from hill management.
3. \$15 for each full shift patrolled after the 12 minima. This will be rewarded in resort credit at the end of the season to be used in the summer or subsequent seasons. Successful completion of OEC prior to the start of the season and OET refreshers prior to January 15th are required as part of this benefit.
4. After 15 shifts completed, Pine Mountain will pay the patroller's NSP and regional dues for the following season for patrollers continuing with the Pine Mountain Ski Patrol. Successful completion of OEC prior to the start of the season and OET refreshers prior to January 15th are required as part of this benefit. Candidates who have completed OEC training and successfully pass the OET hill test prior to March 15th will receive this benefit.
5. Based on available occupancy. Restrictions may apply.
6. 25% discount is for the patroller, not family members. This discount does not apply to alcohol purchases. Discount available only at times when the restaurant is not busy, as determined by the restaurant manager. Discount will not be applied when calculating costs toward the \$10 meal coupon.
7. After 15 shifts completed, Pine Mountain will provide 1 free round of golf at the Timberstone Golf Course. 1 free round will be provided for each subsequent 5 shifts patrolled. Successful completion of OEC prior to the start of the season and OET refreshers prior to January 15th are required as part of this benefit.
8. Limited locker space is available. Patrollers must complete their 12 shifts in the previous season to be eligible for a locker. Open spaces are offered to patrollers in the order of number of shifts completed the prior season, highest to lowest. *Sharing lockers is strongly encouraged. Squatting in unassigned lockers is prohibited. Two lockers will remain unassigned to allow candidates and guests to use them while they are at the hill for a weekend, no long term storage will be allowed in these lockers. Candidates and Mountain Host patrollers may be given a locker only if extra space exists.
9. Each resort sets their own benefit package and while many will allow for guest patrolling, free skiing or reduced price tickets, this is solely the discretion of each individual resort.

3.7 Authorizations

	NSP/YAP Alpine Patroller	NSP/YAP Candidate	Mountain Host Patroller	Mountain Host Member	Mountain Host/YAP Apprentice	Guest Patroller
Wear Patrol Jacket	X					X ³
Training/YAP Vest Required		X	X		X	
Provide Toboggan transport to injured	X					X ⁴
Participate in Toboggan Training	X	X	X		X	X ⁴
Provide first aid care	X	X	X	X		X
Complete incident Documentation	X	X	X	X	X	X
Assist lead patroller on scene	X	X	X	X	X	X
Operate Snowmobiles¹	X	X	X			
Assist management with Chair evacuation²	X	X	X	X	X	X

1. All snowmobile operations will comply with hill management direction and limitations for usage. Only users authorized by hill management may operate a snowmobile on the mountain during operation. If unauthorized and require snowmobile transport, contact hill management to coordinate a ride.
2. Must have prior training to handle ropes, all levels may assist with talking to guests and helping them with understanding the evacuation procedures. Roles are enumerated in the Pine Mountain Chair Evacuation Manual.
3. Because skiing skills are perceived by the public as a representation of our patrol's professionalism, NSP Patrollers are expected to obtain and maintain OET certification. Candidate patrollers advance to the NSP patroller status upon successful completion of OEC and OET testing. Candidates may not wear a patrol coat.
4. YAP Patrollers younger than age 16 are not allowed to train or transport patients on a toboggan. YAP Patrollers must successfully pass the OET exam prior to transporting injured guests. No YAP member is allowed to operate motorized vehicles.

3.8 Dress Code

- a. All patrol and skiing gear must be owned by the patroller. Use of rental equipment for other than extenuating circumstances will not be accepted.
- b. Parka: The approved patrol parkas will be Red or Red/Black with White insignia and backcross. Parkas must be standard jackets purchased for the task, no pullovers or hoodies will be allowed. The appropriate cross must be permanently sewn onto the jacket.
- c. Vest: A Patroller may wear a Red vest appropriately marked to carry medical and personal supplies. If an approved patrol parka is not worn under the vest it must color coordinate and provide a professional appearance.
- d. First Aid Pack: The Patroller's first aid pack will be all black unless utilizing a vest. If the patroller prefers to wear a backpack, red and black backpacks sold through the NSP are acceptable but must color coordinate with their parka. Butt packs, vests & backpacks are the only approved method for carrying personal first aid equipment.
- e. Pants: Pine Mountain requires all patrollers wear solid black snow pants while patrolling.

- f. General appearance must instill professionalism to the skiing public. Each patroller is responsible for ensuring that their uniform is clean and maintained and fitted.
- g. Realizing that ski patrollers are to set an example for the public, helmet use is required for all patrollers.
- h. Ski or snowboard equipment must be properly maintained.

3.9 Pine Mountain Patrol Firearms Policy

While many patrollers have and may exercise their rights to concealed carry, it is understood, as a requirement of membership with the Pine Mountain Ski Patrol, that no patrollers will carry firearms or weapons while on Pine Mountain premises.

