



Standard Operating Procedures

For

Wisp Ski Patrol

Wisp Resort

Updated 2017

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Wisp Ski Patrol: Mission Statement

Our patrol's members, mostly volunteers, commit their time and resources to practicing, teaching and providing emergency medical care along with ski & toboggan skills and transport in order to enhance public safety and keep ski and snow sports fun.

Welcome to Wisp

Welcome to Maryland's only four-season mountain resort. As a representative of Wisp, it is very important that you understand the background and history of Wisp as well as our operating philosophy. Please take the time to review the history of the patrol and the ski area in the attached appendices.

As a ski patroller, you are quite often our most intimate link to the skier. A family oriented, recreational resort, it is our objective here at the Wisp to provide an enjoyable experience for every member of the family in a safe, relaxing environment. This Standard Operating Procedures (SOP) manual is designed to give you an understanding of Wisp and the patrol's guidelines. It is your responsibility to learn and follow the rules, processes and procedures detailed in this SOP. If you have any questions or concerns, please ask patrol leadership to clarify.

The Wisp Organization

Wisp is a group of several related businesses. It will be helpful for you to know these businesses and how they interact to create a well-rounded resort.

- *Everbright Pacific (EP)* is the company which operates the ski area and ski rental as well as golf facilities of Wisp. All food and beverage outlets at Wisp are also under the control of EP.
- *Will O' the Wisp, Inc. (WOW)* is the company which operates the condominiums and dining facilities on the shore of Deep Creek Lake, five miles south of the ski area.
- *The Wisp Resort Hotel* is an independently incorporated condominium-hotel association managed by a company hired by the association's board of directors.
- *The Villages of Wisp* is a townhouse development managed by agents of the townhouse association. Ski slopes and lifts surrounding the complex are owned and operated by Wisp.
- *Willy Wisp Children's Center* is a Maryland licensed child care center owned and operated by Wisp. The center is in operation only during the winter season.
- *The Wisp Ski School* is coordinated with Willy Wisp and the Adventure Center to provide instruction in skiing and snowboarding for all ages and ability.
- *The Wisp Ski Patrol* is a blend of EP employee patrollers and volunteer patrollers. All aspects of emergency care for injured patrons (on premises – including the slopes, the hotel, Willy Wisp, the lodge, etc.) as well as on-mountain ski safety are the responsibility of the patrol.
- *The Mountain Hosts* are a volunteer group who greet and orient Wisp patrons and assist in various other customer related functions.

Ski Patrol: Organization

Patrol Leadership

Patrol Director:

- Selected by Wisp Management.
- Responsible for coordinating efforts within the patrol and between the patrol and Wisp Management.

Patrol Leaders:

- One for eastern section; one for western section.
- Selected by simple majority vote of the members of each section, and must be approved by the Patrol Director.
- Serves for a 2-year term
- May be replaced at the discretion and good faith of the Patrol Director if the Patrol Director reasonably believes that the patrol leader is failing to, or unable to, perform his/her duties suitably and appropriately (and the replacement will serve for the remainder of the existing term, or until a special election can be called if more than 6 months remain on the current term).
- Responsible for coordinating the efforts of section members with the entire patrol.

Decisions, policies, and procedures will be made through a cooperative effort by these three people in conjunction with Wisp Management and they will maintain regular communication with patrol members.

Elections

Patrol leaders are elected positions, although there are no term limits and 1 individual may serve multiple terms, consecutive or non-consecutive. As such, every 2 years (generally beginning in January/February for an election in April) a Nominations Committee will be formed, consisting of at least 3, but may be 5, patrol members in good standing (current officers may not also be on the Nominations Committee). The Nominations Committee is responsible for:

- communicating the election process and maintaining the timeline,
- taking nominations for patrol leader,
- ensuring that the nominated individual(s) are highly qualified and willing,
- assisting the nominees with communicating their patrol vision statements and platforms to the patrol-at-large,
- preparing at least 1 in-person town hall / Q&A session with the nominees,
- organizing a fair, secure and confidential election (if there is a tie, the Nominations Committee shall organize a run-off election),
- maintaining adequate records of conversations and documentation of the nominations and election process; and
- certifying the results of the election to the patrol at large, and providing voting records to the Patrol Director, if requested.

The outgoing patrol leader and officers shall cooperate with the incoming unit on transitioning tasks, duties and projects as well as all record-keeping obligations. Prior patrol leaders and officers will make themselves reasonably available to provide advice or answer questions about any patrol-related topic they presided over during their tenure.

