## THIS DOCUMENT IS FOR HOMEWOOD MOUNTAIN RESORT PATROLLERS ONLY.

## DO NOT SHARE THE CONTENTS OF THIS DOCUMENT WITH ANYONE

*The “look” of the mountain can change daily based on a variety of factors including snow coverage, weather, and number of guests.*

## THE SKIER RESPONSIBILITY CODE

1. Always stay in control
2. People ahead of you have the right of way.
3. Stop in a safe place for you and others.
4. Whenever starting downhill or merging, look uphill and yield.
5. Use devices to help prevent runaway equipment.
6. Observe signs and warnings, keep off closed trails.
7. Know how to use the lifts safely.

## COMMON TERMS WE USE

**HILL BOSS:** Paid patroller who opens Top Patrol, documents clearance from Lift Maintenance, Lift Operations, Grooming, and Ski Patrol. Calls the mountain open as appropriate.

**DISPATCH:** Replaces Hill Boss duties (see above), usually on weekends EXCEPT for medical calls, which are always called into Top Patrol.

**HILL LEADER**: HVSP member who will sign in volunteer patrollers in the morning, assign radios.

**ZONE LEADER:** Paid patroller who is responsible for individual zone set-ups. They will assign HVSP members an opening assignment/route.

**EVENT FENCE:** Mesh fence.

**SLOW BANNER:** Signs made from mesh held up with PVC, bamboo or secured in trees or lift towers.

**B-NET**: Net fencing with 4” square holes.

**WOODY:** Wooden or fiberglass signs that are attached to 2 X 2 stakes. A woody is on BOUNDARY, CLOSED AREA (CPC 602R), and Special Situation Signs.

**BOO**: Short for bamboo or orange colored fiberglass pipe

**BAFFLE:** Event fence or B-Net used to control speed and divert direction of public coming into a congested area. It will have a SLOW banner in front of or built into the baffle.

**ASHTRAY:** U-Shaped rope line under a low chair when there are high snow levels. Usually always under the Ellis towers 9 and 10, but can be under any chairs depending on conditions.

**HALO:** Rope closure around the top of a lift to keep guest from riding in to the area.

**HEAD CLOSURE:** Closure around the upper part of the lift going downhill to keep guests from riding into a low chair situation.

## KEY PHONE NUMBERS & 10 CODES

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **TELEPHONE EXTENSION NUMBERS TO KNOW 530-584-XXXX** | | | | | |
| 6800 | FRONT OFFICE (NORTH SIDE) | 6841 | IN PAID LOCKER ROOM | 6843 | NORTH SIDE FIRST AID |
| 6842 | TOP PATROL | 6835 | DISPATCH DESK IN VOLUNTEER LOCKER ROOM | | |
|  | | | | | |
| **10 CODES** | | | | | |
| 10-4 | OK/COPY | 10-19 | REPORT TO\_\_\_\_\_\_\_ | 10-50 | CASE, INCIDENT |
| 10-7 | OUT OF SERVICE | 10-20 | WHAT IS YOUR LOCATION? | 10-52 | AMBULANCE |
| 10-8 | IN SERVICE | 10-21 | PLEASE CALL # |  |  |
| 10-9 | PLEASE REPEAT | 10-45 | TOBOGGAN |  |  |

## RADIO PROTOCOLS

### RADIO PROTOCOL WITH TOP PATROL/DISPATCH & OTHER STAFF

When transmitting on a radio, listen to make sure you do not step on another person’s transmission. Our radios operate through a repeater. Push the transmit button, and count to 3 (this will compensate for the delay caused by the repeater), then give your message. Radio calls should always be brief and to the point. Avoid excess chatter. A tight radio call is a sign of professional discipline.

When calling others on the radio always start with the radio number of “who you want to talk to”

* PATROLLER: “Top Patrol, 92”
* TOP PATROL: “Go for Top, 92”
* PATROLLER: (Top patrol is now awaiting your response…state your message)

When called on the radio, always give your 10-20 (Location).

* TOP PATROL: “92, Top Patrol”
* PATROLLER: “92, In the Air… Tower 5, Ellis”
* TOP PATROL: (now knows where you are and that you are listening for instructions)

**When entering Top Patrol, turn your radio OFF. Remember to turn it ON when leaving.**

### RADIO PROTOCOL INVOLVING LIFTS

Volunteer Patrollers **never call a chair 10-7 or 10-8***.* When riding a chair and it stops, check your watch. Listen to your radio for a call from dispatch that the chair is 10-7*.* If after 5 minutes there has not been a 10-7 called by dispatch or top patrol, make a radio call, or ideally call top patrol on your cell phone, and follow this procedure.

* PATROLLER:” Top Patrol,92.”
* TOP PATROL: “Go for Top, 92”
* PATROLLER: “Status of Ellis?”
* TOP PATROL: \_\_\_\_\_\_\_\_\_

If you need to put a lift on patrol hold because of a 10-50 blocking the ramp, tell Top Patrol that the given lift is “on patrol hold.” As soon as possible, clear the ramp of the patient.