3.10 Suggested First Aid Pack Materials

- 4 triangular bandages, folded as cravats
- 2 rolls roller bandage
- 6 regular & assorted band aids
- 1 roll 1-inch adhesive tape
- 9 assorted 4x4 or 2x2 dressings
- 1 Multi-tool
- 4 large safety pins
- 1 stocking cap
- 1 Notebook
- 2 pencils sharpened or mechanical (Pen ink may freeze)
- 3 Pine Mountain Incident forms
- 1 Flashlight
- 1 Paramedic shears
- 4 Tongue depressors
- 4 pair nitrile gloves
- 3 packages of sugar
- 1 Wire or SAM splint
- 5 Various size each of oropharyngeal and nasopharyngeal airways
- 1 Turkey baster suction device
- 5 Maps of Ski area
- 5 Ziploc bags
- 1 small pipe cutter

3.11 Patroller Financial Commitment

- a. NSP and Regional Dues: Patrollers who patrol 15 or more shifts in a season will have their NSP and regional dues paid by the hill as part of our benefits. All patrollers who fail to patrol 15 or more shifts will be personally responsible for these dues.
- b. Local Dues: The Pine Patrol advisory committee assesses local dues of \$10 per patroller. Each patroller regardless of the number of shifts patrolled will be personally responsible for the local dues.
- c. Patrol dues must be paid by the annual OEC Refresher. Late payment will result in a \$10 late fee assessed by the NSP.

- d. Gear: Clothing, ski equipment and initial stocking of patrol pack are the responsibility of the patroller. All ski and patrol gear must be owned and not rented.
- e. Insurance: Although Ski Patrollers are provided some protection through Good Samaritan Laws, it is highly recommended that all candidates and patrollers consult with their insurance agent or legal advisor to determine if liability insurance or other types of insurance are needed based on their personal situation.
- f. All transportation costs to patrol commitments are the responsibility of the patroller. These may be tax deductible, please consult your tax professional.

3.12 Patroller Shift Requirements

- a. Each patroller, as a requirement of patrolling at Pine Mountain, will ski a minimum of 12 shifts per season with at least 2 being nights or weekdays.
- b. Following NSP national guidelines, the Patrol Director and members of the Advisory Committee may receive special shift credit for management responsibilities. Instructors will receive shift credit for preparatory activities. One shift will be awarded for 8 hours of management duties.
- c. Patrollers will receive shift credit for providing medical supervision for Pine Mountain sponsored events during the off-season, at management's request.
- d. Patrollers not completing their minimum shifts will be placed on probation for the following season and will only be eligible for an individual season pass. Failure to ski minimum shifts for 2 concurrent seasons or 3 seasons out of 5 may result in termination from the patrol.
- e. Season-ending injuries or illnesses may be taken into account.

3.13 Pine Mountain Sub-Zero Weather Policy

- a. If the predicted real temperature (without wind chill) is to be 0 degrees or colder on a day that a ski group is scheduled, Phone calls will be made no later than 5:00 pm the previous evening to:
 - i. Ski Group Leader
 - ii. Ski Patrol (Jay VanZeeland)
 - iii. Ski School (Denise DeLano)
 - iv. Rental Shop (Mike Walla)
 - v. Cafeteria (Logan Cameron)
- b. A call will be made by 7:00 am the morning of the scheduled visit, informing all concerned, whether we will open lifts for skiing or not.
- c. ****Ski Patrol**** Please note that on ski group visit days that are within this sub-zero warning procedure, if we have only one (1) patrol active, they are not to ride the lift until the group has left the property. We do not want to have our patrol stuck on a disabled lift. If there is more than one patroller on the property, please rotate chair rides to ensure that one patroller is on the ground at all times.

3.14 Grounds for Discipline*

- a. Failure to ski the required number of days
- b. Failure to keep current on annual CPR, OEC and Toboggan refreshers and chair evacuation training.
- c. Abandoning patient care. (Abandonment carries possible legal liabilities)
- d. Conviction of a felony.
- e. Failure to pay annual dues.
- f. Drinking of alcoholic beverages or illegal drug use while on duty.
- g. Missing sweep without receiving permission from the CC or his designate.
- h. Rude or unprofessional conduct with fellow patrollers, the resort's employees or guests.
- i. Failure to provide the necessary medical care to OEC levels of care.

*All patrollers understand that we patrol at the will of the hill management. Each incident will be considered on a case by case basis by the Pine Mountain Ski Patrol advisory committee in conjunction with hill management.

Section 4 – HILL DUTIES

4.1 Parking

- a. Weekend and Holiday parking shall be at the far side of the parking lot or in the employee parking behind the chalet.
- b. While some patrollers do have handicapped parking permits, management has requested that we do not occupy the spots closest to the building. Please use this spot, if permitted, solely for loading and unloading. The perception by the public of a car parked in the closest handicapped spot with National Ski Patrol markings is detrimental to our patrol's perception.

4.2 Sign in

- a. Patrollers are required to sign in no later than 15 minutes before the start of a skiing day (or night). Patrollers are to be dressed and on the hill to be the first the ride the chair lifts at the beginning of the day.