Patrol & Section Positions and Committees:

Patrol leaders will select patrol members, maintaining a balance from both sections, to be

members and officers of the following (some positions are duplicated in both eastern and western sections):

- Assistant Patrol Leader (optional)
- Treasurer (required)
- Secretary (required)
- Ski & Toboggan (S&T) Testing and Training Committee (required)
- First Aid (OEC) Testing and Training Committee (required)
- Nominations & Elections Committee (required as per the Elections section)
- Recruitment & Outreach Committee (optional)
- Fundraising & Community Involvement Committee (optional)
- Chair Evacuation Liaison (required)
- Awards Liaison (optional)

Officers and members of these groups will work cooperatively with patrol leadership and patrol members to carry out policies and procedures.

Administration & Finance

The administration, policies and processes of the patrol are modeled after the National Ski Patrol's (NSP) articles, bylaws and policies. If there are any situations that are too complex for, or not contemplated by, this SOP, then patrol leadership shall refer to the then-current NSP Articles, Bylaws and Policies and Procedures manual for guidance. Meetings and election processes shall follow established and standard rules of order for such activities (making motions, seconding motions, voting on motions, maintaining minutes, etc.). All questions, motions, issues, grievances and concerns should be treated in a respectful and courteous manner and addressed in good faith. Patrol leadership shall use its best efforts to avoid even the appearance of a lack of impartiality or failure to follow the defined policies and procedures here and those established by the NSP. Patrol leadership, officers and even committee members shall recuse themselves and a replacement independent advisor (whether within the patrol, or at the local, regional or national level) shall be found who has the qualifications needed to make a decision or determination in regard to the issue at hand.

Regarding funds donated or raised on behalf of the patrol, as an extension of the NSP, a 501(c)(3) organization, the patrol's use of those funds must meet the following criteria (see IRS Publication 4221 PC (Rev. 7-2014):

- Must serve a public interest
- May not allow more than an insubstantial (and incidental) accrual of private benefit to individuals or organizations
- No portion of earnings may benefit an insider
- No provision of an economic benefit to a person who is in a position to exercise substantial influence over the patrol's affairs (i.e. an excess benefit transaction)
- May not participate in a political campaign or substantial lobbying

A good rule-of-thumb is that at least 65% of total spending should be on program expenses and 35% (or less) on overhead. Additionally, the patrol's funds must be managed by the volunteer section of the patrol (and the Treasurer shall ALWAYS be a volunteer – if his/her status changes, that individual must immediately resign and transition control of the patrol books to his/her replacement) in order to avoid the appearance of a conflict of interest. Accordingly, if patrol leadership is made up of one or more employees of the Wisp, they must have approval of the Treasurer and one other officer who is a volunteer in order to use patrol funds for

expenditures/purchases. Otherwise, the approval levels for expenditures are as follows (each expenditure assumes that the Treasurer must approve the purchase as well):

- Any one officer may approve up to \$100
- Any two officers may approve up to \$500
- A simple majority vote of the patrol members present at a semi-annual or *ad-hoc* meeting may approve up to \$1500
- A 60% or greater majority vote of the patrol members (via secure online vote, in-person or mail-in ballot, or other secure and confidential manner) may approve expenditures or purchases over \$1500.
- If the patrol's funds are equal to or less than \$10,000, any expenditure greater than \$500 requires a simple majority vote of the patrol members, and greater than \$1500 requires a 75% or greater majority vote (via secure online vote, in-person or mail-in ballot, or other secure and confidential manner).

The Treasurer shall maintain suitable and appropriate documentation of all purchases/expenditures (including approvals) using patrol funds, as well as a financial ledger for the patrol. Patrol leadership shall prepare an annual budget and financials report. A summary will be presented at a semi-annual meeting and the full version made available to any patrol member in good standing.

Patrollers

Patrollers have different skill levels, specialties and experience. In on-the-hill situations where patrollers are caring for individuals or performing official tasks, they are expected to follow the instructions of those with higher level skills or leadership positions (not to be confused with determining who is the "lead" patroller on an accident), however, everyone is expected to treat others in a polite and respectful manner, regardless of position, skill level or seniority. Outside of official situations and tasks, all patrollers are equal, paid or volunteer.

All patrollers (paid and volunteer) must:

- Fulfill training and testing obligations through the S&T and OEC Training and Testing Committees
- Put forth reasonable efforts to maintain and preferably, enhance, their skills
- Fulfill duty days/evenings and times and attend appropriate refreshers
- Perform tasks as needed to maintain patrol facilities or prepare and maintain the ski area
- Coordinate and implement the Safe Skiing Policy
- Follow administrative procedures regarding service times and membership needs (e.g. attend meetings)

Paid patrollers are also employees of the Wisp and act as Wisp Management's representatives. In addition to the above responsibilities for volunteer Patrollers, they:

- Have separate administrative obligations
- Coordinate with the other Wisp departments (Lifts, Security, Maintenance, etc.)
- Drive the snowmobiles
- Respond to incidents involving man-made objects (towers, snow guns, etc.)
- Perform risk management coordination

Membership, Certifications & Dismissal

In order to become a member of the patrol, a person must be a member of the NSP and also fulfill the time commitments of the Wisp Ski Patrol (detailed below). Patrollers also need to

meet local and State requirements, including but not limited to, being registered as Emergency Medical Responders (EMR) with MIEMSS, completing an Outdoor Emergency Care course, further on-the-hill training and passing the applicable written and practical tests and obtain appropriate CPR certification.

