

Adaptive Sports Association

Volunteer Handbook

Winter 2009-20010

ADAPTIVE SPORTS ASSOCIATION 2009-2010 VOLUNTEER HANDBOOK

MISSION

The mission of the Adaptive Sports Association is to provide outdoor sport and recreational experiences for people with disabilities. These activities are provided regardless of individual financial limitations and create a safe, fun atmosphere for learning and enhancing self-esteem.

FUNDING

ASA is a qualified not-for-profit corporation [501(c)3], and as such is not funded by any state or federal agency. We are entirely dependent upon our members' donations, grants, program fees and fundraising events for monies to sustain our programs. We ask all volunteers to become ASA members by making an annual donation to the organization at a level compatible with your personal finances.

PERTINENT POLICIES/FACTS

The Adaptive Sports Association was founded in 1983 by Dave Spencer, is a chapter member of Disabled Sports USA and is a qualified not-for-profit corporation under section 501(c)3 of the Internal Revenue Service Code. The employer ID # is, 94-2938093. State exemption # 98-05441.

ASA recruits potential volunteers through media and by word of mouth. We are responsible for training our adaptive ski and snowboard instructors to meet the standards outlined by our training staff. ASA is made up of volunteers, paid staff and a volunteer Board of Directors. Volunteers are supervised by paid staff, who in turn report to the Board of Directors. The ASA Board of Directors and staff reserve the right to make additions or deletions to this handbook if and when necessary.

As a trained ASA volunteer instructor, you are covered under a liability insurance policy. However, ASA has no personal injury insurance or workers' compensation for volunteers.

Volunteers are responsible for their own personal injury insurance.

VOLUNTEER BENEFITS

1. **DAILY LIFT PASSES** – Volunteers will be issued a complimentary daily lift ticket on days they teach lessons or attend training clinics. If you are scheduled to teach and your lesson is cancelled after you arrive that morning, every effort will be made to find you a job. If you are not needed, you are still eligible for a free lift pass for that day. Vouchers will be issued through the ASA winter program office at DMR.

Volunteers with ASA have the opportunity to earn discounted skiing at DMR either through a daily voucher program or a season pass program. The daily voucher program will work as follows for the 2009/ 2010 season. For each day that a volunteer works at ASA, they will receive a voucher for a \$25 lift ticket that will be redeemable at any DMR ticket office.

Earned Vouchers All efforts are made for someone to be in the office all day but we all know that things happen. Someone WILL (a staff member or office volunteer) write vouchers for earned tickets every day from **8 am until 10:00 am**. If you arrive after that time and no one is in the office, call the staff cell phone number (it will be posted). Please be patient with us if we are not in the office, we are on the snow assisting (or teaching) lessons or floating. We will get down to write vouchers ASAP.

LIFT PASSES ARE NOT TRANSFERABLE!

2. **SEASON PASSES** – Volunteers who work on average 1 day per week (4 days per month) are eligible to purchase a significantly discounted season pass from DMR. ASA volunteer passes will cost \$179 for the 2009/2010. A signed letter of understanding outlining all the requirements for the program will be required to purchase the season pass. Passes may be revoked if the commitment is not fulfilled. Volunteers who purchase a season pass are not eligible for earning discounted daily vouchers.

Please see a staff member if you are interested in the season pass program.

3. **SKI/SNOWBOARD CLINICS** – Free ski and snowboard improvement clinics, adaptive ski and snowboard clinics and adaptive certification training are offered to ASA volunteers. Clinics are taught by ASA adaptive trainers and Durango Mountain Resort Ski and Snowboard School instructors. Check the training bulletin board or inquire at the Program Office for dates and times.
4. **PSIA/AASI CERTIFICATION** – Volunteers are encouraged to further their education in teaching snow sports. ASA will provide preparatory training for instructors pursuing PSIA (Professional Ski Instructors of America) or AASI (American Association of Snowboard Instructors) certification. ASA will also pay half of registration fees for relevant PSIA/AASI trainings or certifications (at the discretion of program staff). ASA will typically not pay toward “credit clinics” needed to keep certifications current. Transportation and lodging will typically not be covered by ASA.
5. **DAVE SPENCER CENTER** – How cool is it to have a nice, warm place to put on your boots and gear up for a day on the snow (instead of changing in the parking lot)? Feel free to

use the Dave Spencer Center as your “home-base”, even when you aren’t volunteering. Please remember to stay out of the way when we’re busy with students and to leave your stuff on shelves or under benches. Doors lock by 4:00.