4.3 Opening

- a. Radios should be checked prior to leaving the patrol room to ensure proper frequency and operation.
- b. Patrollers shall inspect all the toboggans upon arrival on top of the hill for their first run. Patrollers must check each toboggan for a sealed full pack, ensure that the equipment is dry and verify that the toboggan is in working order.
- c. Any areas that require roping off, per hill management should be ensured closed after grooming operations.
- d. After inspection, a radio call will be placed to the Crew Chief and notify of any broken seals. If a seal is broken, an inventory of the bag must be made and needed equipment replaced prior to the bag being resealed.
- e. During each patroller's first run, note or remove any hazards on the hill that may have been caused by falling ice, branches or grooming operations. Notify management if the hazard cannot be quickly mitigated.

4.4 Line Cutting Privileges

- a. Discrete lift line cutting is allowed when responding to an accident only.

4.5 Skiing and Breaks

- a. We represent Pine Mountain and the National Ski Patrol and thus are required to ski and show our presence on the slopes. If a break or warming is needed, the Pinecone at the top of the hill or the Aspen room are the preferred locations. We must remain in the view of guests at all times. Patrollers are not to take breaks or congregate in the patrol room during operational hours.

4.6 Other Duties

- a. Hill management may ask for the assistance of the patrol throughout the day to help check for proper lift tickets & safety leashes, assist with providing a warning for moving equipment, or other duties that may arise.
- b. If long lines are noted at chair lifts, patrollers will encourage guests to group up. Single riders should be combined with others to maximize lift efficiency. An effective way to do this without long stationing would be to place your ski partner at the end of the line and place yourself near the loading area while calling for single riders. When your partner nears the boarding area, you may join them for your trip up. If each patroller would follow this, no one person would need to spend hours encouraging singles to ride with others.
- c. During times of extreme cold, please make frequent walks around the chalet and look at guests for signs of frostbite. To increase our guest's enjoyment during poor weather, a CPR mannequin may be taken into the chalet and used to teach our guests hands only CPR.
- d. Remembering that all of our guests are vacationing at Pine Mountain resort, our interactions with the public should demonstrate excellent customer service skills, including but not limited to: (Taken from Disney customer service guidelines)
 - i. Make eye contact and smile
 - ii. Greet and welcome each and every guest
 - iii. Seek out guest contact
 - iv. Learn and address them by name if possible
 - v. Display appropriate body language at all times
 - vi. Preserve a "magical" guest experience
 - vii. Thank each and every guest

4.7 Night Shift Patrollers

- a. In an effort to keep our skills at their peak, when patrolling at night, if not on the hill or dining, please pick one skill to review and practice. This may be splinting, bandaging, oxygen administration, CPR or others.
- b. Those patrolling on Saturday night will be required to clean the patrol room, including straightening up, emptying garbage, washing the floor in the bathroom, restocking linen shelves, washing toilet and washbasins and vacuuming the room.

4.8 Hill Closing – General

Note: The hill management will determine the closing time and may close runs a few minutes earlier than published for payroll purposes.

- a. Fifteen minutes before closing:
 - i. Work with the CC to determine hill sweep assignment.
 - ii. Close any runs required with orange tape or bamboo poles
- b. Five minutes before closing:
 - i. Call "Last Chair" to skiing guests waiting to board the lift. Thank them for spending the day with us.
- c. Lift closes:
 - i. Upon closing time, as determined by management, Ski patrollers will load the lift to the top to begin a final sweep.
 - ii. An announcement will be made over the radio stating that patrollers have loaded the last chair and give the chair number.
 - iii. No one will be allowed to ride behind final patrollers.
 - iv. The lift should stop after you unload unless the lift needs to continue for hill management needs.
 - v. Visually inspect the chairs in your eyesight for stranded guests.
- d. Hill Sweep:
 - i. Patrollers sweep the hill and visually inspect the entire assigned runs including the chair lifts. The goal is to make sure all guests arrive safely to the base area. Report any hazards to the CC.
 - ii. Removing any closing markings earlier placed to facilitate hill grooming operations.
 - iii. Be aware that other skiers may be traversing across your hills to get to the base area. Please wait for them to be downhill of your position before you proceed.
 - iv. The Patroller skis off the empty assigned hill and notifies the CC who will then report to management that the hill has been swept and closed.

Section 5 – PATIENT CARE

5.1 Scope of Practice

- a. Ski Patrollers at Pine Mountain are limited in their scope of practice to the level of training of the National Ski Patrol and Outdoor Emergency Care. While some may be licensed to higher levels, performing procedures beyond this scope of training is not accepted on the Pine Mountain Ski Patrol.
- b. All patrollers will know and adhere to the Pine Mountain Medical Protocols as published by the Pine Mountain Ski Patrol Medical Advisor.