All patrollers must attend an annual OEC refresher, (which will serve as a refresher for MIEMSS EMR as well), an on-mountain first aid refresher, an annual lift evacuation training, and refresh their CPR skills annually and maintain a current CPR Card (American Heart Association, Health Care Provider or Red Cross, Class C).

All patrollers must recertify their toboggan and skiing skills via the “Yellow Card” process. The S&T Committee in conjunction with patrol leadership will determine the schedule each year and communicate it to patrollers.

Associate patrollers or inactive patrollers who wish to return to active status will be placed on a temporary candidate status until they satisfy the Chairman of the Testing and Training Committee and patrol leadership that their patrol skills are up to the patrol’s standards. Patrollers in good standing at another NSP-affiliated mountain who wish to transfer to Wisp will be accepted on a conditional basis for the first year, during which time they will be expected to fulfill their duty days and obtain any necessary training and certification that they do not already have.

At the discretion of patrol leadership, a member of the patrol may be dismissed from the patrol for

- conduct and/or attitude injurious to the National Ski Patrol or the good name of the patrol or of the Wisp; or
- failing to maintain membership in the National Ski Patrol or failing to fulfill the member’s obligations to the patrol.

Ski Patrol: Benefits and Membership Obligations

Passes

Upon becoming a patroller, a person qualifies for a season pass for themselves and members of their immediate family (defined as a spouse or dependent child –under 21 - living in the same household. A dependent child must be a full time student). Patrollers who do not receive any dependent passes will be eligible for one companion lift ticket per assigned day per season. Candidates will be eligible for up to four companion passes per season. Companion passes may be used all at once or individually. The protocol for obtaining season passes and picking up companion passes will be relayed each year by patrol leadership, and may even change during a season depending on anticipated crowds (e.g. holiday weekends).

In exchange for passes and family/friend passes, all patrollers, when skiing at Wisp and using their issued pass, must sign in and wear a jacket with identifying cross and pack. This obligation extends to candidates as well. To be clear, if you want to ski but not patrol (in uniform and with appropriate equipment) at the Wisp, you must purchase a ticket like any other customer unless you have express permission from patrol leadership. Failure to follow this requirement is subject to disciplinary action.

Visiting Patrollers

Visiting patrollers from ski areas with a reciprocal agreement will be given complimentary tickets on weekdays only. They will need to bring a letter from their resort to guest services

to obtain their ticket. Patrollers from other areas that are attending pre-registered NSP clinics at the Wisp will be able to get tickets on weekends. This should be coordinated by the patroller running the clinic with the patrol director. If you need a letter of introduction to another ski area for a trip you will be taking, please request it from the Patrol Director with adequate advance notice.

Food & Equipment

Meals are limited to 45 minutes. In the evenings stagger and coordinate dinner breaks with the paid patroller in charge.

Members of the patrol purchasing food/drink (non-alcoholic) and/or equipment at the various shops at the ski area receive a discount, at Wisp management's discretion. They must be in uniform and present their season pass in order to receive this discount. This discount is for the patroller only – it is at the Wisp employee's discretion if it is extended to family or friends skiing with the patroller. Do NOT argue with an employee if the discount is not given – bring it up discreetly to patrol leadership and they will address it.

The patrol may subsidize or pay for certain meals for official patrol gatherings (e.g. the banquet, the end-of-season and summer picnics and the refresher) or especially busy times during the season. Patrollers also may take it upon themselves to organize a "Black Bull Café" on the weekends during the season. This is an optional activity, but much appreciated by the patrollers as they do not have to brave the crowds in the lodge and can eat home-cooked food available in the Peak. There is typically a fixed fee cost per serving (patrollers and family/friends). Contact the Black Bull Café coordinator(s) if you are interested in participating.

Lodging

Lodging is available for patrollers through the Wisp. The hotel has a discount "patroller rate" available only when the hotel is not full or expected to be full. Some patrollers coordinate shared housing for the season and if you are interested in doing so, patrol leadership will assist with connecting like-minded individuals. It is the patroller's responsibility to purchase and pay for his/her own equipment, lodging and food unless otherwise noted in this SOP.

Ski Patrol: Conduct & Appearance

Equipment & Uniforms

Patrollers must ski on equipment that meets acceptable industry safety standards. All patrollers will wear an approved red jacket with white cross and black pants at all times when on the hill. Patrol jackets will be provided by the patrol. Jackets should not be shown in a bar; they must be removed within a reasonable time period after entering (and preferably turned inside out) unless you are responding to an on-premises incident.

