

# Yukon Ski Patrol

General documentation related to the organization. This is a work in progress :)

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# Communication within CSP Yukon

All forms of communication within the Canadian Ski Patrol must be respectful. Every patroller is allowed to disagree, and sometimes strong feelings may arise. However, it is important for the well being of everyone to maintain constructive forms of communication.

## Website

The CSP Yukon website is available at <https://www.yukonskipatrol.ca>.

## Calendar

TODO

## Documentation / Wiki

If you are reading these lines, chances are you are already in the Documentation section of the webpage. If you are not, the full CSP Yukon documentation can be accessed at <https://wiki.yukonskipatrol.ca>.

## Email

At the moment, CSP Yukon still relies on emails as its primary mode of communication. Even if it is a fast way to transmit a message, there are many shortcomings. Following the Email etiquette below will ensure a smoother experience for everyone.

# Email etiquette

## Reply all? Is it necessary

No one wants to read emails from 20 people that have nothing to do with them. Ignoring the emails can be difficult, with many patrollers getting notifications of new messages on their smartphones or distracting pop-up messages on their computer screens. Refrain from hitting "reply all" unless you really think everyone on the list needs to receive the email.

## Don't hijack other people's threads

It is best to create your own email thread instead of reviving an old one. Doing so will also ensure easy retrieval of relevant information not only for you but for every recipient.

## Include a clear subject line

The subject line is very important. It is the first thing a patroller will see and how an email will be retrieved. A good rule of thumb is to write your entire email first and come back to the subject line to match the content of your email. Keep it as short and simple as possible while still being informative.

# CSP Yukon Patrol Commitment

We are a volunteer organization and invest a lot of time in training. It is hard for our instructors to train people to never see them again. On the other side, you are not benefitting from the CSP experience by not attending events. For this reason, we require a minimum commitment from every patroller as described below.

If you chose to be mostly an **Alpine patroller, we expect 10 full days at Sima** which are booked in advance on our website. A full day includes both morning and evening sweeps, and ranges from 9 am to 3 or 4 pm depending on the time of the year.

-or-

**Nordic patrollers must patrol 3 races/events and 7 priority patrol times at Mount MacIntyre** during the winter. The priority patrol times are defined by Mount MacIntyre as periods of the day or week where the guest attendance is higher and justify patrol coverage. These are usually weeknights and weekends.

Because our summer events help keep the registration fees to a minimum, **we expect patrollers to attend one summer event of their choice.**

## Incomplete commitment

We understand there can be some unforeseen events in life that make it harder or impossible to meet the commitment for a year. If such an unfortunate situation occurs to you (knock wood), please let the patrol leader of your discipline or president know.

# How to help CSP Yukon

The Canadian Ski Patrol is a volunteer organization relying on the incredible help of thousands of people across the country. The first aspect of it is being a great patroller at the ski areas and during the summer months. Some people may want to make the experience better for everyone as well as benefit from the opportunities to develop new skills through deeper involvement with CSP. Here are various opportunities to help CSP Yukon Zone be run smoothly this year and for the years to come.

There is no project too big or too small. If you have an idea improving CSP Yukon, contact [president@yukonskipatrol](mailto:president@yukonskipatrol) to make make it a reality.

## Executive

### Grant master

As you already know, CSP is a not-for-profit organization and we strive to maintain registration fees low. However, we still incur multiple expenses throughout the year to purchase and maintain equipment, trailer and provide training opportunities. In order to do so, we rely in part on external funding through various grants available to Yukon organizations.

- Write grant applications
- Follow up with thank you letters
- Document current and future opportunities

### Patrol Leader (alpine or nordic)

The Patrol Leader (PL) is a rewarding role in the CSP. They are the bridge between patrollers, the CSP executive, and the ski area.

Some of the tasks:

- Ensure the commitments made by CSP are adequately covered. In other words, they keep an eye on the roster and make sure there will be sufficient patrol coverage for each event.
- Collaborate with the Paid Patrol Leader to update the calendar and events.
- Communicate any change in procedures from the ski area.
- Be the reference person regarding the patrol operations at the ski area. If a patroller has a question, they will direct it to the patrol leader.
- Coordinate with the On-Snow instructors to ensure every patroller is On-Snow certified.
- Establish and maintain positive relations with ski area management (Sima or Mount McIntyre). Escalate any concerns to the president.
- Produce an annual report to be presented at the CSP AGM.