5.2 Patrol Room

- a. Pine Mountain has provided a patrol room for our treatment of patients and to store necessary equipment. This room is to remain clean at all times, including vacuuming and cleaning of counters or linens as necessary.
- b. During hours of operation, this room is to be reserved for patrollers, injured guests, and the guest's immediately family as needed for treatment. While friends and family are not prohibited, their time in the patrol room should be minimal and should never interfere with patient treatment or the patient's privacy.
- c. To ensure patient privacy and dignity, when there is a patient being attended to in the patrol room; all other patrollers will clear the room unless specifically asked to assist by the patroller in charge of the patient's care. All patrollers are requested to respect this privacy if they must enter the room to access equipment or to respond to another emergency.
- d. Patient treatment beds are for treatment only and not be used for personal lounging during skiing hours.
- e. The Patrol room contains lockers that will be assigned to patrollers as part of their patroller benefit based upon last year's shifts completed. Patrollers failing to patrol the minimum 12 shifts may not be issued a locker. Lockers are assigned to specific patrollers, squatting or changing lockers without permission is prohibited. The locks will be provided by the individual patroller.
- f. If your commitment for the season is only for a limited time (i.e. Holiday week or spring break), please release the locker for use by others for the remainder of the season. Sharing of lockers is encouraged if space is available.
- g. The hill has also provided a boot dryer for the patrollers to use. This is a space for the patrollers who had just come off duty or will be on the next day to dry the boots. It is not a storage area for any patroller's equipment.
- h. The cubbies provided near the back door are for storage of ski bags, shoes, and clothing of the patrollers on duty. This is not a long-term storage area for any equipment. **All personal equipment must be stored in an individual's locker, or returned home when not patrolling.**
- i. The crew working the Saturday night shift shall vacuum the room, clean the sinks and bathroom and generally straighten the room. This will allow the room to maintain a neater appearance, while not delaying those needing to return after skiing on Sunday.

5.3 Incident Reports

- a. Incident reports are intended to clearly report the facts regarding a guest injury and care provided. They should be succinct and only document objective observations and treatment.
- b. The incident report form is an integral and important aspect of the medical treatment provided to the guests of the ski area by the patrol. The incident report documents the important information and facts that relate to injury and treatment of any sickness, medical condition or injury of Pine Mountain guests or employees. It is important that all incident reports be completed in a legible manner, completely and signed. If information is not available, those areas are to be marked with a dash.
- c. These incident reports enable Pine Mountain Management to track these occurrences and to recall the facts in the future if required. Pine Mountain Management will supply the Patrol with the current incident report form.

- d. Any medical treatment given by patrol members to a Pine Mountain guest or employees should be documented with an incident report form. If a supplemental report needs to be filled out, note the existence of the same on the incident report form. Reports should be filled out at the time of medical treatment.
- e. If an accident involves a ski lift, a snow gun, or any unnatural obstacle, it is important to advise area management immediately.
- f. All incident reports must be sequentially numbered. This number can be found on the inside of the cabinet above the sink. Please select the next available number, apply it to your incident report and then strike the number through with your initials on the sheet in the cabinet.
- g. The General Manager or his designee reviews each incident report for clarity and completeness. He then compiles the reports into an appropriate format as requested by area management. If needed, the GM may request additional documentation or information.
- h. As patrollers, we must adhere to the highest of ethics. All information that we receive regarding a patient's injury or medical history, name, identifying information or contact information will be held strictly private and will not be released to anyone except through management. This includes conversations with others.

5.4 After Care items

- a. Linens or bandages that are significantly soiled with bodily fluids are considered biohazards should be secured in a red biohazard bag and shipped to the hospital with the patient.
 - i. Biohazard bags can be found in the 3rd drawer from the top in the cabinet near the sink.
 - ii. Care should be taken to not contaminate clothing, skin or surrounding treatment areas.
 - iii. Biohazard bags are to be disposed of in an appropriate manner through management's discretion.
- b. Disposable supplies used should be thrown away.
- c. Non-Disposable supplies should be cleaned and returned to service. If equipment is transported with the patient, additional equipment should be secured from extra stock to ensure that we have needed equipment for our next encounter.
- d. The patrol room should be straightened, and linens changed if necessary to ensure a presentable environment for our next encounter.
- e. All bags should be restocked and resealed. Please date and initial all tags.

5.5 Get Well Cards

- a. As a public relations attempt, we will be sending "Get Well Soon" style cards to each of our patient contacts throughout the year. These cards will be pre-printed and will require the treating/transporting patrollers to sign their first name only and address an envelope. Upon completion, please bring to the front desk, Pine Mountain management will ensure that the card is mailed to the guest on the next postal service business day.

5.6 Medical Equipment Storage

- a. Disposable supplies
 - i. All Disposable supplies will be stored in the locker in the patrol room. This area is to remain closed when not in use.
 - ii. Please pay close attention to the number of supplies still available, contact the PD, to ensure that supplies may be purchased and restocked in a timely manner.
 - iii. There are additional overstock supplies in the lowest levels of the cabinet, please check there prior to requesting new materials.
 - iv. This is a large supply of tape stored above the cabinet over the sink and many splinting alternatives stored above the cabinet. Additional cardboard splints are stored in the downstairs maintenance shop.
- b. Non-Disposable supplies
 - i. Many items are not disposable and will need to be cleaned and returned to the ski patrol after their use. Examples include quick splints, traction devices, longboards, Blood pressure cuffs, stethoscopes, Pulse Oximeters, and blankets. If these are transported to the hospital with a patient the CC may request a patroller to pick them up from the hospital. All attempts should be made to have patrollers that are staying in town, or newly arriving to stop at the hospital on their way through. If equipment is used during weekdays, hill management should be notified for its retrieval and a note of transported equipment on the whiteboard in the patrol room.
 - ii. Oxygen cylinders must be refilled when then are 500 pounds or less, please do not run these tanks dry. Contact management to arrange to have them filled.
 - iii. Most non-disposable equipment is stored under patient treatment beds and needs to be stored in a way to not interfere with patient treatment or making the area unsightly.