Conduct

Patrollers have a high profile on the mountain. As such it is imperative that we set the example for proper ski safety, behavior and etiquette. Patrol leadership and Wisp Management expect that patrollers treat everyone – customers and each other, with respect and tolerance. Use good common sense when interacting with customers and remember to always take the high road.

Similarly, any problems between patrollers, or between the paid/volunteer relationships should be addressed in a calm, reasonable, logical and non-judgmental fashion. If the individuals involved cannot resolve their differences like adults, any concerns should be reported to patrol leadership. Patrol leadership will encourage the patrollers to work through any interpersonal

issues, but certain concerns, at the discretion of patrol leadership and Wisp Management, may be subject to review and/or disciplinary action. Harassment on any basis, violent or aggressive actions and other behavioral or moral infractions will not be tolerated.

Miscellaneous Precepts

On busy days ONLY, patrollers are permitted to line jump but it must be done with discretion and courtesy, allowing intervals of at least one of round of customers from the other lines to precede each patrol team. Patrollers can only line jump with other patrollers or with ski school. When lines are long, the patrollers should make the “ski patrol” line a singles line and jump in with customers to help maximize the number of customers we can get up the hill. IF THE LINES ARE SHORT PATROLLERS SHOULD GET IN LINE LIKE EVERYONE ELSE (UNLESS RESPONDING TO AN ACCIDENT OR THE NEED TO MAN THE PEAK).

Good housekeeping is essential! Blankets and splints should be neatly stacked, and the floor should be kept free of trash and skier debris. Clean up at the end of each day or night; this includes the Peak, Bubble, Base and Bullpen.

Patrollers should refrain from referring to our patrolling physicians as “doctor,” or other honorific, especially within hearing distance of accident victims and friends. Although if a patroller on-scene determines that the injury(ies) call for a higher level of training than the patroller possesses, please do not hesitate to ask the Peak for additional assistance – just ask for the person by name rather than title.

The Base and the Chair 5 and 7 first aid rooms are for first aid administration primarily – please use common sense when utilizing them for other functions. Patroller family and friends should not remain in the aid room while there are patients unless they are helping the patrollers or are themselves family/friends of the patient.

Only paid patrollers can use snowmobiles. Ski equipment belonging to family and friends of patrollers may not be stored in the patrol room.

Ski Patrol: Legal Obligations

HIPAA- Patient Privacy & Confidentiality

The patrol’s treatment of injured customers is regulated by the law known as HIPAA (Health Insurance Portability and Accountability Act). In a nutshell, that means that patrollers must refrain from discussing accidents, chair evacuations, and other ski area business with anyone other than Wisp Management or the other patrollers who were on-scene. HIPAA has steep penalties for failure to maintain the privacy of individuals’ personal health information. For training and quality assurance purposes, patrollers may discuss the GENERALITIES of an incident to clear up any confusion regarding local protocols and best practices, but may not include details that would identify, or enable the identification of, any individuals involved in the accident.

Slopeside Housing & the Hotel

Injured skiers who are in slopeside housing should contact 911 for assistance from EMS, although, at the discretion of the patroller (with prior notice to the paid patroller on duty), patrollers may occasionally respond in an emergency or life-threatening situation, but be aware that technically they are off-premises and the Wisp’s insurance policy may not cover such assistance. Patrollers should not respond to calls from the hotel except in the case of a life-threatening situation.

Primary vs. Secondary Equipment

Patrollers are encouraged to develop their skills on other types of equipment than the kind they are tested on - such as snowboards for skiers, skis for snowboarders or tele mark skis for anyone. They can use this equipment on days when they are not scheduled and should still sign in, carry a pack and radio and wear a jacket, but they MAY NOT pull a sled or transport using that equipment. On scheduled days, patrollers should wear the equipment in which they have been signed off on by the S&T department (patrollers may be signed off on multiple types of equipment, but they have to Yellow Card each kind each year to maintain the documentation of their proficiency).

Ski Patrol: Operations

Shifts & Scheduling

All patrollers, including candidates, will be assigned a minimum of 12 days (typically via 6 weekends) or 14 nights of patrol duty. Additional participation is encouraged.

Patrol leadership determines the manpower needs, shift types and hours and manages the scheduling. Patrollers will be asked for any known conflicts or preferences with each upcoming season and patrol leadership will develop a schedule for the season, which will be available by the time of the Wisp annual refresher each year. Failure to respond to requests for scheduling information in a timely manner will result in patrol leadership assigning days without such input. Shift types and hours may change each season, or even mid-season, and will be communicated by patrol leadership. It is each patroller's responsibility to understand his/her own shift assignments.