6. **PRO DEALS:** – Many ski and snowboard companies offer discounts to on-hill employees and volunteers. Ask office staff about available deals and who the on-hill representative for each company is. Eligibility requirements vary depending upon the specific company.
7. **DISCOUNTS** – The following Durango businesses offer discounts to qualified ASA volunteers. These discounts are for volunteers only. Relatives and friends are not eligible. To qualify for discounts, volunteers must complete all required trainings and be an active member. A volunteer ID card will be issued by office staff once training is completed. The card, and in many cases, your volunteer jacket, entitle you to receive the following discounts:

DURANGO MOUNTAIN RESORT	various discounts
Many of the restaurants and other businesses at Purgatory will give our volunteers discounts, especially if you’re in uniform, so it never hurts to ask. Often they will give you their employee discount.	
HASSLE FREE SPORTS 259-3874 – 2615 Main Avenue	10% (non-sale items & ski repair) 50% (rentals & demo skis)
GOLD MEDAL SPORTS 259-1063	25% (non-sale items, no rentals) Purgatory location only
SKI BARN 247-1923 – 3533 Main Avenue	15% (non-sale items) \$60 demo/teaching skis (limited availability)
OLDE SCHOOLHOUSE CAFE 259-2257 – 46778 US Hwy 550 (Needles)	15% off cardholder’s bill
BUBBA’S BOARDS 259-7377 – Purgatory Village	15% off rentals & all non-sale items
CARVER’S 259-2545 – 1022 Main Avenue	10% off cardholder’s bill
MAMA’S BOY 247-0060 – 2659 N. Main Avenue	10% off cardholder’s bill (please tell server when you order)
ON THE MEND (Sewing and Leatherworks) 749-5580 – 3701 N. Main Ave. Suite 105 (Nehemiah Office Plex)	15% off
DURANGO SPORTS CLUB 259-2579 – 1600 Florida Rd.	Discounted memberships (Corporate plan, no initiation fee)

JENNIFER MILLER
MASSAGE THERAPIST
 749-4688

10% off all massages, including hot stone

BROWN'S SHOE
 247-9707 – 842 Main Ave.

10% off non-sale items

Raider Ridge Café
 375-WRAP

Buy a Wrap receive a 16 oz. Latte

Believe it or not, not all volunteers are avid skiers or snowboarders.
We have plenty of need for:

OFF-SNOW VOLUNTEERS

OFFICE VOLUNTEERS/DAILY BUSINESS

1. Answer phones, take messages
2. Sign in volunteers
3. Prepare new student files
4. Pull student files for next day
5. Log volunteer hours and other data in the computer
6. Miscellaneous tasks such as typing, filing, errands, copying, etc.
7. Assisting with volunteer appreciation

SPECIAL EVENTS VOLUNTEERS

1. Registration for events
2. Race gate keeping, greeting, announcing, starting
3. Photography
4. Transportation
5. In-town public relations
6. Poster distribution
7. Picking up items
8. You name it - what special skill could you donate to ASA?

DAILY RESPONSIBILITIES FOR ASA SKI/SNOWBOARD INSTRUCTORS

OBJECTIVE: Provide safe, fun, and meaningful adaptive lessons to ASA students.

RESPONSIBILITIES:

1. Lessons are scheduled in advance using the sign-up sheets in the Dave Spencer Center. Sign up for days on which you would like to teach. If you aren't needed on that day, we will notify you ahead of time. **If you don't hear from us, come in that day to teach we are depending on you.**
2. PLEASE call at least 48 hrs. in advance if you cannot teach on a day for which you signed up: 385-2163 (we have after-hours voice mail). Please DO NOT call administrative staff at home! We'll get the message just as quickly if you leave a voice mail at the mountain.
3. Check in and get your lift ticket at the Dave Spencer Center by 9:00 a.m. on your scheduled teaching day. Lessons start at 10:00 a.m. and end at 3:00 p.m. Arriving one hour prior to lessons ensures that you have enough time to prepare. Many groups arrive before 10:00AM to get outfitted.
4. Read your student's file and ask administrative staff any questions you may have. Be sure to greet your student immediately upon arrival and help them complete paperwork (ESPECIALLY LIABILITY WAIVER) if necessary.
5. Ask appropriate questions to determine student's physical capacity, stamina, and endurance. Example: What kind of physical exercise do you do every week? Have you experienced any symptoms of altitude sickness?
6. Make sure your student has a lift ticket.
7. Equip your student, including appropriate clothing for the day, proper boot fitting, sunscreen, etc. (We have plenty of extra clothing, hats, gloves, sunscreen & more - if you need something which you can't find, ask us!)
8. Have a safe, fun lesson with your student.
9. Stay with your student during the lesson. Be sure lunch arrangements are made prior to the start of the lesson. Volunteers are usually not required to spend their lunch break with students.
10. **At the end of the day, complete your student's evaluation form in the student's file and return equipment to appropriate place, including any adaptive equipment.**
11. If an accident occurs, after safety has been insured for everyone involved, an incident report form must be filled out immediately upon returning to the Dave Spencer Center, (See also the section on accidents & reporting.)