### SAMPLE 10-50 RADIO CALL (Incidents)

ON SCENE

* PATROLLER: “Top Patrol, 102”
* TOP PATROL: “Go for Top, 102”
* PATROLLER: “On scene, possible 50, skier’s right, halfway down Dutch Treat.”
* TOP PATROL: “Copy: On scene, possible 50, Dutch Treat.”

**ASESSMENT & EQUIPMENT/RESOURCES NEEDED**

* PATROLLER: “Top Patrol, 102”
* TOP PATROL: “Go for Top, 102”
* PATROLLER: “I have a…”

Age

Gender

A & O x \_\_(If less than 4, state the minus)

Chief complaint

If minor:

Parent (is / is not) on scene

Parent being contacted by cell phone or personnel radio

* PATROLLER “I need a 45” (Toboggan)

Also call for additional first aid equipment needed:

Backboard - (Comes with straps and head blocks)

O2 - (Comes with a fully packed Oxygen Bag)

Sager

Bean bag splints

* PATROLLER: “I need a 52” (Ambulance) - specify to the North or South Side

North Side First Aid (Fawn St), or Lift Maintenance (bottom of Alpine Platter)

South Side – Typically near Vehicle Maintenance.

* PATROLLER: “Can I also have a Snow-Mo-Assist” (Snow Mobile Assistance/Tow). If you have a 50 on

Upper North, where you end up on Trail of Tears.

Upper South, where you will end up on Cardiac Flats

**Do not load a patient with a possible injury on a snowmobile, they should always be loaded in a toboggan and transported to the base area.**

**ASSESSMENT NO EQUIPMENT/RESOURCES NEEDED**

* PATROLLER: “I am self-contained.” If dispatched to a lodge or somewhere in the lower areas where transportation help and/or special equipment are not needed, you state, “I am self-contained.”

EQUIPMENT ARRIVES ON SCENE

* 2nd PATROLLER: “Top Patrol, 120”
* TOP PATROL: “Go 120”
* PATROLLER: “Equipment on scene, Dutch Treat.”
* TOP PATROL: “Copy”

**PACKAGED AND EN ROUTE**

* 2nd PATROLLER: “Top Patrol, 120”
* TOP PATROL: “Go 120”
* 2nd PATROLLER: “102 packaged and in route to NSFA/SSFA. ETA \_\_ minutes.” Usually called in by non-lead patroller, so that lead patroller can start sled down the hill. Make call when skis/board is on.
* TOP PATROL: “Copy”

ARRIVED AT DESTINATION

* PATROLLER: “Top Patrol, 102”
* TOP PATROL: “Go 102”
* PATROLLER: “Arrived at . . . .
* South Side First Aid, South Side Vehicle Maintenance, North Side First Aid, North Side Lift Maintenance (base of the Alpine Platter)
* TOP PATROL: “Copy, Arrived at stated location”
* PATROLLER: “Top Patrol, 102, Patient care transferred to North Tahoe Fire” – If patient leaving by ambulance
* TOP PATROL: “Copy, patient care transferred to North Tahoe Fire”

## FORMS & DOCUMENTATION

* Incident Forms - This is the primary form used for most incidents at the resort. Fill out the incident report form completely, and do not leave any lines blank. If a line has no relevance to the incident, mark “N/A” = not available or not applicable. If the patient is a minor, parent or guardian signs the form. Make sure that your patrol number is next to your signature.
* First Aid Refusal – to be filled out and signed when the patient refuses first aid
* Witness Forms – Supplemental forms to capture witness statements that can not fit within a standard incident form
* IIP (Incident Investigation Pack) – Called for when incidents involve Homewood Mountain Resort physical assets such as lifts, towers, snow making equipment, signs, etc. Can also be called for with collisions of multiple guests.
* Call Top Patrol (on your cell phone) or check when back at Top to complete the incident time on all forms.
* Make sure form(s) is turned in by end of day.
* If patient has rental gear from Homewood Mountain Resort, take the equipment, to rentals, skis will be marked with “Do not use” until rental personnel checks the DIN settings. Snowboards will go through similar inspection.

## FREQUENTLY USED KNOTS

**CLOVE HITCH:** Check out the how-to video [HERE](https://www.youtube.com/watch?v=Gs9WyrzNjJs)

**BOLINE**: Check out the how-to video [HERE](https://www.youtube.com/watch?v=eQYVnOWlIZI)

**FOLLOW THROUGH FIGURE 8**: Check out the how-to video [HERE](https://www.youtube.com/watch?v=vQDsadrB-M8)

**TRUCKER’S**: Check out the how-to video [HERE](https://www.youtube.com/watch?v=W86XNUmElP4)