



**NORTHERN ROCKY  
MOUNTAIN DIVISION**

# **Education Teams Employment Manual 2021-22**

Greetings NRM Snow Pros,

Welcome to the Educational Teams of PSIA-AASI NORTHERN ROCKY MOUNTAIN,

This manual is designed to provide you some of the information that you will need to perform your job as a professional snow sports educator with PSIA-AASI NORTHERN ROCKY MOUNTAIN by describing, in general terms, our employment guidelines and policies. You are responsible for becoming familiar with, and complying with, the policies set forth in this manual. Additionally, nothing in this manual should be construed as creating any type of employment contract, or as a promise or representation of continued employment.

In addition to this you will want to review the **By-laws** and other important organization information, which can be found at [www.psia-nrm.org](http://www.psia-nrm.org).

Our mission to “Create Lifelong Adventures in Education” is enthusiastically delivered by you to our members. By sharing our experience and knowledge we can have a positive impact on the learning experiences of the many guests who visit our resort partners every winter.

It is my job to provide you with the tools and training that you need to serve our members and to perform at your highest level. If there is anything that I can do to help you in this mission, please do not hesitate to contact me.

Best wishes for a great season!

Herb Davis  
CEO  
PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION

## **PURPOSE**

The PSIA/AASI-NRM Education Staff actively contributes to the professional growth of the NRM Division by conducting ski/snowboard instructor training and certification. In general, Staff members represent the top of their profession in terms of on-snow skill and knowledge and the ability to teach and deliver information to the widest range of the skiing/riding public. The guidelines set for these events are developed by the discipline committees and chairpersons. Education Staff members report to their discipline chair or designated coach for supervision, clarification of job duties, or questions regarding the functions of their job.

## **ELIGIBILITY FOR EMPLOYMENT**

- **Your Membership and Education are current**
- **All required documentation (W-4 tax form, I-9 Form, Direct Deposit form, Receipt of Staff Manual, and NRM Code of Conduct) has been completed and received by the office by December 15.**

## **PROFESSIONAL GUIDELINES**

### **COMMUNICATION**

- ✓ It is essential that members of the Ed Teams assume significant responsibility for effective communication. If you receive a memo in the mail or an email that requires an immediate reply, either by email, phone, or post, please handle it promptly.
- ✓ Daytime communications accessibility is essential for a smooth operation. It is your responsibility to provide and update a dependable, accurate means of reaching you during regular business hours. An answering machine or voice mail and an active email address is a must for our communication needs.
- ✓ We encourage you to express your ideas, concerns, suggestions, or personal/professional needs with the Executive Director or your discipline chair as they occur (and not wait until just before an event or the end of the season). An e-mail or phone call during the day to the office would be an ideal approach. If more than a phone conversation is needed, a personal meeting can always be arranged.
- ✓ It is important that members of the Ed Team are familiar with Division Newsletters, staff webpage (<http://www.psia-nrm.org/ed-team-forms.html>) and Publications created by Northern Rocky Mountain Division, PSIA and AASI.

### **CONDUCT**

- ✓ While attending any Association function or representing PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION in any way, as a member of the Ed Staff you must be aware of your high visibility and act in accordance with the guidelines set forth in this manual.
- ✓ When working at an event, you are representing PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION from the moment of arrival at the area or hotel/motel, until departure from the event. Ed Team members are expected to be neatly groomed, with professional attire, including the required discipline uniform (where required).
- ✓ You should demonstrate the highest professional standards, reflect and teach the philosophies of the Association, and positively promote PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION in general.
- ✓ Your conduct should also, at all times, be in compliance with the Code of Ethics as stated in the PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION association by-laws and rules & regulations.
- ✓ Team members are responsible for the safety and functionality of the Snowsports equipment they use in the performance of their job.
- ✓ IT IS NOT APPROPRIATE OR ACCEPTABLE TO CHANGE CLOTHES IN PUBLIC. Even if you are wearing Lycra tights or similar wear, the act of undressing in public creates a negative professional image.
- ✓ Smoking anywhere on the premises of an event is not allowed, indoors or out.

## LIABILITY INSURANCE

- ✓ Accidental Medical and Professional Liability coverage is available via PSIA-AASI as a member benefit and is highly recommended. Coverage may be available via other companies such as AFLAC. For more information, please contact the NRM Office.

## ADMINISTRATIVE POLICIES

### SAFETY & CLASS HANDLING

Safety and good class handling should be primary considerations at all times when skiing or riding with a group.