Section 6 – RADIOS

6.1 Radio Frequencies

Pine Mountain maintains a UHF Repeater with separate frequencies for hill management and Ski Patrol operations. The frequency for Ski Patrol Operations is Tx. 468.9875 and Rx. 463.9875 with a DTCS code of 503. Hill operation communications are conducted at frequency Tx. 466.32500 and Rx. 461.32500 with a CTCSS code of 206.5. The FCC licenses for these repeaters are maintained by Pine Mountain. The patroller radios are programmed for the Hill Management frequency to channel 1 and the Ski Patrol frequency to channel 3. All on-duty ski patrollers should have a radio with them at all times while on duty.

6.2 Individual Radios

Patrollers are expected to purchase and maintain their own radios. We annually create an order for radios and program them to Pine Mountain frequencies and split the cost between patrollers. If you have another personal UHF radio, you will be responsible for the cost of reprogramming.

6.3 **Crew Chief Radio Communications**

The daily crew chief will be required to either carry a second radio provided by the patrol and programmed to the Hill frequency or carry a radio that can allow monitoring the two frequencies simultaneously. If hill operations require they may need to contact the patrol on the hill frequency (channel 1).

6.4 **Radio Traffic**

Use of the radio is to be limited to communications necessary for patrol or hill management business. The use of improper language or re-transmission of music is a violation of FCC protocols. Information transmitted should be kept to a minimum to protect the privacy of ourselves and the guests to whom we are providing service. Please be aware that there is a radio at the front desk of the resort and other patrollers are monitoring this frequency, sometimes on a chairlift with a guest. Any inappropriate conversation will be heard by incoming guests.

6.5 **Preferred Radio Language**

Since there is a lack of familiarity by all patrollers, "Ten Codes" are discouraged. Talking in plain English is our preferred method of communication. Please be aware that you will need to push and hold your transmit button for 2 seconds prior to talking to avoid your message being clipped at the beginning.

6.6 **Accident Reporting Radio Call Standard**

- a. Upon receiving a call for aid, the CC will call the patrol to see who is the nearest to provide a response to the guest (responding patroller).
- b. The CC will also communicate to find patrollers who can get to a toboggan located near the top of each lift. On days with minimal coverage, he/she may communicate with hill management about the availability of a snowmobile for transport. All but the responding patroller will stage to be ready for the responding patroller's needs.
- c. Upon arriving on scene the responding patroller notifies CC the following information:
 - i. Specific hill location
 - ii. Number of injured guests
 - iii. Brief explanation of injury (i.e. fractured arm)
 - iv. Need for additional help
 - v. Need for additional equipment
 - vi. Need for EMS response
- d. The CC will respond acknowledgment and then coordinate patrollers to provide the needed equipment and help.
- e. If the case is severe, the CC may go to the scene to provide additional help
- f. At no time should the patient's name be broadcast over the radio.

Section 7 – SNOWMOBILE & OTHER MOTOR VEHICLES

7.1 **Snowmobile Operations Manual**

We maintain a separate Snowmobile Operations and Training manual. All information in that manual supersedes information in this section. All patrollers are responsible for adhering to that document and receiving approved training and orientation before operating snowmobiles on Pine Mountain.

7.2 Inspection

At the start of each day or night shift the Patroller inspects fuels and warms up any motorized vehicles issued to the Patrol from Pine Mountain Management. Broken or defective equipment should be reported to the Hill Manager or PD immediately.

7.3 General Guidelines

- a. All skiers, pedestrians, and guest vehicles ALWAYS have the right of way.
- b. Motorized vehicles are used as a tool and may not be used for joy riding.
- c. All operators must receive approval from management as an authorized user of hill snowmobiles. This authorization may be verbally granted and may be revoked by management at any time.
- d. An operator must have a valid driver's license & be over 18 years of age.
- e. Operate only a Pine Mountain owned motor vehicle.
- f. Operate under permission from Hill Management
- g. Speed limited to 15 mph. Do not operate any faster than is reasonable for the conditions.

7.4 Snowmobile Guidelines

- a. Flashing beacon and an audible warning signal must be turned on at all times if equipped.
- b. No snowmobile is allowed near any lift loading or unloading area except to respond to an accident, provide guest transportation, drop off equipment or if granted permission for a specific task by Area Management.
- c. Patrollers may travel up or down slopes near the edges while providing minimal interruption of skiers. Snowmobiles may traverse across a run to provide care, but consideration should be given so as not to become a hazard for skiers and be easily seen.