## On-snow training coordinator

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## President

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## Recruitment and retention

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## Safety officer

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## Summer event coordinator

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# Training officer

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# Treasurer

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# Other roles

## Documentation maker

CSP Yukon has a wealth of knowledge which is mostly in people's head. As a documentation maker, you are able to notice what is unclear to new patrollers and put it into written words in this documentation management platform.

## Equipment manager

...

## Mentor

We all came to CSP without knowing much about the organization. Along the way, other patrollers have helped us gain a better understanding and develop our skills. As a mentor, your name will be published to other patrollers in order to provide coaching and lead by example. New patrollers will be able to ask you for advice and shadow as you patrol.

## Social butterfly

Do you like organizing social events and get people together? This role may be for you. It involves

throwing together a few social events during the year such as Jam nights, board games, meetups, etc. to foster relationships between patrol members.

## Social media fan

Social media is here to stay. In this role, you will engage with the public by sharing some pictures and stories of patrollers in action, mostly on Facebook.

# National Database System (NDS)

A collection of information on how to access and use the CSP National Database System.

# Accessing the NDS

The National Database System is located at <https://www.skipatrol.ca/portal/eng/menu.php3>.

## First time user

The President will need to have your registration information entered in the NDS before you can request access to the NDS. It is done at the latest on December 15th of every year. If you have been provided a CSP ID, your information has been entered in the NDS.

Head over to the [Setting up your CSP ID number and password](#) page and fill in the form with your Last Name, City and Date of Birth. A confirmation will be sent to you by email.

## Returning user

To access the NDS, you will need to enter your CSP ID including the leading 0. Yukon Zone CSP ID all start by "07070" followed by 2 digits for your registration number and the last 2 digits are your registration year. If you have forgotten your password, you can use the [Forgot your password](#) link.

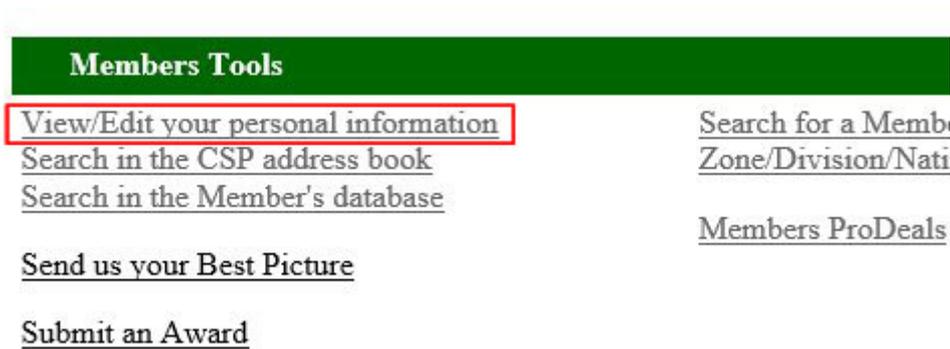
## If there's a problem accessing the NDS

The president has access to reset a patroller's password on their behalf. Please contact [president@yukonskipatrol.ca](mailto:president@yukonskipatrol.ca) if you couldn't get your first access to the NDS or if the password reset feature is defective.

# Updating your personal information in the National Database

While the president attempts to record your contact information accurately in the Canadian Ski Patrol National Database System (NDS), it is each patroller's responsibility for making sure their personal information is accurate and up to date. You can find the instructions on how to access the NDS here.

Once you are [connected to the National Database](#), click on the [View/Edit your personal information](#) link.



Review all the fields to make sure they are accurate and up to date. Please note that the photo can only be changed by the zone president. If you want or need it changed, please send them an email.

# Instructors: Logging your instructor hours

All instructors (First-aid and On-snow) are required to enter any hours they have worked as an instructor. This is done in the **NDS in the Instructor Certification Program (ICP)**. Find out more on [how to log in the NDS](#) if needed. These records are mandatory if you are to maintain your instructor status.

Timesheets must be entered one at a time so don't wait too long because it can become tedious to submit many of them. The form looks like this:

**ICP Time Log**

Enter new Time Log for **Transportation Laboratory**  
From **Yukon Zone**

Right Now you are an: **Instructor**

+Date of the Course:  (YYYY-MM-DD)

+No. of Participants:

+Subjects:

+No. of Hours:  (4.25 For 4hours & 15 minutes)

Special Notes :

+ Required fields

**Add to the LogBook**

If you require assistance, you can always contact the VP of Education.

# Obtaining a copy of your CSP Certification

If you need a copy of your First Aid certification before the cards are issued or if you have lost your card, you can go to your profile on the National Database and print the certification. You will need to scroll (way) down below the section where your training completion lists are.

For CPR cards, National requests they be printed on card stock. You can coordinate with the president to order them from Renee at National.