- ✓ All staff members should be familiar with and follow the **NSAA Responsibility Code** at all times. A copy of the code is provided at the back of this manual for your reference.
- ✓ When leading a group always consider “safety first.” Even in a "homogeneous" clinic group there are individuals with different abilities, needs and goals. Do not impose your level of skiing or riding ability on the group.
- ✓ Be aware of the goals of all individuals in your group and tailor your clinic accordingly.
- ✓ All personnel representing PSIA-AASI NRM are encouraged to wear a helmet and other appropriate protective equipment. Helmets are required where a resort policy mandates helmet use by our staff.
- ✓ Never leave your group. As a clinic leader you are expected to stay with your group until the event is finished.

### INJURIES TO PARTICIPANTS

- ✓ If a member of your group is injured, you **must** fill out an incident report form completely, no matter how insignificant the problem. This should be done immediately, or the first time off the hill, after the injury occurred. For example, if a participant hurts himself at 10:30 AM and keeps skiing or riding until noon, the accident report should be completed before the end of the lunch break. If the ski patrol removes the person to the first aid room, you need to follow up as soon as possible, keeping in mind the best interests of the rest of the group.
- ✓ If further assistance is needed, call the CEO immediately at 406-581-0375

### STAFF INJURIES

- ✓ If you or one of your coworkers is injured, an incident report form must be filled out completely, no matter how insignificant the problem. *Please contact the Divisional CEO immediately* at 406-581-0375. In the case of serious injury, an employee's reporting obligation will be deferred until circumstances reasonably permit a report to be made. Failure to report an injury or illness may preclude or delay the payment of any benefits to the employee.
- ✓ *Most injuries can be looked at by the area's first aid team (if available). Montana State Workers Compensation Fund is the provider of medical and workers compensation for PSIA/AASI-NRM. Our staff is required to get treatment at Montana State Fund approved providers. Please contact the office for treatment options.*
- ✓ **Free skiing is on your own time.** *An injury that occurs before or after a clinic, during lunch or at a time when the instructor has left his group can not be submitted for Worker's Compensation.*

### ED EVENT WORKDAY

- ✓ Event workdays are normally 8:30 am – 4:00 pm with a break for lunch.
- ✓ Please coordinate with other NRM Ed Team members if you are working the event with other Team members.
- ✓ Event attendees are instructed to arrive at 9 am or sooner depending upon the specific requirements of the event.
- ✓ If adverse weather, snow conditions, or group fatigue warrant stopping earlier, have a contingency indoor or online plan. Be available to answer questions, if necessary.

On time dependability is essential. Please do not accept an assignment unless you can ensure this. Our members and division staff are relying on your dependability and promptness

## EXAM/SPECIALIST EVENT WORKDAY

- ✓ Event workdays are normally 8:30 am – 4:00 pm with a break for lunch.
- ✓ Please coordinate with other NRM Ed Team members if you are working the event with other Team members.
- ✓ It is important that exam staff is available at the completion of any exam or specialist event for debriefing with candidates. Special circumstances may make this difficult or impossible and staff should be available online or phone to provide this important debrief for candidates.
- ✓ Care should be taken in writing assessment forms. Comments should be specific, directive, meaningful, and positive. Part of an examiner's job is to provide candidates with written feedback that is helpful for future efforts by the member.

## EVENT PAPERWORK

- ✓ All Ed Team members have access to ProHub and can find rosters for events you are working at <https://prohub.thesnowpros.org/>. Use your thesnowpros.org login to access the events you are scheduled to work. Please access your event rosters in ProHub so you have contact information etc. for all event attendees. Please download or print the roster for the event so you can track attendance and scores.
- ✓ Event Rosters and scorecards are critical for confirming attendance and attendees pass/fail. Make sure an accurate roster has been returned to the office by email or regular mail. Please use the roster you download or print off of ProHub or receive from the host resort School for In House events. You will need Excel or similar software to access the rosters after you download. Please submit the rosters in electronic form only.
- ✓ Please use the online payroll system found at <https://www.psia-nrm.org/decl-paysheet/>

## COMPENSATION

The NRM CEO establishes the pay scale for NRM staff in consultation with the discipline chairs. We recognize that some of our staff may receive higher compensation at their home resorts. We are continually balancing the need to fairly compensate our valued employees against the desire to provide services at the lowest possible cost to our members.

It is the policy of PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION to compensate employees for all hours worked, in accordance with state and federal law. In order to provide employees with accurate pay, it is essential that payroll submissions are timely and accurately completed.

***You will be paid/reimbursed at the next pay period immediately following the submission of your reimbursement form. Our pay periods are every 2 weeks.***

Please see the attached addendum concerning NRM Reimbursement policies for the 21-22 season.