Section 8 – VISITING PATROLLERS

8.1 Visiting Patroller Sign-on Policy

Patrollers from other ski areas may request to sign-on with the Pine Mountain Patrol. An eligible walk-on is an active NSP Alpine Patroller not registered to Pine Mountain. Pine Mountain has no obligation to accept such requests. Walk-on requests are preferred to be received at least two days prior. A guest patroller must be a minimum of Alpine Patroller, no sign-on benefits will be granted to Auxiliary or Candidate patrollers unless a special NSP event is being held onsite.

8.2 Walk-ons shall:

- a. Provide NSP registration card, Current OEC card, Current CPR card and driver's license. Please make a copy at the front desk and store in the sign-on book.
- b. Be assigned a radio if available and expected to patrol the whole shift and assist like any other NSP patroller at Pine Mountain.

8.3 Thank you cards

- a. "Thank You" card will be prepared with the guest patroller's address obtained from the driver's license and dropped at the front desk for delivery.

Section 9 – LIFT OPERATIONS & LIFT EVACUATION

- 9.1 Information published in the Pine Mountain Chairlift Evacuation manual will supersede any of the following evacuation information. Please refer to this manual.

9.2 Lift Evacuation Equipment

- a. Evacuation equipment is located just inside the patrol room back door on hooks to the left.
- b. The map in the patrol room provides suggested towers for placing the bags to equalize the number of guests requiring removal. This is only a guide and may be adjusted to maximize effectiveness based on chairlift's current load.
- c. Evacuation gear bags are large enough to hold ropes and T-Chair
- d. There is an additional bag with proper climbing harnesses and belay arresting devices to control descent.
- e. An additional bag has the rope launcher gun. This is only to be used by those familiar with its use.

9.3 Training

- a. Every year the entire Patrol will be recertified and will practice at all of the evacuation positions. Training will be conducted by Hill staff or their designee.
- b. Day and night evacuation training is required.
- c. Equipment will be inspected for wear and repacked. If the ropes are wet, they must be dried out before repacking.

9.4 Lift Stoppage

- a. If a Patroller is riding on or observes a chair lift that has stopped for more than 5 minutes, that patroller should alert the hill management (via radio) that the chair has stopped and for how long.
- b. If management desires, we will be instructed to assemble necessary equipment and prepare for evacuation.
- c. Prior to any evacuation, management and team leaders must confirm lockout procedures have been completed.
- d. If an evacuation does occur, all assisted patients should be clearly informed of the procedure to evacuate, calmed and identified.
- e. Management may desire that we get guests names for those evacuated.
- f. All evacuated guests should be instructed to return indoors to warm.

Section 10 – REIMBURSEMENT FOR TRAINING

- 10.1 Pine Mountain Golf and Ski and the Pine Mountain Ski Patrol feels it beneficial for our patrollers to continually increase their skills. As such, from patrol funds, we will help offset some of the costs of attending conferences and seminars by the NSP in skiing and first aid enhancement.
- 10.2 Patrollers are encouraged to progress to the senior or certified level of patrolling and as such are given priority in applying for reimbursement.
- 10.3 Alpine Patrollers attending Regional Training Events will be reimbursed as follows:
 - a. Mileage reimbursement to match NSP Central Division's standards.
 - b. \$30 for 1 night of lodging if traveling more than 60 miles from home and staying at a hotel/motel.
 - c. 100% any clinic enrollment fee.
- 10.4 Alpine patrollers who travel to a Division Training Clinic will be reimbursed as follows:
 - a. Mileage reimbursement to match NSP Central Division's standards.
 - b. \$50 for 1 night of lodging, if traveling more than 60 miles from home and staying in a hotel/motel.
 - c. 100% any clinic enrollment fee.
- 10.5 All costs beyond these reimbursements will be the responsibility of the patroller.
- 10.6 If reimbursement is available through Region/Division/National, please submit their appropriate form and do not request a secondary reimbursement from the Pine Mountain Ski Patrol. Funds are limited.
- 10.7 Since the patrol funds are limited, proposals are requested prior to the event. We will grant priority to requests for training reimbursement in the following order:
 - a. Senior Candidates attending seminars and exams.
 - b. Representation at Regional BOD meetings.
 - c. Instructor Trainers attending events.
 - d. Instructors attending events to maintain credentials.
 - e. New instructor candidates attending events to gain credentials.
 - f. Patrollers attending events to increase general knowledge or skills.
- 10.8 If the funds become depleted, no further requests will be considered.
- 10.9 Patrollers wishing to utilize the funds are also asked to take part in fundraising efforts to maintain the treasury for future years.

Section 11 – AWARDS

To provide recognition for patrollers who have gone beyond their required responsibilities, Pine Mountain Ski Patrol offers its patrollers opportunities to receive awards at the Regional and Local Level.

11.1 Regional Awards

All Regional Outstanding award winners are submitted to Division and National awards. These Regional Awards are granted at the Regional Awards banquet, held each April and the Division and National Awards are granted at the Division banquet held each September. All Pine Mountain Patrollers are encouraged to submit nominations for Merit Stars, Outstanding, and Patroller Cross Awards. These nominations will be discussed by the advisory committee for submission. Region award nominations are due to the committee before February 1.

