



Professionalism, Roles and Responsibilities

Successful instructors share an attitude that goes beyond technical proficiency. They provide a consistent professional image in the eyes of clients, ski area employees and all resort visitors. This approach ensures customer satisfaction and builds credibility for the profession of ski teaching.

Professionalism is:

- Appropriate grooming and appearance
- A positive attitude
- Punctuality
- Communication and human relations skills
- Respect for clients and co-workers
- Knowledge of resort policy and procedures

A snow school employee is part of a team, and individual actions affect the entire team. Carry this approach with you and share it with your fellow instructors.

The first commitment is to the client's experience and satisfaction and to provide a safe and fun learning experience.

Safety and Risk Management

Safety and liability concerns are part of every operation at a ski resort. Ski instruction carries its own set of risks and responsibilities.

Recognition and avoidance of risk is the first step. Instructors should be aware of ski area layout and equipment as well as traffic patterns. Monitor and consider conditions constantly. Use your best judgement to avoid situations that could put your clients at risk. If you find yourself in situations that are inappropriate for your clients, use your knowledge to reduce the risks and guide your clients to safety.

In case of an accident, know and respect snow school and resort policies. The general guideline presented below is superseded by your resort's policy.

1. Stay with the injured person. Reassure and make them comfortable, but do not move them unless there is a high risk of further injury or death, in which case you must assure your own safety and then remove the injured person from further danger.
2. Notify Ski Patrol immediately by sending two of your stronger skiers, or passing skiers, to the bottom of the closest lift. Be sure they know how to get to the lift and that they can describe the location and nature of the accident.
3. If with a class keep the group together. If your students are adults, you can arrange a meeting place for later. However, it is generally preferred to keep everyone together.
4. Take note of the following:
 - Note the details relevant to the accident;
 - Time and location;
 - Conditions and visibility;
 - How the accident occurred;
 - Instructor's and student's relative location at the time of the accident. Note measurements if appropriate.
5. If another party is involved keep them at the scene and note their name and contact information. If there are witnesses keep them on the scene and ask them to make a statement to ski patrol.
6. Note any relevant information in regards to your instructions to the class and the injured party's response to your instructions.
5. Fill out required accident reports at the snow school and ski patrol. Follow up with patrol to see what the injury was and what steps were taken.
6. Do not make any statements or speculations on the accident. Refrain from judgements and comments.