If a change in assigned dates is necessary, **THE PATROLLER, not the Hill Leader** must find a qualified patroller (meaning of equal or greater skill level) to replace him/her, must notify the Hill Leader assigned to that evening/weekend as soon as the patroller becomes aware that he/she will not be able to fulfill his/her obligation. The Hill Leader makes note of the change on the schedule. If a person fails to appear on an assigned day or have someone cover for them, they will be docked one day's credit and will need to make up both the missed day and the docked day in the same season (for example, if the patroller misses 1 day, they have to make up 2, if they miss 2 days they have to make up 4, etc.). This is designed to be punitive to ensure that patrollers use their best efforts to find a replacement. Failure to get the required days in per season may result in probation, loss of dependent ticket privileges, or release from the patrol, at patrol leadership's discretion. If there are extenuating circumstances, please bring this up with the Hill Leader and patrol leadership, as they also have the discretion to modify consequences.

Extended or Altered Season Openings/Closings

Since outdoor winter sports are weather dependent, there may be times that the season opening or closing date is delayed, altered or extended. While schedules will be created using the anticipated opening and closing dates, if the weather, and Wisp management (opening and closing decisions are ultimately made by the Wisp, not by Patrol leadership) so decrees, we may get "free" nights or weekends – where the mountain is not open, but we were scheduled, or, we may be asked to patrol additional, originally unscheduled weekdays/weekends. For situations where there are people originally scheduled, they will be expected to patrol, or find replacements as per the normal course. For days that were not originally scheduled, but are added to the season, Patrol leadership will first ask for volunteers as well as tap any patrollers who need to make up patrol days for the season. If additional patrollers are still needed at that point, Patrol

leadership will meet to determine how to man the mountain, for example, a lottery system, offering rewards for the volunteers, picking names out of a hat, etc., but in any case, will endeavor to be as fair and reasonable as possible.

Radio Protocol

The patrol and Wisp have each provided a number of radios for the patrol to use while patrolling on the mountain. Patrollers may purchase their own radios and accessories, but the patrol does not reimburse for such an expenditure, and the radio must be one approved by the patrol and Wisp Management. Patrol-owned radios are maintained in the Bullpen and Wisp-owned radios are maintained in the Base. When a patroller takes a radio, they must note the radio number on the sign-in sheet next to their name.

Radios will be given to assigned patrollers first, then to non-assigned patrollers and finally to candidates, if there are any still left. Candidates should not take a radio if a patroller does not have one. Priority should also be given to patrollers with higher level medical skills – EMTs, paramedics, PAs and doctors. On Saturdays certain individuals will be detailed to return their radios early so that they can charge for the incoming night-shift.

Patrollers should maintain, keep secure and handle the radios appropriately. Remember that the radios operate on public frequencies and in earshot of the general public – so keep communications clear, succinct, clean and calm. It is very important that radios only be used to relay official patrol communications, since only one transmission can be heard at a time and personal or long-winded and rambling communication may prevent emergency transmissions from being heard in a timely fashion.

Emergency care and injury-related transport communications take priority. Do not, repeat, DO NOT attempt to use the radio while such communications are ongoing. If a radio call comes into the Peak, all conversation is to stop or be held at a whisper or other low tone such that the on-call patroller can hear and be heard. If a family member or friend is in the Peak with the patroller, it is his/her responsibility to quiet the non-patroller.

Finally, do not relay personal health information over the radio unless necessary for medical care – see the note regarding HIPAA obligations below. (For example, if no squad is being called, vitals, age, specific details on the injury or other identifying information should not be broadcast. It is possible to ask for an extra shortboard without saying that the injured person is a 56 year old woman with two broken arms, and listing her pulse and respirations).

Daily Operations

The patroller in charge at each shift will be a paid patroller. The paid patroller will be responsible for seeing that the following is done:

- Coordinate with paid and volunteer patrollers
- Check conditions on all slopes by opening time and file necessary reports. Close trails, mark hazards, and check restrictors as deemed necessary by Wisp Management.
- Act as a communications link between patrollers and Wisp Management.
- See that radios and equipment are properly assigned and placed on the hill.
- Collect and file accident reports, and see if completed properly.
- Only paid patrollers and trained courtesy patrollers should accompany customers down Chair 1 when this is required. And downloading of customers may ONLY occur on Chair 1.

On weekends, a volunteer patroller will coordinate with the paid patroller in charge in making assignments for the day (the “Hill Leader”). The Hill Leader will be selected and scheduled by patrol leadership. His/her duties will be:

- Assignment of Peak duty
- Assignment of first aid room duty.
- Assignment of radios.
- Assignment of daily tasks (sled checks, sweep, etc.).
- Communicate training times/location with the candidates and appropriate S&T and OEC Training Committee members.