# New Patrollers

# Need to know before joining CSP

Thank you so much for your interest in joining the Canadian Ski Patrol, Yukon Zone! Being a patroller can be an extremely rewarding experience, but it is not for everyone. The purpose of this article is to outline what volunteering for CSP Yukon entails and to answer some of the most frequent questions we receive.

## Commitment

We are a volunteer organization and invest a lot of time in training. It is hard for our instructors to train people to never see them again. On the other side, you are not benefitting from the CSP experience by not attending events. For this reason, we require a minimum commitment from every patroller as described below.

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# Membership fee

Patrollers are required to pay their National Membership fee of \$165.00 by e-transfer. These fees are to support the continuous improvement to the first aid course and the insurance coverage. During your first year, you will have opportunities to earn *Patrol Bucks* which can cover your membership fee.

The CSP has Standard First Aid accreditation from the Canadian federal government Human Resources Development Skills Canada. This accreditation is recognized in the workplace and may be subsidized by your employer.

# Overview of a year

CSP Yukon is active all year long. What we call a year usually starts in September with patroller recruitment and recertification. Early October, we offer the first aid training for new patrollers over 3 weekends and start the On-Snow training in November. You can read [more about the training below](#). Throughout the winter, from December to April, there are countless opportunities to volunteer and connect with other patrollers either at Mount Sima, Mount MacIntyre, and events hosted at various locations around Whitehorse. Once in a while, you'll get an invitation for a social night either for a jam, a drink or BBQ. We hold our AGM in May to celebrate the end of a great winter and the beginning of summer. Throughout the summer, we accept first aid opportunities such as running, biking or other sporting events.

CSP Yukon is active throughout the year and there are countless opportunities to provide first aid.

# Training

## First aid

We offer an Advanced First Aid training (60 hours) to all new patrollers. It is done as a mix of Online Learning (at your pace), and 3 weekends of classroom review and hands-on practice. We always make sure to keep the long weekend off. It can be quite demanding, especially for people without previous first aid experience. However, if you are putting the energy in, our fantastic instructors will support you and you will succeed.

Class attendance is mandatory. However, we do understand it is near impossible to set a schedule up which will work with everyone's busy life. Absence from class must be approved by the VP Education and is evaluated on a case by case basis. There is an opportunity to catch up with some missed content early November.

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## On-snow

On top of First aid, patrollers must be proficient with travelling and transporting patients in snowy conditions. Extra training sessions are held usually in November or December depending on snow conditions at the various patrol areas.

On-snow training is discipline-specific. For example, certification must be obtained separately for Alpine and Nordic. Our dedicated instructors will make sure you succeed in the very specific skills required as long as you meet the minimum skills skiing/riding skills.

## Additional training opportunities

There are many additional training opportunities available throughout the year. There are some optional **training scenarios** during the winter and summer to make sure everyone is comfortable with their skills. In addition, you can always ask questions and seek **mentoring** to returning patrollers, you have access to discounts on ski lessons. There is an opportunity for a week with a semi-private instructor at **Kicking Horse Ski Improvement Clinic** and there is a **Mountain Division First Aid On Snow competition**. One of our patrollers offers an Avalanche Safety Training (AST1) course at cost. Depending on the years, you may also get a substantial discount on mountain biking lessons with CMBC.

## Recertification

The first aid recertification process happens over 3 days (usually a weekend and an extra evening for CPR in late September). It is much quicker than the full training but still requires some discipline to study ahead of time. There is an hour-long review session using the ELearning platform. You will go over a checklist and demonstrate your various first aid skills in bandaging, splinting, diagnosis and treatment of patients. On-Snow recertification happens every second year to ensure patrollers are still comfortable with their equipment.

## Patrol areas and duties

### Alpine: Mount Sima

Shifts are a full day, from 9 am to either 4 pm or 5 pm depending on opening hours. New patrollers are paired with returning patrollers in order to get the best mentoring and develop confidence in their abilities.

A typical day includes a mix of

- Morning and evening sweep to ensure trail safety
- Some trail maintenance such as fencing, signage and hazard removal
- Lots of skiing or snowboarding
- Manning top hut by the wood stove and be ready to respond to medical emergencies
- Guest education (Alpine responsibility code, helmet use, etc.)
- First aid at special events such as competitions

## Nordic: Mount MacIntyre and other event locations

There are 2 different types of nordic patrolling: trail patrol and event patrol. Trail patrol is being present either at Mt. MacIntyre chalet or on cross country skiing the trails with a first aid kit, and be ready to respond to an emergency call to your cellphone.