The organization does not want staff members to suffer economic hardship or job/family strife due to employment with us. Nor do we wish to contribute to dangerous situations such as speeding, driving while tired, etc. We encourage people to stay over or stop along the way whenever distance or conditions make return home impractical or unsafe; and of course, we reimburse the necessary lodging expenses. If you feel that you have a special circumstance or need that relates to the travel day policy please contact the discipline chair or the office in advance (if possible) to make arrangements.

## **LODGING**

- With rare exception, you are responsible to secure your own lodging if it is required.
- **Coordinate lodging pre-authorizations/reimbursements with the office.**
  
- Please coordinate with the other Instructors to share lodging where it is feasible.
- Please observe non-smoking room regulations.
- All personal charges to your room, e.g. telephone access fees, internet access, etc. need to be paid by you.
  
- ✓ Other compensation/financial considerations
  - Relatives/companions/pets receive no compensation, reimbursements, complimentary passes, nor are they to participate in events.
  - Unassigned Examiners/Clinicians are also subject to the above.
  - No one has the right to incur any expense for PSIA-AASI NRM, directly or indirectly, without specific authorization from the CEO.

## **TRAINING**

- ✓ Required Training as mandated by the discipline committee will be paid at a rate of \$9.20 per hour plus applicable expenses. Carpooling and lodging sharing is **REQUIRED** for these training days unless pre-approved by discipline chair
- ✓ Voluntary training activities may be made available for education staff members
  - These events are voluntary, and no fees or reimbursements will be paid.
- ✓ Understudy attendance (shadowing by Currently Employed NRM Education Staff) at all required understudy days will be paid at a rate of \$9.20 per hr.
- ✓ Other personal training:
  - Attendance at the National Academy and other major functions is voluntary and is highly encouraged, as is participation in other ski organizations, such as USSA. These events are voluntary, and no fees or reimbursements will be paid. Educational Staff members are encouraged to apply for scholarships available through the PSIA-AASI NORTHERN ROCKY MOUNTAIN EDUCATIONAL FOUNDATION.

## **MAKE UP TRAINING**

If for some valid reason a member of the educational staff is not able to attend a required training session, (s)he must make up the session in order to be eligible to work during that current season. The appropriate Discipline Chair will designate the make-up requirements. Members of the educational staff shall be eligible for a training make-up only once every four years.

## **TERMINATION POLICY**

Certain behaviors will result in immediate termination of the employment contract:

Examples include (but are not limited to):

- Disregard of area policies and procedures or “Your Responsibility Code.” This includes, but is not limited to: cutting ropes and skiing or riding in closed areas, placing clinic or exam candidates in unsafe terrain or situations, disregarding instructions from area personnel, leaving the clinic to free ski, abusing or disregarding any policies of our host resorts, etc.
- Unprofessional, rude or offensive behavior. This includes, but is not limited to, behaviors such as: foul language, real or perceived sexual harassment, discrimination of any kind, arguing with any staff or participants, fighting or unwelcome physical contact of any kind.

## **DISCRIMINATION AND HARASSMENT POLICY**

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION does not tolerate unlawful discrimination, harassment, or retaliation of any kind. It is contrary to our mission and it is illegal to discriminate against or harass others on the basis of their gender, age, race, color, national origin, religion, sexual orientation, marital or uniformed service member/veteran status, citizenship, disability or other personal protected characteristics. Harassment includes, but is not limited to, making derogatory remarks about such characteristics, making jokes or negative comments about ethnic or other groups, and other verbal, physical or visual behavior.

Sexual harassment is also prohibited. Propositions, repeated requests for dates, off-color jokes, sexually provocative pictures or cartoons, threats or demands to submit to sexual requests in order to obtain or retain any employment benefit, sexual advances, and other verbal, physical or visual harassment of a sexual nature are prohibited.

Harassment by a PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION employee will lead to immediate disciplinary action, up to, and including, termination. Disciplinary action will also be taken against any supervisor or manager who condones or ignores sexual harassment or other forms of harassment, or who otherwise fails to take appropriate action to enforce this policy.

No employee will be disciplined for or retaliated against for making a good faith report of conduct implicated by this policy. PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION will not tolerate, nor does the law allow, retaliation against any employee for filing an internal or external complaint, or for otherwise participating in any investigation or hearing by any government agency or commission, including the administrative staff of the agency.

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION urges any employee who has experienced or witnessed discrimination, harassment, or retaliation by a fellow employee or a non-employee to report it immediately. Report such concerns to your direct supervisor, or if you are uncomfortable bringing your concerns to your supervisor, to the Executive Director. All complaints will be promptly, discreetly, objectively, and thoroughly investigated.