Sign-In

Assigned patrollers should be booted up and ready to go by the start time for their shift as defined by patrol leadership.

On weekends, Eastern Section patrollers should sign-in at the bullpen. Western Section patrollers all sign in at the Base. There will be a sign-up sheet designated for weekdays at the bullpen for those who sign in there during the week. Sign-in showing time of arrival and radio #. Always fill in your time of departure as well OR YOU WILL NOT RECEIVE CREDIT FOR YOUR TIME. Patrollers should check in with the Hill Leader on the weekend days and the paid patroller at all other times before going on the hill and to receive their assignment(s).

All patrollers **must** sign up for a one-hour Peak duty each shift. Candidates and auxiliaries will be scheduled to staff the Base for an hour each shift on weekends in lieu of a Peak duty.

Sweep

Sweep in the term for the process of clearing the trails and lifts of patrons, patrollers and Wisp employees at the end of the day. Patrollers should descend the slopes slowly, at a controlled speed, checking the woods and banks and calling out so as not to overlook someone. An assigned patroller will stay at the Base in radio contact until the last patroller is down, and the Hill Leader or another assigned patroller will stay at the Peak, prepared to respond as needed, until all trails and lifts are cleared.

The process will be at the discretion of patrol leadership, the paid patroller on duty and the Hill Leader if there is one. All patrollers should arrive at the Peak 45 minutes prior to the closing time, where either the Hill Leader or the paid patroller in charge will make trail sweep assignments. Patrollers may be assigned to close lifts from the bottom. After North Camp and East Ridge have been closed and the last skier has gotten off the chairlift, patrollers will sweep the trails on the rest of the mountain and a paid patroller will re-sweep the East Ridge on a snowmobile to be certain that all townhome lodgers have descended safely.

Accident Operations & Procedure

The person on duty in the Peak (or the paid patroller in the Peak) will be responsible for receiving incoming reports of incidents and will dispatch patrollers and equipment to the accident. It is critical that the location of the accident is accurately transmitted to the dispatching patroller. If the dispatching patroller is responding to the incident, they should broadcast this fact over the radio and arrange for someone to replace them in the Peak. When dispatching patrollers from the Peak, the dispatcher should dispatch those patrollers in the peak on a first in, first out basis unless the accident requires specific skill-sets unique to some patrollers (e.g. low angle rescue, the ability to push drugs or start an IV, etc.).

The first patroller to arrive at an accident is in charge and will make all initial decisions at the scene of the accident concerning the first aid rendered, number of persons needed, delegation of transportation, etc. This patroller should follow through with the accident until the

patient is released to the rescue squad, family or friends, signs a release form, or is accepted for observation by the person in charge of the Base. In transporting a patient from North Camp the patroller in charge of the incident should try and travel on the snowmobile to the top of the mountain and accompany the patient to the aid room. In the event that there is available at least equally trained assistance in the aid room, the patroller in charge of the accident may leave the patient in the care of that person or persons so long as the accident report has been completely filled out and signed.

Accident Reports

The patroller in charge of the accident must complete the accident report. It is imperative that the accident report form is filled out completely, in detail and legibly. If witness statements or patroller comments are appropriate have them filled out and attach them to the accident report. Any accidents involving man-made objects, collisions, near collisions or unusual circumstances should be reported IMMEDIATELY to the paid patroller so that Wisp Management can investigate. The rental shop will be notified of any accidents on rental equipment by a paid patroller per their normal protocol.

The accident report is the one chance to document the incident thoroughly! As patrollers we cannot know which incident reports, however minor, we will need information from at a later date.

Ambulance/Rescue Squad

If a patroller decides that an ambulance is necessary for transportation, the call should be made immediately. The patroller in charge on-scene should make the request to the Peak or Base and a patroller in the Peak or the Base will make the call. If no one is available to do so, a patroller may use their cell phone to do so, but please remember to identify oneself as calling for the Wisp Ski Patrol.

Remember, the rescue squad is not a taxi service! The injury should be of a serious nature (if not, the customer's insurance may not cover the cost of the squad). An attempt should be made to transport minor injuries in automobiles. When no other means of transporting a patient is available, contact a paid patroller for assistance.

The rescue squad will need to know age, sex, injury, level of consciousness, mechanism of injury (MOI) or nature of illness (NOI), and vitals at the time the initial call is received (or shortly thereafter), so be prepared to transmit this information.

Medevac

A patroller at an accident site in cases of suspected head injuries, internal bleeding in the chest, abdomen, or femur, respiratory distress, shock, unconsciousness, neurological deficit, multiple injuries or other injury(ies) that per protocol may, or should, be flown, may recommend transport by medevac helicopter. They can relay this recommendation to the Peak who will relay it to the 911 dispatcher. The actual decision to transport a patient by Medevac will be made by the ambulance squad in coordination with 911 dispatch.

