

# SNOW SPORTS ADDENDUM TO THE YAWGOO VALLEY EMPLOYEE MANUAL

Revised Nov, 10 2019

Yawgoo Valley Snow Sports (YVSS) is a member school of the Professional Ski Instructors of America (PSIA) and the American Association of Snowboard Instructors (AASI). YVSS follows the standards of these organizations and employs the American Teaching System (ATS). YVSS instructors are encouraged to join PSIA/AASI and attend educational events to expand his/her knowledge in the professional teaching world.

Upon becoming a member of YVSS, it is the responsibility of the Pro to accept and follow the guidelines set forth in the Yawgoo Valley Employee Manual as well as those outlined in this addendum.

## Pro Staff Requirements:

To become a member of the Yawgoo Valley Pro Staff, you must have one of the following:

- Obtain membership through successful completion of the Yawgoo Valley Snow Sports Instructor Training Course (ITC)/Apprentice Training Course (ATC), or
- Obtain membership by providing proof of a current certification or membership with a recognized Snow Sports Teaching Association, or
- Obtain membership with a letter of recommendation from another recognized Snowsports School or Center.

\*Background checks will be required for all new YVSS staff 18+.

## Professionalism

**Standards** - Maintain professional standards and improve professional status:

- All returning instructors are required to participate in one mandatory early season training session.
- Pros are encouraged to attend clinics at a minimum of one clinic every 2 weeks. A clinic schedule with topics will be posted in the staff room. Clinics are approximately 1 ½ hours and will focus on a variety of topics, i.e. Customer Service, Teaching Progressions, Learning Styles, Equipment Maintenance, Personal Skiing/Riding, etc. In some instances, video sessions may be included.
- Pros are urged to join PSIA/AASI and attend the many clinics and events that are offered each season. You can attend certain events even if you are not a member. YVSS may also schedule in-house events. Check the calendar in the staff room for more information.
- YVSS maintains a library of publications that you may sign out. PSIA/AASI also have many manuals/publications available on their website. Visit [www.psia-e.org](http://www.psia-e.org).

**Conduct** - In order to earn and maintain the respect and confidence of our guests and from our co-workers, instructors need to maintain the highest degree of ethical conduct.

- Consistently demonstrate a positive attitude towards snowsports and teaching.
- Maintain a professional level of communication with peers and guests displaying an effective and positive manner of speech.
- Refrain from rendering negative opinions.
- Refrain from negative, vulgar and hurtful language.

## Uniform

- The YVSS uniform consists of a staff jacket purchased or rented from YVSS.
- Name tags will be provided for the name tag pocket on uniform jackets.
- Uniform jackets are worn only when teaching lessons and attending clinics.
- When free skiing you must ski or ride in personal outerwear.

- Vests (for warm weather) are available for purchase based on availability.
- You must complete your uniform with black ski/snowboard pants and coordinating top garments (fleece, sweaters, hats, etc.) that coordinate with the uniform jacket.
- Uniforms must be clean and in good repair.
- All Pro Staff on the premises are expected to report to line-ups in uniform.
- All Pro Staff are expected to be in uniform presenting a professional appearance when teaching and in contact with students and parents.

## Equipment

- Please check your equipment prior to the start of the season and your first lesson
- Yawgoo Valley Pro Staff must be skiing/riding on current equipment, i.e. shaped skis, current boards, etc.
- Appropriate graphics on skis/snowboards for teaching.
- Equipment must be in good repair.
- Any ski too old to have the bindings certified by a qualified ski shop is not considered current.
- Ski binding checks are recommended each season.
- Tuning your edges and waxing are part of regular maintenance of your equipment.
- Rentals are not available for long term use from the YVRental Shop.
- In an emergency you must go through your Supervisor to obtain equipment. \*This is for 18yrs + as parental signature is needed for those under the age of 18yrs.

## Commitment/Attendance/Punctuality:

Commitment of lesson times as outlined in the YVSS Member Benefits. It is expected that staff members will honor their commitments set forth at the start of each season.

- All Pro Staff members are required to sign-in and acknowledge a Supervisor upon arrival whether scheduled or not scheduled.
- All off duty Instructors/Apprentices on the premises may be asked to attend a line-up and teach/assist with a class.
- All staff are expected to arrive at lesson meeting sites 15 min prior to the start of each session to greet students.
- Allow yourself enough time to prepare yourself for the day and your lessons.

**Illness/Emergencies** - We understand that illness and emergencies arise at the most unexpected moments. Please let us know as soon as possible by calling in to 294-3802 ext 119 to speak with a supervisor or leave a message with office personnel. The Main Office hours are Monday-Friday 9:30am-7pm, Saturday: 8:30am-7pm, Sunday: 8:30am-3 pm  
Supervisors staff the Snowsports desk 30 min prior to area opening.

**Requested Time Off** - Absences known ahead of time require the following:

- Advanced notice.
- Supervisor approval and obtaining a Help Ticket.
- It is your responsibility to find a cover for your class.
- Once you have secured a cover for your class you must submit a completed help ticket to your supervisor.
- Communicate with your cover information about the class, student levels, skills acquired, skills to work on. \*\*Be sure the class cards are in the envelope.
- You must notify your students and their parents of your absence and who your replacement will be.
- You must add another day to your schedule to fulfill your commitment.