- a) Distinguished Service Award – Long-term service to the NSP and region
- b) National Appointment – May only be nominated by previously appointed patrollers
- c) Purple, Blue, Yellow & Green Merit Stars – For lifesaving using only OEC & CPR Skills
- d) Outstanding Awards
 - (1) Small Alpine Patrol
 - (2) Alpine Patroller
 - (3) Young Alpine Patroller (YAP)
 - (4) (Auxiliary) Patroller
 - (5) OEC Instructor – Only OEC Instruction
 - (6) Instructor (Other) – No OEC Instruction
 - (7) Alpine Patrol Representative
 - (8) Administrative Patroller
- e) Patroller’s Cross – Injured during Training or patrol duty.
- f) Sage Award – Oldest Patroller, Providing Sage Advice
- g) Bravo Award – for the patroller volunteering the most hours patrolling
- h) Angel Pin – Nominating the spouse of a dedicated patroller.

11.2 Local Patrol Awards

Local Patrol awards will be voted upon by each member of the patrol. All patrollers will be submitted for the awards that they qualify (i.e. veteran patrollers do not qualify for “rookie,” Adults don’t qualify for YAP). Those receiving the most votes will receive the award at the annual Pine Mountain Ski Patrol spring/summer party. Only patrollers completing minimum shift requirements before March 15 will be considered.

- a) **Laverne Trepp & Irving Johnson Memorial Award** – The patroller who best exemplifies the mission of the Pine Mountain Ski Patrol to benefit our skiing guests.
- b) **Rising Star** – YAP Patroller who has shown the most dedication to learning and honing the skills needed to succeed as a Pine Mountain Patroller.
- c) **Rookie of the Year** – For first or second-year adult patrollers who shown a commitment to continuing the mission of the Pine Mountain Ski Patrol. Successful completion of OEC and OET, as well as patient care and guest service skills, should be taken into account.

- d) **Most Improved Patroller** – The Patroller who has shown the most improvement in skills. Attending local and regional training events is encouraged.
- e) **White Elephant Awards** – No Specific nominees, just good fun. These may or may not be awarded. All patrollers are welcome to come upon and present their own. The emphasis for these awards is fun!