## **DISCLAIMER**

The policies and procedures outlined in this manual supplement your contract for services as a member of the PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION educational staff. PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION reserves the right to revoke, change or supplement guidelines at any time without notice. No policy is intended as a guarantee of continuity of benefits or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this manual.

## **EQUAL OPPORTUNITY**

Equal Opportunity is PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION's policy. It is PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION policy to select the best qualified person for each position in the organization. No employee of PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION will discriminate against an applicant for employment or fellow employee because of race, creed, color, religion, sex, sexual orientation, national origin, ancestry, age, disability status or any other statutorily prohibited basis.

PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION

Po Box 161052  
Big Sky, MT 59716

[director@psia-nrm.org](mailto:director@psia-nrm.org)

[www.psia-nrm.org](http://www.psia-nrm.org)

**PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION CONTACT INFORMATION**

**PLEASE REFER TO YOUR SPECIFIC DISCIPLINE AND CONTACTS AS LISTED BELOW:**

For emergency situations, please contact Herb Davis at 406-581-0375. Please leave a detailed message with a phone number you can be reached at for both day and evening. [hdavis@psia-nrm.org](mailto:hdavis@psia-nrm.org)

**SNOWBOARD**

Ben Daniel 406-258-2027 or [nrm.snowboard@gmail.com](mailto:nrm.snowboard@gmail.com)

**ADAPTIVE**

Chad Biggerstaff, 406-570-9376 or [nrm.adaptive@gmail.com](mailto:nrm.adaptive@gmail.com)

**ALPINE**

Jim Anderson 406-223-1921 or [nrm.alpine@gmail.com](mailto:nrm.alpine@gmail.com)

**CHILDRENS**

Chris Blake 970-333-9783 or [nrm.children@gmail.com](mailto:nrm.children@gmail.com)

**FREESTYLE**

Bridger Biggins 406-861-3630 or [nrm.freestyle@gmail.com](mailto:nrm.freestyle@gmail.com)

**Telemark**

Matt Ruuhela , 406-600-7980 or [nrm.nordic@gmail.com](mailto:nrm.nordic@gmail.com)

**Cross Country**

Denise Wade 406-579-2415 or [denisecwade@gmail.com](mailto:denisecwade@gmail.com)

## Northern Rocky Mountain Division Steps to Safety

As a Northern Rocky Mountain Division Ed Staff member, you are responsible for the safety of yourself and the attendees at the events. We are guests at the resorts that host our events and you will need to familiarize yourself with the rules, terrain and obstacles of the host resort and will use industry best practices to conduct the event.

### **STEPS TO SAFETY**

1. ***Helmet use is required by all employees when skiing or riding at lift served resorts.***
2. You are responsible for the safety of the equipment used to perform your work and will inspect on a regular basis (Skis, snowboard, bindings, boots, etc.).
3. Many times, we are conducting clinics at resorts that we are not familiar with. Make yourself aware of all possible terrain hazards, closed areas and slow areas.
4. You are group leaders and are responsible at all times during the clinic/ exam to stay with your group. Free-skiing on your own will be done outside of the clinic.

### **Safety Reminders**

1. Equipment checks must be made on a regular basis to insure good performance and safe operation.
2. Store all equipment safely. Do not place equipment so as to fall or block any walkway or doorway.
3. Be aware of building exits
4. Remind staff and candidates about the need for Sunscreen & Eye Protection. High altitude sunlight, reflected by snow, is very intense. Use sunscreen, hat, and eye protection. Practice good hydration, particularly during Spring conditions.
5. Stress proper attire for weather conditions
6. Pace yourself and your candidates. Especially after lunch and as conditions get worse.
7. Warm up daily prior to exerting energy.
8. Consider individuals fitness levels and adjust accordingly.
9. Stretch after considerable warm-up to help reduce risk of injury.
10. Prepare for changing weather conditions dress professionally.
11. Be aware of changing conditions of walking surfaces, snow and terrain conditions (snowy, wet, icy, tile floors, concrete floors, metal floors, stairs etc.)
12. Store equipment away from the path of public walkways and chairlift ramps.
13. Know and use Your Responsibility Code. It is a tool designed to help everyone increase safety awareness on the slopes.
14. Take note of designated avalanche areas, and remember policies on A/C days.
15. Observe all closed trails and slow areas.
16. Use terrain features, obstacles and running gates with caution while teaching, training and demonstrating. Use of features, obstacles and running gates is subject to clinician's discretion. Choose wisely for success. A helmet must be worn while using terrain features, obstacles and running gates with all candidates. Tree skiing and riding is permissible with use of good judgment.
17. Back Safety is to be considered when lifting, stooping, assisting or helping children, using or lifting equipment.
18. Improperly fitted and damp boots can cause injury and irritation. Continual hard and flat landings can induce injury; take a break when conditions are not favorable.
19. Awareness and proper technique can help reduce the risk of injury to thumbs and wrists.
20. Ski and Ride defensively to increase your safety on the hill.

