

# Alpine

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# Alpine manual

Welcome new patrollers and hello to returning patrollers. Thank you for giving your time and effort to the CSP and the Sima patrol. Your dedication and contribution are greatly appreciated. This manual outlines patrol aims and objectives and sets out procedures every patroller must be familiar with in order to give the best patrol performance possible. By making more of the unwritten rules and practices readily available, especially to our new members, we will be able to polish our skills. This documentation was initially produced by Erin Deacon in 1995 and then revised by Sam Oettli in 2011 and Thimothe Lamoureux in 2017

# Terminology

## Lift operator

Lift operators are responsible for the safe and orderly operation of the chair lift. They have the final say on everything lift related. If there is any disagreement, you can always verify with the PL

## Management or Sima Management

TODO

## Lockout

The procedure by which the chair lift is physically locked out and cannot be accidentally restarted. This must be called before any lift evacuation starts.

## Patrol Base

TODO

## PL

This is the Patrol Leader. TODO

# Cold Weather Closure

**The cutoff temperature for not opening is -25C at the top of the hill.** You can consult that temperature in the header of the [Mount Sima website](#). If you click on the link, you will have access to the past and current [weather station data](#).

**To know if the hill will be open, call the Snow Line at 867-667-7547. It is updated around 7 AM.**

There is a happy phenomenon called Temperature Inversion. The cold air sinks in the valley and warmer air is present at higher elevations. When that happens (which is often), Sima is a haven to escape a cold day in town. I've seen days where it was -15 at the hill and -30 in town. In a nutshell: don't base your decisions on the weather in town.

If you have registered to patrol on a day where the hill is not opening because of cold weather, your attendance will still be counted towards the commitment.

PS: On a cold day, pay special attention to guests' clothing and signs of frostbite. Offer people to come to warm up in Top hut and keep some hot water on the wood stove. Blankets are available under the counter of Top Hut in case they are needed.

# Accident response and management

## Reporting accidents

There are multiple ways an incident can be reported. The most common one is a guest reporting the incident to a staff member such as a lift operator or guest services. Alternatively, an incident may be reported directly to a patroller.

All accidents must be reported to the base patrol room so the patroller on duty can coordinate rescue efforts if required. On the weekdays you will report it to the PPL and the office will be used for ambulance dispatch. Keep accident witnesses at the accident site until all necessary information is obtained.

## Transport from the patrol base

In most cases, a patient will be able to leave the base by arranging transportation themselves. They may either drive themselves home or to the hospital, or they may request assistance from a friend. If such transport arrangements do not allow for safe travel, an ambulance must be called.

If rapid transportation or advanced medical intervention is required, an ambulance should be requested immediately. This may be done directly from the incident site by using a cellphone or by requesting an EMS activation from the **patrol base**.

The usual ambulance pick-up location is outside the patrol door. If the ambulance is required at another location, a patroller will need to direct the ambulance as appropriate.

Whenever a skier/boarder takes an ambulance and is leaving their vehicle at the ski hill, record the license plate and provide it to hill operations.

# Documenting an incident

Every incident has to be documented one way or another, even a patient requesting a band-aid. There are three types of documentation available:

- Minor injury book
- National Ski Area Accident Report (NSAAR)
- Workers Compensation Board (WCB)

## Minor injury book

TODO

## National ski area accident report

These forms can be intimidating at first, but you will quickly get the hang of it. To feel more confident while you are helping a patient, we recommend reviewing the different sections ahead of time.

These Accident Report Forms may be used at a later date as legal documents. Make sure you write legibly and are pressing hard enough for the information to be on the carbon copy.

Be sure to collect names, addresses and phone numbers of any witnesses. All descriptions of injury and the accident should be properly worded.

Unless requested, we usually do not provide copies to the patient.

Forms must be printed neatly and because you are making 4 copies, press hard. The back copy can go with the patient or with the ambulance. Accident forms for patients under 18 should be signed by parents or guardians. If neither is at the hill, have the patient sign.

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# Alpine first aid pack and contents

## What type of first aid pack is appropriate

The recommended backpack for Alpine patrol is the National CSP Backpack. It has been specifically designed to accommodate the needs of patrollers and keep all the equipment neatly organized. @TODO: Add an image of the National CSP Pack

The national backpack may not suit everyone's needs or budgets. If you require a pack for your first aid gear, Yukon Zone has a limited number of packs which can be purchased for \$35.00 each. Other options are available should you chose so as long as it meets the following guidelines:

- The backpack must be clean looking;
- Black or red in colour;
- Must have a visible 6"x6" white cross on the back. Heat transferable crosses are available from [Yukon Apparel](#) (404B Ogilvie Street, Whitehorse);
- Have separate compartments for first aid supplies so they don't get soiled by other items carried.