11.3 Patrollers may be nominated for more than one award

2017-2018 PINE MOUNTAIN SKI PATROL ROSTER

2017-2018 Pine Mountain Ski Patrol									
Number	Name	Address	City	Zip	Phone	Secondary	E-mail	DOB	Joined NSP
NSP Members									
227557	Beauchamp, Garth	124 N. Pyle Drive	Kingsford, MI	49802	(906) 779-5327	Cell: (906) 250-1421	garth_beauchamp@hotmail.com	1/2/68	2007
264536	Bell, Connor	2565 Remington Ct.	Green Bay, WI	54302	(920) 621-9234		belleconnor85@gmail.com	5/29/00	2018
264537	Bell, Tom	2565 Remington Ct.	Green Bay, WI	54302	(920) 615-5567		td1@new.rr.com	10/25/63	2018
130598	Blackhall, Steve	W6486 Hwy US2	Quinnesec, MI	49876	(906) 282-6750		s_blackhall@live.com	2/14/58	1988
244140	Busch, Grant	1019 Lyndon St.	Green Bay, WI	54313	(920) 615-4883		buschwacker2244@gmail.com	6/16/95	2012
227555	Busch, Stephen	1919 Harbor Lights Rd.	Suamico, WI	54313	(920) 619-0866	Pager: (920) 556-7457	stephbusch31@gmail.com	7/16/59	2007
252701	Cantrall, Bruce	1419 Shirley	Green Bay, WI	54304	(920) 498-3280	Cell: (920) 217-5641	bcantrall@ameritech.net	3/26/64	2015
256008	Ekaitis, Tim	401 Main St.	Norway, WI	49780	(906) 281-0079		fourk@att.net	4/9/78	2016
195661	Fournier, Jim	1401 12th Ave	Green Bay, WI	54304	(920) 660-9111			5/19/45	1998
258493	Frye, Frances	2821 S. Dellwood St.	Appleton, WI	54915	(920) 540-5328		stafrye@prodigy.net	6/23/54	2017
211119	Hicks, Karen	W6486 Hwy US2	Quinnesec, MI	49876	(906) 282-2092		k_hicks@live.com	2/28/58	2002
264535	Janquart, Jakob	5019 Redbud Ct.	Green Bay, WI	54311	(920) 412-6076		janquart@gmail.com	10/25/95	2018
227558	Jaspen, Dan	W7903 Lake Antoine Road S.	Iron Mountain, MI	49801	(906) 779-1126	(906) 396-1196	miaspen@yahoo.com	8/10/52	2007
252700	Masterson, Scott	W5632 Crescent St.	Norway, MI	49870	(586) 405-6327		Smcauducus@gmail.com	10/19/73	2015
264534	Miller, Chris	P. O. Box 961	Sister Bay, WI	54234	(920) 883-9581		chris@chrismillerphotography.com	11/30/82	2018
240983	Mogan, Mike	1230 South Jackson	Green Bay, WI	54301	(920) 246-3311		stocopper@gmail.com	5/7/59	2011
260168	Murre, Adrian	2687 W Meadow Rd	Bailey's Harbor, WI	54202	(920) 559-0736		celeb8299@gmail.com	8/2/99	2017
234211	Norton, Dave	W1220 Pirlot Lane	Wilson, MI	49896	(906) 466-2139	9063993728	chief4901@uplogon.com	1/17/49	2009
258522	Olson, Caleb	2710 Mayline Dr.	Green Bay, WI	54311	(920) 336-3280	9203216185	calieb8299@gmail.com	8/2/99	2017
258518	Olson, David	2710 Mayline Dr.	Green Bay, WI	54311	(920) 336-3280	9207275700	davejuliaandboys@gmail.com	5/10/64	2017
218004	Olson, Don	W5401 Spikehorn Rd	Niagara, WI	54151	(715) 251-1217	Cell: (715) 548-0128	danny0160@yahoo.com	1/25/60	2004
258521	Olson, Joshua	2710 Mayline Dr.	Green Bay, WI	54311	(920) 336-3280	9206626681	iosh41801@gmail.com	4/18/01	2017
234670	Phillips, JoAnn	W1220 Pirlot Lane	Wilson, MI	49896	(906) 466-2139	9063993729	chie4901@uplogon.com	12/4/53	2009
125830	Quinn, Pat	611 Lacomt Rd	Green Bay, WI	54313	(920) 499-0079	Cell: (920) 680-4090	quinn2925@gmail.com	4/14/47	1968
220442	Roubel, Ken	P. O. Box 404	Suamico, WI	54173	(920) 499-0079	(909) 896-8940	roubs.k@gmail.com	5/15/62	2005
264402	Sommerville, Rik	3727 Copper Oak Cir.	Green Bay, WI	54313	(909) 896-8940		riksomerville@yahoo.com	4/10/77	2018
160523	Stahnke, Mark	2509 Sage St.	Green Bay, WI	54302	(920) 391-9736		mrsstahnke@sbcglobal.net	7/1/62	1991
258536	Stroeger, Mark	2821 S. Dellwood St.	Appleton, WI	54915	(920) 739-4704		milstoeger@gmail.com	10/17/51	2017
202424	Suring, Sue	3018 Northwood Rd.	Suamico, WI	54173	(920) 680-2744		suringsue@yahoo.com	3/24/58	2000
253225	Thompson, Matt	4491 Nicolet Dr.	Green Bay, WI	54311	(920) 544-3234		Thomom96@hotmail.com	4/6/96	2015
194795	Thornberry, Allyn	W2928 US Hwy 2	Vulcan, MI	49892	(906) 563-5670		althornberry@sbcglobal.net	2/15/52	1998
204286	Townsend, David	850 Ernst Dr.	Green Bay, WI	54304	(920) 609-2538		skipatolouy@hotmail.com	9/10/49	2016
256007	Townsend, Wendy	850 Ernst Dr.	Green Bay, WI	54304	(920) 609-2538		sailor-sj@icloud.com	12/5/63	2016
209265	Van Zealand, Jay	1303 Transfer Trail	Suamico, WI	54173	(920) 662-0625		jay@vanzeeland.info	11/28/64	2002
256001	Van Zealand, Lois	1303 Transfer Trail	Suamico, WI	54173	(920) 662-0638		lois@vanzeeland.info	8/16/61	2016
256002	Van Zealand, Sydney	1303 Transfer Trail	Suamico, WI	54173	(920) 615-2246		svdnie@vanzeeland.info	7/18/99	2016
181329	Wagner, David	W5034 Ski View Rd	Vulcan, MI	49892	(906) 282-6565		djw72@gmail.com	8/10/49	1995
256004	Wieland, Scott	5480 County T	Sturgeon Bay, WI	54235	(920) 559-1551		mablestreettsian@toll.com	4/6/1970	2016
Secondary Patrollers									
194797	Hicks, Ralph	N3017 Fumees Lake Dr.	Iron Mountain, MI	49801	(906) 282-5818		rhicks_75@hotmail.com	7/19/56	1998
Mountain Hosts									
<i>Mountain Host Patroller</i>									
256047	Gale, Daniel	870 Honey Creek Rd.	Oshkosh, WI	54904	(920) 376-8764		dan.gale@gmail.com	12/7/83	2016
<i>Mountain Host Member (formerly Auxiliary)</i>									
250734	Greenwood-Tennessee, Julie	518 Brule Rd.	DePere, WI	54115	(920) 336-1860		juliegt15@sbcglobal.net	6/7/67	2014
<i>Mountain Host Staff</i>									
261344	Bracket, Sam	P. O. Box 2212	Kingsford, MI	49802	(209) 559-2920		sambracket@hotmail.com		2017
260008	Cameron, Logan	710 E. Main St.	Iron Mountain, MI	49801	(906) 221-5667		logan.cameron05@hotmail.com		2017
261845	Swanson, Tyler	N3332 Pine Mountain Rd.	Iron Mountain, MI	49801			Tyler@pinemountainresort.com		2017

Upon completion of this manual, please send an email to jay@pinemountainkipatrol.com with the words "Gold Star" as the subject. No need for body text.