12. Report any damaged/unsafe equipment to the program staff.

QUALIFICATIONS:

1. ASA Membership at any financial level
2. Ability to comfortably ski/snowboard blue runs (intermediate level or better).
3. Ability to communicate effectively.
4. Patience, persistence, sound judgment & enthusiasm.
5. Willingness to listen, follow directions and adhere to ASA teaching techniques and policies.
6. Willingness to increase knowledge and skills related to various disabilities.
7. Appearance, dress, personal hygiene, ski courtesy, and behavior which meet Durango Mountain Resort and ASA standards.
8. Ability to act in a professional manner at all times.
9. Willingness to have fun.

PROGRAM PRIORITIES:

- 1. Safety:** Your first priority is to ensure the safety of your student at all times.
- 2. Fun:** Make the day fun. Your student should leave at the end of the day wanting to ski again.
- 3. Learning:** A safe, fun environment for your student is ideal for learning. It will be extremely difficult to make any progress with skills if your student doesn't feel safe and/or isn't having a good time.

PREPARATION REQUIREMENTS:

- 1. Complete all required training:** Volunteer training is comprised of the following:
 - **Orientation:** 1 hr. off-snow (orientation or equivalent is required)
 - **Intro to Teaching Skiing Progressions (SKI-A):** 6 hrs. on-snow (required – covers teaching progression)
 - **Introduction to Teaching Disabilities (SKI-B):** 6 hrs. on-snow (required – focuses on adaptive equipment and techniques and how they relate to teaching progression)
 - **Two shadow days with mentor:** 6 hrs. each, on snow – working with an experienced instructor (mentor) with an actual student (required) additional shadow days may be added if desired.

****Snowboard Instructors:** Training is essentially the same as for skiers, but the clinics are obviously different.

- **Intro to Teaching Snowboard Progressions (SB-A):** on-snow (required) Covers teaching progression.
- **Introduction to Teaching Adaptive Snowboarding (SB-B):** On-snow (required) Focuses on adaptive equipment and techniques and how they relate to the teaching progression.

- **Two shadow days with mentor:**
- **Specialty Clinics:** the following clinics are elective but highly recommended:
 - Mono-ski/bi-ski instruction
 - Blind instruction
 - 3-track instruction
 - 4-track instruction
 - Ski/snowboard improvement
 - PSIA certification prep
 - Advanced instructional clinics
 - various other advanced training clinics

2. Background Check:

- National criminal background check (will do this one but will need your permission, please fill out the form completely)

3. Membership dues (any amount you can afford).

4. Get “checked out” by your mentor(s) to teach on your own.

UNIFORM:

Your uniform consists of an ASA jacket, name tag, and dark pants (no jeans please). ASA jackets are not to be worn when free skiing/snowboarding or on days you are not teaching. Please do not attach daily lift tickets to ASA jackets. Any time you are in uniform, please conduct yourself appropriately and professionally as the general public assumes ASA is part of Durango Mountain Resort...thanks. ASA jackets are not to be taken home, unless you are assigned one by the program staff. Jackets are assigned only to instructors who work two or more days each week.

VOLUNTEER POLICIES

BATHROOM BUDDIES:

ASA volunteers should always request assistance from another volunteer, student chaperone or guardian when escorting a student to the restroom. **FOR LIABILITY REASONS DO NOT GO INTO THE RESTROOM ALONE WITH YOUR STUDENT.** Volunteers are not required to assist students who need help using the restroom. If this is an issue with a particular student, we will typically require a family member, counselor, or teacher to be available to assist the student.