Some patrollers prefer to carry a fanny pack. This waist pack doesn't require the white cross as long as your first-aid vest/jacket has a visible cross while you were your kit.

## What must be in your pack



A standard kit should contain at least the articles listed below:

- 8 - triangular bandages (with safety pins)
- 5 - 4x4 dressings
- 3 - 3x3 dressings
- 1 - gauze roll
- 4 - Wooden depressors
- 3 - Ziplock bags
- 4- pairs of gloves
- 1 - Pocket face mask
- 1 - roll of one cm adhesive tape
- 6+ - adhesive bandages (various sizes)
- One pair of scissors (not pointed) or penknife
- One pencil (not a ball-point pen)
- Patient assessment sheets
- 1 - non-metallic whistle
- 1 - carabiner and webbing long enough to create a harness

@TODO: Add image of the content

## Other recommended items

By now, you know what equipment is required in your first aid pack. Below is a list of additional and highly recommended items:

- Full set of OPA (one of the key life-saving piece of equipment)
- Half blanket\*
- Headlamp, especially for November to February
- Flagging Tape
- Lighter
- Multi-tool
- One SAM Splint
- Sunscreen

\* Please ask the patrol leader before grabbing a blanket and cutting it in half.

# Replenishing equipment

Any supplies you may have used while on-duty may be restocked from the patrol supplies in the patrol room. Do not use the supplies to build initially stock your first aid pack.

If you need to get supplies, Medicine Chest on Lambert t offers a 10% discount if you mention you are with Canadian Ski Patrol. You must mention the discount before scanning the items. If you mention the discount too late, they will still honor it but have to cancel the order and rescan everything.

# Equipment loan: backpack and jackets

## Jackets

## Backpacks

There are 3 CSP loaner backpacks at Sima. The idea has always been to have these loaner first aid packs available for rookies until they can get their own full first aid kit. Before heading off for morning sweep, review **the content of your loaner backpack** to make sure nothing is missing. Resupply as appropriate.

# Alpine shift system

It is mandatory to sign up ahead of time through the [Yukon Ski Patrol Calendar](#) to count your patrol day toward your commitment. Signups should be done as soon as possible and always at least 3 days prior to the shift. If you are experiencing login issues, please let Tim L. know so we can fix the situation.

Signups will be used to issue Season Passes as they are a good indicator of a patroller's willingness to commit toward their 10 days.

Each shift is split into categories to better visualize the daily roster. Those categories are Red Jacket (fully certified), Rookies (first aid certified but requiring additional on-snow training), Instructor and Junior Patrol.

Each shift will have a maximum number of patrollers defined in the calendar event. Weekdays will count but have much less available spots. If a shift category doesn't show up, it means there are enough patrollers in that category.

Your shifts should be spread throughout the season. To keep things simple, you should be booking

- 5 shifts between the start of the season and mid-February
- 5 shifts between mid-February and the end of the season
- Special exceptions are possible because of medical reasons or family commitments. Please get in touch with the Alpine Patrol Leader.

**If you can't make it to a shift, it is your sole responsibility to find someone to cover for you.**

In the unfortunate event where the [hill is closed](#) on a day you signed up for, that day will still count towards your commitment.

# Alpine Responsibility Code

Patrollers must know and follow the Alpine responsibility code. If you witness any behavior that goes against this safety code of conduct, gently inform the offender on the potential impacts their behavior may have. If they refuse to cooperate, inform hill management of the situation so they can take the appropriate actions.

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# Accident response and management

## Reporting accidents

All accidents must be reported by radio to the appropriate and closest and manned location: Top Hut or Patrol Base. The on-duty patrol lead will coordinate rescue efforts as required. Keep accident witnesses at the accident site until all necessary information is obtained.

## Accident management

The first patroller who arrives on site will automatically be designated "patroller-in-charge". If they chose so, they may transfer this role to the next patroller arriving at the incident site. If you are the first patroller on-site, you have the responsibility for the first aid and transportation of the patient to the base area and to coordinate transportation from the base as required. You are also responsible for the accident report form and coordinating the repacking of the toboggan and transporting it back to the top.

Along with this responsibility goes the authority to direct other patrollers at the site and assign duties. The patroller-in-charge may, at any time, ask another patroller to take charge of the accident. No other patroller should presume to take over unless asked by the patroller-in-charge. Any discussions about treatment should be held out of earshot of the patient and the public. If you have lots of help, make use of it. If you need help, ask for it.