**Help Tickets** - allow you to request time off, submit schedule changes, request courtesy letters or ask payroll questions.

- Help Ticket forms are obtained from a Supervisor.
  - Upon approval, in addition to a help ticket you will receive a Cover Request Card(s) if needed.
  - Cover Request cards allow you to advertise on the communication board to find a cover for your class.
- Help Tickets for Requested Time Off and/or schedule changes must include your class information, cover for the class and returned to your supervisor approval signature.
- Help Tickets for Courtesy letter requests must be submitted 48 hours in advance of need.
- Help Tickets for Courtesy letter requests will not be accepted for Holiday periods.
- Help Tickets for Courtesy letter requests will be granted as per reciprocating area policy.
- Help Tickets for Payroll inquiries or questions will go directly to Tracy Hartman.

## Communication

YVSS communicates to staff in a variety of ways. You are expected to view, listen and respond in a reasonable amount of time. If we need to reach you quickly we use phone or text communication, that is generally an urgent request so please respond ASAP.

- Email Account = [yawgoovalleyss@gmail.com](mailto:yawgoovalleyss@gmail.com) sending email blasts and receiving communication at this email address. During the operating season a response is generated within 24 hours.
- YVSS Instructor Portal <https://yawgoo.snowproportal.com/> This is the school site and your go to for up to date information on upcoming events, clinics, submitting schedules, YVSS documents, manuals, forms, calendars and much more. Check in daily to see what's going on.
- Newsletters during the season will be published weekly providing up to date information on upcoming special events, trainings, needs for instructors. Outside of the Winter operating season newsletters are published less frequently
- Staff Room - communication board, training board and table announcements

**Safety & Risk Management** - As an Instructor of YVSS it is your responsibility to conduct yourselves in a safe manor and maintain a safe learning environment for students and patrons of Yawgoo Valley. Please refer to the YVSS Training Manual annually to refresh yourselves on your responsibilities as an Instructor with YVSS. All Instructors are required to attend a mandatory training session at the start of each season.

- Any YVSS Instructor found to be disregarding policies and procedures set forth by Yawgoo Valley and Yawgoo Valley Snowsports in regards to student safety will be dismissed from employment. Upon dismissal all benefits will be revoked.

## Harassment Policy

A Harassment policy is in place as outlined in the YV Employee Manual. In addition Snowsports Staff are expected to respect fellow Pros. No matter how well you ski or ride or how many years of experience you have, even the newest member of the staff brings something to our organization.

- If you have an issue with a fellow instructor, bring it to the attention of a supervisor with discretion.
- Use of YVSS information including Pro Staff information should only be used in a professional manner.
- Never address or discuss YVSS issues in front of a guest.
- Never address or discuss student issues in public areas.

## Staff Room

- Is for staff members only.

- numbered equipment racks are assigned at the start of the season.
- Each staff is allowed 1 piece of equipment (pair of skis/snowboard).
- Exception is if staff person is teaching multi disciplines.
- Changing room is available for your use.
- Clean up after yourself.
- Refrigerator is available to store your lunch. Please take home your leftovers daily!
- Microwave is available for your use. Please cover your food and clean any spills.
- Tuning bench - bring your own tools, waxes, supplies and never leave an iron plugged in after use.

## Pay Rates/Bonuses

Pay rates are as established at the end of this document.

### Group Lesson Bonus Card

- Additional compensation may be earned by teaching group lessons.
- A \$10 Bonus For Every 5 Walk-In Group Lessons Taught
- Cards must be submitted as soon as you have completed teaching the five group lessons.
- You can submit as many cards as you fill in a season.
- Cards to not carry over into the next season.

<p><b>YAWGOO VALLEY LEARNING CENTER</b>  <b>GROUP LESSON BONUS CARD</b>  <b>For Every 5 Walk-In Group Lessons Taught</b></p> <p>PRO Name _____</p> <p>SUPERVISOR _____</p>
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### Line-up Participation

(\$5 Per-Line-Up) in the event that there are no lesson sales for a scheduled session and the *staff on the schedule or called in* for that session have not worked that day the staff member will receive a \$5 line-up payment. Your Supervisor will add it to your payroll.

**Private Lessons** - Private lesson assignments are delegated by the supervisor on duty with customer requests and or preferences being honored to meet the needs of the students. YVSS is committed to providing excellence in teaching services and seeks instructors who strive to expand their experiences and engage their students to bring them to the next level. Consideration for private lesson assignments are based on certification, skill level, years of service and your commitment to and fulfillment of your schedule responsibilities including attendance, reliability and clinic attendance.

- All Private lessons must be purchased through Yawgoo Valley.
- If you are approached by anyone to teach a lesson in an un-official capacity, please consult your supervisor or manager immediately.
- Instructors who have students requesting their services must notify their Supervisor, the Main office and direct the student/parent to book the lesson prior to their arrival at the area.
- All staff must report to the Snowsports Desk to receive their private lesson student. \*It is not our policy to meet students on the hill.
- If the Supervisor on Duty does not receive the lesson ticket the instructor can not be paid.