Chairlift & Mountain Coaster Evacuation

[To be inserted]

Ski Patrol: Ski Safety

Monitoring & Assisting Skiers

The Wisp has a Safe Skiing Policy (based on the [NSAA's Skier Responsibility Code](#)) in order to help create a safe skiing environment for our customers. As part of an effort to prevent ski

injuries, members of the patrol should be active in the enforcement of this policy. While on the hill, patrollers should monitor customers' behavior. If a skier violates the Safe Skiing Policy, the patroller should talk to the violator explaining the nature of the violation and our rules concerning this situation. The patroller should check the skier's pass. If the skier has no pass, they should be turned over to a paid patroller or Wisp Management. If the skier holds a season pass, the pass number should be recorded and given to a paid patroller. Repeat offenders will have letters sent to their parents (if appropriate), and passes removed for a period of time as determined by Wisp Management. If it is a day ticket it should have a hole punched in it. Paid patrollers and lift supervisors will have hole punches. On subsequent violations these skiers will lose their day ticket. Patrollers can ask for the assistance of a paid patroller or lift supervisor if needed. Patrollers should avoid being caught up in a confrontational situation with a customer. Any belligerent skiers should be asked to wait until a paid patroller, Wisp Management or security can arrive. Use good judgement when enforcing the Safe Skiing Policy, and be especially on the lookout for serious violations like aerial maneuvers, jumping into a trail, skiing straight down a slope, skiing on closed trails, and skiing on a trail above their ability. Any collisions should be brought to the attention of a paid patroller and the names should be recorded.

Line jumpers are also one of the patrol's responsibilities. They should be asked to go to the end of the line. If they do not comply with your request, the lift operator should be notified.

All members of the patrol should look for opportunities to help our customers. Providing information on slopes and facilities, handing out trail maps, helping fallen beginner skiers and helping beginners who are having problems with their equipment not only makes for happy customers but helps create an overall positive attitude toward the Wisp and the patrol.

Monitoring Conditions

Patrollers should constantly observe the trail conditions and weather for obstacles, hazards, and other safety concerns. Any potential problems should be escalated to a paid patroller who will pass it on to Wisp Management. Decisions regarding marking or restricting access to obstacles, hazards, etc. or the opening or closing of trails are made by Wisp Management. All patrollers should help with the placement and maintenance of signs, hazard markers and access restrictions. Conversations regarding skiing conditions should take place face to face instead of over the radio.

Exhibit A - Safe Skiing Policy

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Appendix 1 - Wisp Resort History

Fifty years ago, Wisp was a towering and treeless mound of earth known as Marsh Mountain, home to a herd of grazing cattle. In the early 1950's, Helmuth "Ace" Heise, his wife Evelyn, and several Garrett County businessmen dreamed of transforming the area into a four season vacationland. The dream took over 38 years of hard work, and often hard times, to come to fruition, but the Heise family endured and, until the sale of the resort in 2001, remained one of the only families in America to have built and continuously own and operate a ski resort. The following is a chronology of the Heise family efforts to transform the Marsh Mountain cow pasture into today's Wisp Resort:

1943: Having spent time vacationing in Garrett County, the Heise family purchases a collection of summer cabins along the shore of Deep Creek Lake known as Will O' the Wisp. (The name is derived from a light seen over marshy areas at night.)

1953: A ten unit motel is added to Will O' the Wisp which was modern for the times. Occupancy during the winter months however continues to be non-existent.

1954: Several Garrett County businessmen including Helmuth Heise and his wife Evelyn, form the Garrett County Promotion Council for the purpose of promoting the Deep Creek Lake area as a vacation spot. The idea of a ski area was born at this time in order to establish a winter activity to attract business.

Winter 1955/56: Recreational Industries, Inc. is formed, offering the first winter of skiing. Marsh Mountain, a cow pasture owned by a local farmer, becomes a makeshift ski area. A one room hut with a potbellied stove is the lodge and ski equipment is rented out of the back of a pickup truck. One slope with a rope tow is opened on the area known as The Face.

Winter 1956/57: The Promotion Council pulls out of the ski venture leaving Helmuth Heise and a few associates to pursue the enterprise. *Wisp* replaces Marsh Mountain as the name for the ski area. The first attempt at making snow is made using equipment which resembled lawn sprinklers emitting frozen pellets of water.

1958: Several trails are added to the area and a Poma lift replaces the rope tow.

1959 thru 1965: Wisp is transformed over the years into a bustling ski resort. Trails are added, the lodge is expanded and additions are made to Will O' the Wisp.

1965: The first double chairlift is installed carrying skiers to the top of Marsh Mountain for the first time. A T-Bar is also added to a slope named Bobcat on top of the mountain.

1969: The first lights are added for night skiing.