Your responsibility ends when the accident report form has been completed, the toboggan used is restocked and returned to the top, and the injured person leaves the patrol room.

In some situations you may not have time to properly complete an accident report form. If you

don't have time or access to an accident report form, make lots of notes. When it becomes practical to do so, complete an official copy of the accident report form.

No injured or ill person is ever to be left alone in the patrol room. If you must leave, make arrangements for another patroller to take over.

# Ambulance service

An ambulance must be called in the following conditions:

- The Patroller-in-Charge considers the patient will require a high level of medical attention or rapid transportation
- A patient requires transportation to the hospital and it may not be done appropriately through their own or a friend's vehicle.

Calling the ambulance may be done by using the phone in the patrol base or your personal cell phone.

The usual ambulance pick-up location is the bay outside the patrol room. Prior to the arrival of the ambulance, ensure the red gate is unlocked and opened. If the ambulance is required at another location, a patroller will need to direct the ambulance as appropriate.

Whenever a guest is transported by ambulance and is leaving their vehicle at the ski hill, record the license plate and provide it to Guest Services.

# Accident forms

You should be very familiar with this form and be aware of all the sections that must be filled out when first aid is rendered. Even a patient requesting a band-aid requires documentation, through recording in the band-aid book.

Be sure to collect names, addresses and phone numbers of any witnesses. All descriptions of injury and the accident should be properly worded.

These Accident Report Forms may be viewed at a later date as legal documents. Forms must be written neatly to allow retrieving information. Accident forms for patients under 18 should be signed by parents or guardians. If neither is at the hill, have the patient sign.

Your patrol number, name and signature are also required on the accident form. Please do not forget to sign.

*@TODO: Add a copy of the accident report form*

## Band-aid book

The Band-Aid book is located on the shelf above the jackets in the base. Use it when a patient comes to you with a minor injury such as a minor cut on the finger or simply require a band-aid. Make sure to ask how it happened and get a good sense of the situation leading up to the injury. If at any time you feel that this injury might have greater impacts than anticipated, proceed with the full protocol and incident report form. In such a case, it is best to have all the appropriate information.

To complete a band-aid log, you will take their name, telephone number, chief complaint, date, time and enter it in the book on the last page that has entries. You will also put your name with the entry.

## Accident investigation

In the case of serious injury, collision, unmarked hazards or when hill equipment (ie: towers, grooming equipment) is involved, a detailed Accident Investigation (A.I.) may be required. Include a request for an A.I. in your on-site call. Prompt treatment and evacuation of your patient remain your first priority. Protect the accident site from disturbance as much as possible.

Please refer to the Accident Investigation manual in the base hut for further procedures.



# Missing person

The patrol will work in conjunction with hill management for initiating and conducting routine searches. Missing persons must be dealt with systematically. Generally, children are reported missing by a parent who has waited at the base for a period of time. Keep the parent at the lodge with a patroller or staff employee so the search can be discontinued if the missing person shows up.

Start collecting information about the missing person by filling out a Missing Person Form, which can be found in the Missing Person manual in the base patrol room. In addition, there will be a detailed manual in the base patrol room concerning searches. Please take the time to read it and have your questions answered.

Round up patrollers and start looking in obvious places like the bathroom, rental shop, or parking lot. Get the parent to provide phone numbers of friends and relatives, as children often obtain rides from friends and forget to tell whoever was originally picking them up. Calls to the missing child's home and the homes of their friends often locate the child.

These searches are the vital first approach and are usually successful. Please refer to the Missing Person manual for further procedures.

Please note that after sweep it is a good practice to look outside and see if a parent is still waiting for their child or if there are abandoned cars in the parking lot.

# Rookie attendance when there is no on-snow instructor

Rookies can sign up for shifts on the calendar and these shifts will be counted towards the commitment. This is regardless of if an on-snow instructor is present or not. However, the absence of an instructor means there will not be any official on-snow training (checking skills on the list). You can still practice the skills learned in the previous sessions and also ask for feedback from experienced patrollers.

In order to get the best integration and learning, we ask new patrollers to shadow (accompany) a returning patroller until they are on-snow certified (allowed to wear the official uniform). If for a reason or another, you are not with a returning patroller and there is an injury, you can be the first one on-scene and a returning patroller will join you as soon as possible.

Even as a new patroller, if you are the first one on-scene, you are the "person in charge" of the incident until you chose to delegate to someone else.