21. The lifts we use can be hazardous. Be aware of moving parts, flying objects and forceful impacts.
22. Use good judgment in selecting chairs that are appropriate for the candidates and your clinic.
23. Make safety your primary concern.
24. Know what to do when a candidate gets separated from the group.
25. Follow approved procedures and protocols when dealing with on-slope injuries.
26. Take precautions to prevent blood contact with an injury. Use latex gloves. Eye protection should remain in place. Gloves or mittens can also help to protect you.
27. DO NOT LOAD ANY UNATTENDED LIFT.
28. Any injury to yourself must be reported immediately. Complete all forms necessary and call 406-581-6139.
29. Know "Your Responsibility Code" use it, teach it, obey it.

## NATIONAL SKI AREAS ASSOCIATION



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, and keep off closed trails.**
7. **Know how to use the lifts safely.**

**Be safety conscious and  
KNOW THE CODE. IT'S YOUR RESPONSIBILITY.**

**This is a partial list.  
Officially endorsed by: NATIONAL SKI AREAS ASSOCIATION.**

## RECEIPT OF 2021-22 EDUCATIONAL STAFF MANUAL

I have either received a copy of the PSIA-AASI NORTHERN ROCKY MOUNTAIN Educational Staff Manual or reviewed the manual information on the PSIA-AASI NORTHERN ROCKY MOUNTAIN staff website including specifying policies, practices and regulations, which I agree to observe and follow during my employment with the association. I understand that it is my responsibility to be familiar with its contents and to ask questions on any matters I don't understand.

Since the information in this manual is necessarily subject to change as situations warrant, it is understood that changes in the manual may supersede, revise or eliminate one or more of the policies in this manual. Although PSIA-AASI NORTHERN ROCKY MOUNTAIN DIVISION will make every effort to communicate these changes to me through my discipline chair, the Executive Director through official notices, I accept responsibility for keeping informed of these changes.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

## **PSIA-AASI NRM Reimbursement of Expenses Policies**

Authorized expenses incurred by board members, task force and committee members, team members, staff and others who are entitled to reimbursement should be submitted on the current Reimbursement Form **within 14 days of the expense**. Itemized receipts must accompany all expenses, including meals, lodging, travel, and miscellaneous expenses. Photos of supporting documents are not accepted. Please use CamScanner or other app that will allow you to convert your photos to PDF format.

### **Travel**

- PSIA-AASI NRM will reimburse an individual for the least expensive airfare reasonably available. Mileage will not be accepted if the airfare is cheaper and vis versa. If a change of schedule is requested by the traveler, he/she will be responsible for the change fee. Exceptions due to emergencies will be reimbursed per the “reasonable person” approach.
- PSIA-AASI NRM will pay .40 cents per mile for travel to and from events/meetings. If the Volkswagen automobile is used, the organization will reimburse gasoline expenses provided they are accompanied with itemized receipts.
- Legitimate expenses such as parking and other related expenses will be reimbursed at actual cost with Itemized Receipt.

### **Meals**

- PSIA-AASI NRM will pay up to \$63 per day for 3 meals, when no meal option is provided.
  - Guideline for Daily meal: \$15 Breakfast, \$20 for Lunch, \$28 for Dinner
- There is no reimbursement for meals, other than lunch, (\$20) when working within 100 miles of your personal residency.
- There is no reimbursement for meals during training.
- Business meeting meals must have an itemized receipt with the nature of business discussed, and a list of those in attendance at the meal.
- There is no reimbursement for alcohol.

### **Lodging**

- Lodging costs are reimbursed at actual cost (room and tax only) based on double occupancy lodging, whenever double occupancy is an option. Itemized Receipts must be submitted to obtain reimbursement. If individual chooses to have a single room or upgrade, they will be responsible to cover the difference of the double occupancy rate. ***COVID Update for 20-21 we are authorizing single rooms, no shared rooms.***
- There will be no lodging reimbursement for stays within 100 miles of your personal residency. Only PSIA-AASI representatives will be reimbursed. There will be no reimbursement for family members, spouses, dependents, or significant others.

***To accommodate the close of the fiscal year, all expenses for the previous season must be received in the office by May 15th.***