DRUGS/ALCOHOL:

It is absolutely prohibited for ASA volunteers or staff to use alcohol or other recreational drugs (legal or otherwise) while taking part in ASA programs, wearing ASA uniforms, or using ASA equipment. Any violation of this policy will result in immediate termination. **Alcohol is strictly prohibited in the Dave Spencer Center.**

BINDING CHECKS:

ASA strongly encourages and advises on-snow volunteers to have their bindings tested by a qualified ski shop. This usually costs about \$10.00 and ensures that your bindings will release when needed. Be aware that older bindings may no longer be “indemnified”, meaning the manufacturer will no longer take responsibility if they malfunction. Technically, you are not even allowed on the lifts with non-indemnified bindings. If you have questions about your bindings you can check with ASA’s equipment manager or with a ski shop.

DOWNLOADING:

Downloading (riding down the mountain on a lift) is allowed on Lift 1 (the six-pack) and Lift 4 (Twilight). This should be a last resort, but can be done if necessary. Be sure to get clear instructions from the lift attendant.

ACCIDENTS & REPORTING:

1. Stay with your student. Ski patrol needs you to advise them of special needs your student may have. Get someone else to report the accident.
2. Report exact location of accident. Know the names of the runs you are on. Trail right (skier’s right) or trail left (skier’s left) are as you look down the mountain.
3. Give nature of injury. Example: head, neck, leg, bleeding, possible broken bone, etc.
4. Cross skis/board on uphill side of injured person, sticking up out of the snow and visible uphill.
5. In general, do not move the injured person or take skis/snowboard off, as this could cause further injury. If it is apparent that the injured person is lying awkwardly and that gently removing the skis/snowboard would reduce pain, use your best judgment.

DEGENERATIVE DISEASES:

Individuals with degenerative diseases **MUST** be reassessed each day they ski/snowboard. They continually face changes in physical endurance, stamina and ability. **ALWAYS** ask specific questions of your student: Do you work out? Are you as strong physically as your last ski/snowboard experience with us? Where are you comfortable starting your lesson today? **NEVER ASSUME ANYTHING!!!**

TERMINATION

ASA reserves the right to terminate any volunteer for any reason.

SPECIAL GROUPS

In addition to daily clientele, walk-ins and return visits of previous students, ASA participates with various groups to expand the availability of skiing/snowboarding to more people with disabilities.

SPECIAL OLYMPICS:

ASA provides training for the Southwest Colorado Area Winter Special Olympics . The regional race is **Saturday, February 20, 2010** at Durango Mountain Resort. This is the biggest day of

the season, **Mark your calendars!** Not only is this race the most exciting day of the year for these athletes, many are attempting to qualify for the state games at Copper Mountain.

SCHOLARSHIP "LEARN TO SKI WEEKS":

These skiers spend four days skiing with us and stay in the homes of Durango families. Their experiences are the greatest testimonials that ASA is accomplishing its mission. Students' stories relate how wonderful it is to do something previously unimaginable. They are experiencing a sense of new-found freedom and accomplishment. They give the highest praises to our dedicated crew of volunteers. Our program and volunteers truly change lives for the better! Evening activities such as pot lucks or meals in local restaurants are often scheduled. Volunteers are very welcome to attend these events.

SCHOOL GROUPS:

Many local schools send groups of students to us. They ski as much as once a week, or as little as once a season. In any case, their days with us are wonderful and memorable experiences.

OTHER GROUPS:

Various disability support groups (such as Community Connections, San Juan Center for Independence, etc.) send groups of students to us. Typically these groups ski 2-3 times per season.

FUNDRAISING EVENTS

DAVE SPENCER SKI CLASSIC – Friday, Feb. 26th and Saturday, Feb. 27th, 2010

Teams of 5 skiers raise money for ASA and compete for prizes on the race course. Volunteers are encouraged to form teams to participate in the event or work with participants with disabilities.

HARVEST GALA DINNER & AUCTION – A gourmet dinner at Ken and Sue's including silent and live auctions. This event is held each September.

DURANGO MOUNTAIN RESORT

DMR – AKA Purgatory

Although ASA is not a part of DMR (we are more like a private contractor or commercial tenant), the resort is the major benefactor to this organization. Without DMR's significant donation of facilities, staff, lift tickets, etc. ASA would not be able to offer the opportunities to people with disabilities that are now provided.