Event patrol varies according to each event and the needs but can include sweeping the trail, manning a first aid station and providing patient transport. Some of the patrolled events are

- Ski marathons
- Biathlon
- Loppets (Marsh Lake and Mt Lorne)
- Hut to Hut
- Buckwheat

## Summer

We are active throughout the summer as well with events like Atlin Music Fest, Krank fest, Sima bike nights, Yukon River Trail marathon, Slamfest, Royalty of the Canyon, etc. There is a blend of running, biking and sporting events.

# Skiing and snowboarding ability

Nordic: Good physical condition, and be comfortable on skis over uphill, downhill and flat terrain. A patroller would ideally already be proficient on black trails. Responding to incidents is usually done using a snowmachine with a toboggan.

Alpine: Able to ride Dan's descent (steep blue run) confidently with the willingness to be able to ride Chilkoot (moguls) and gladed runs as the season progresses.

Adequate previous experience (intermediate level) is required to join CSP. You don't need to be at the athlete level and you should not be a beginner.

## Required equipment

Patrollers are expected to own their snow equipment such as Alpine skis, Snowboard or nordic skis, black or dark blue snow pants and helmet.

First-year patrollers have access to CSP jackets and patrol backpacks

Second-year patrollers are expected to provide their own black or red backpack with first aid supplies

Third-year patrollers are expected to obtain a patrol jacket for their main patrol area.

## Perks and benefits

### A great family

One of the best benefits of CSP is being part of a team of people who want to help the community. We come from a variety of backgrounds and you will most definitely be inspired. In addition, many people join the Ski Patrol because they want to put in practice the first aid knowledge they have had for a long time. This is a valuable and rewarding experience.

## Ski passes

Some more tangible perks are the ability to obtain a day or even season passes with our partners (Sima and Mount MacIntyre), some great discounts on ski lessons, food and beverage, etc. In the case of Mount Sima, if you have been a patroller for 5 years, you could have a pass for your entire family.

## Pro deals

It seems like every year new deals are scored with reputable brands such as Arcteryx, Avalanche, Icebreaker, Marks, Burton, Elan, Head, K2, Racoon, Tecnica, Prior, Backcountry Access, Ortovox, Seaward kayaks, etc. The list would be too long, and there is more to CSP than the Pro Deals ;)

## Guest patrolling at other hills

CSP is a national organization and your certification is recognized as such. With prior arrangements, it is possible to go patrol in other areas. Some restrictions may apply to the scope of your duties.

## Registration

Registration is available anytime from September until the first day of the New Patroller training (first weekend of October). The sooner, the better since there is an Online Learning account to create for you. You will need to fill the [Online Registration Form](#) and send an etransfer of \$ 165.00 to [president@yukonskipatrol.ca](mailto:president@yukonskipatrol.ca).

# How to get in touch

Communications are coming from many channels and it is hard to keep track. The best way is to confirm your interest by **filling the form at the bottom of the Join the CSP page** on our **website**. This way, we will have your contact information and will be able to relay to the appropriate person.

We are also available on Facebook or by email at [president@yukonskipatrol.ca](mailto:president@yukonskipatrol.ca).

# Training

# Previous first aid training

## CPR and AED

CPR and AED protocols are some of the most often updated parts of first aid. For this reason, we believe it is best to get refreshed often and that there is never enough practice. These are life-saving skills which you may need in the most stressful situations. CSP Yukon Zone still recognizes previous official CPR and AED training from other first-aid organizations as long as they have been obtained in the same year as your registration.

## Medical professionals

It can't be argued that medical professionals get to provide first aid in a wide variety of situations. If at least 5 medical professionals get together, our volunteer instructors will consider providing a condensed version of the CSP first aid training. This version focuses on Ski Patrol specific protocols to make sure everyone is on the same page. There will also be an exam to confirm your knowledge.

## Returning patrollers

Recertification is required every year to keep your member status. The recertification is usually held over a weekend to

- Review the changes from the previous year
- Complete the first aid skills checklists
- Write the first aid exam
- Complete diagnostics exam

Another session of a few hours is held to refresh the CPR, AED, and oxygen administration skills. If a returning patroller cannot make it to some of the sessions, they may join new patrollers in their training or catch up during the mop session.

# Training attendance

It is strongly recommended to attend all training sessions held by Yukon Zone. This does ensure that every patroller is on the same page regarding the protocols, and has had a chance to practice with other patrollers. We do understand that creating a schedule that will fit everyone's busy life is near impossible. This is why we provide a "mop up" weekend to catch up with at most two sessions.