1971: A 48 room motel named The Village Inn is constructed at the base of the slopes.

1971 thru 1979: Two more double chairlifts, additional trails bringing the total to 16 as well as more lights and snowmakers add to the continued expansion. The 16 unit motel at Will O' the Wisp is replaced by Garrett County's first high rise condominium.

1979: The existing air/water snowmaking system is changed over to an airless system. The commitment to the airless system proved to be so successful that Wisp eventually earned (for a short time) the reputation for having the most powerful, energy efficient snowmaking system in the world.

1981: An 18-hole golf course near the base of the ski slopes named *The Village Green* opens for play.

1985/86: The Village Inn Motel is renovated and transformed into a Condo-Hotel and is renamed *The Wisp Resort*

Hotel. The original McHenry House ski lodge is renovated and expanded.

1987/88: The East Ridge trail and lift system is added. *The Villages of Wisp* slopeside townhouse project is developed by The Rachuba-DeChairo Group.

1988/89: All food and beverage operations as well as all recreation is consolidated under the ownership and management of Recreational Industries. The Village Green golf operation is completely revamped and the name changed to The Golf Club at Wisp.

The 1990s: Throughout the early 1990's, both the ski and golf operations continued to grow in popularity. The ski resort earned a reputation for consistent and reliable snow conditions. The golf course was named one of the top ten in Maryland and ranked as the fourth most challenging course in the State.

2001: Deep Creek Mountain Resort Corporation purchases the Wisp. Chair 5 is extended, Chair 4 is relocated and the Highline Trail is added. The tubing park is constructed. The ski area is able to access water out of Deep Creek Lake.

2003: The Lodge at the ski area is expanded and Chairs 2 & 3 are made into triples with new midstations.

2005: North Camp is opened, adding 10 new trails and 2 quad chairlifts.

2006: The ASCI whitewater course opens on top of the mountain. A mountain coaster also opens adjacent to Chair 1.

2008: Wisp Resort expands the golf course into Fantasy Valley and builds the Lodestone golf course on top of the mountain.

2010: The Canopy Tour Zip Line is added to the tubing park area.

2013: The Wisp Resort is purchased by EPT Ski Properties, Inc, Kansas City, MO and is under the management of Everbright Pacific.

Appendix 2 - History of Wisp Ski Patrol

When the Wisp Ski Area opened in the late 1950's, ski clubs generally brought their own patrollers with them. As Wisp grew, the need for our own patrol was evident. George Kearns, Barney Dunbar, Bruce Anderson, and others worked with Helmuth Heise to establish the patrol.

A couple of years later, Bob Sincell, Harold Ashby, Sonny Winters, and Bill Savage joined the patrol, forming the nucleus for its leadership over the next several years. American Red Cross Advanced First Aid was required of all patrollers.

Communication was done with hand signals, and the toboggans used were Sun Valleys and double-ended Akja rescue sleds (jokingly referred to as "banana boats" because of their shape and the ones at the mountain were yellow) with a Stokes litter that was nearly as heavy as the patient. The first aid room was a corner of the old ski hut that had no heat, and there was no ambulance service. At that time, with the use of "bear trap" bindings, lower leg fractures were common.

Meanwhile, outside of Baltimore, a patrol, known as the Oregon Ridge Metropolitan Ski Patrol or ORMSP, was established in 1963 by Jack Hawthorne at the Oregon Ridge Ski Area. Under Dick Guth, the patrol flourished but the ski area developed financial woes. When it closed in 1967, Ed Ziegenfuss coordinated moving the ORMSP up to the Wisp to help weekend coverage.

With the opening of Chair 1, the patrol had a new first aid room located on the east side of the A-frame at the base of Chair 1. The patrol acquired its first Cascade toboggans and put in telephones on Beaver, Deer, and Possum. At this point, there were around 45 patrollers (10 Wisp, 35 ORMSP). There were approximately 70 reported ski injuries in 1970.

By the late 70's, the patrol had grown to 70 members and brought on paid patrollers to cover weekdays. The first aid room was moved to the other side of the A-frame where the general offices are now located. The yellow card for recertification was installed and the first radios were purchased.

The Wisp was certified as a senior test hill and the patrol developed comprehensive training programs, copied by patrols in both Western Pa. and the Southern Appalachian Region.

In 1987, the two patrols were merged into one patrol with two sections, an "eastern" section for those from the Baltimore-Washington-Virginia area and a "western" section for those living locally in Garrett County and surrounding areas. Outdoor Emergency Care became the required first aid course for patrollers.

In 1990, with the expansion of the A-frame, the patrol was moved to its present quarters. The Peak building was also constructed at the top of Chair 1.

The patrol has grown to 90 members, and handles over 500 incidents annually. Many of our patrollers have been tapped for regional positions.