

**SKI HAWKS OTTAWA
OPERATIONS MANUAL
2024-25 Season**



Last update: January 2025

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1. Ski Hawks Ottawa's mandate

The mandate of Ski Hawks Ottawa (SHO) is to provide a safe alpine ski and snowboard program, ranging in all levels of skiing and snowboarding ability, for visually impaired or blind participants in the Ottawa and Outaouais area.

This manual is intended to provide supplementary information further to that set out on the following related websites:

- [Ski Hawks Ottawa \(SHO\)](#)
- [Canadian Adaptive Snowsports - National Capital Division \(CADS-NCD\)](#)
- [Canadian Adaptive Snowsports \(CADS\)](#)

2. Program structure

2.1 CADS and CADS-NCD

SHO is a program within the CADS-NCD, which falls under the CADS organization.

All volunteers/guides and skiers/snowboarders are required to be members of CADS and CADS-NCD for insurance purposes.

2.2 SHO Board of Directors

SHO is managed by an elected Board of Directors (BOD). Please consult [Appendix 2](#) for the list of current BOD members.

We encourage all guides, skiers and members of the public interested in becoming a member of the BOD.

In addition, [Appendix 3](#) sets out BOD guiding principles and detailed descriptions of each BOD position.

3. Registration and membership

3.1 Online registration process

Online registration shall be done through the [Snowline Application](#). Registration for this season will be open from October 28 to November 24, 2024. If you have questions or need help to register, please contact us at skihawksottawa@gmail.com.

3.2 Registration fees for skiers and boarders

SHO registration fees for skiers and boarders who own their own equipment is \$200. This includes \$35 for CADS National annual membership as well as \$10 for CADS-NCD annual membership. Equipment rentals are an extra \$30 for the season.

3.3 Registration fees for guides

The annual registration fee for volunteer guides is \$45 and covers the CADS insurance and registration within CADS, CADS-NCD and SHO. Guides volunteering from other CADS programs, as well as those with lifetime CADS membership status, are exempt as their memberships with CADS are paid elsewhere.

Guides, who are also members of the Canadian Ski Instructor Alliance (CSIA), and/or members of the Canadian Association of Snowboard Instructor (CASI) shall pay their CADS fees at the same time as they pay their CSIA and/or CASI fees.

4. Health and safety measures

SHO remains committed to the health and safety of our community, including all its members and their families. Our program complies with all applicable health and safety regulations.

5. Criminal Record Check (CRC) for volunteers/guides over 18 years of age

All CADS volunteers/guides must have a valid Criminal Record Check (CRC) valid for a three-year period. For returning guides, your Vulnerability Security Check will be honored as a CRC until it expired.

Normally, a CRC can be obtained based on your place of residence. For instance:

- if you live in Ottawa it's the [Ottawa Police Services \(OPS\)](#)
- if you live in Gatineau it's the [Service de police de la Ville Gatineau \(SPVG\)](#)

Before applying, you may request a signed letter attesting your participation to the program. By doing so, you should avoid fees. Another option is to use the Sterling Backcheck offers in Snowline for a \$25 fee.

Once your CRC is complete, please bring a copy (printed or on your phone) and show it to a Board of Director member, such as the Snowline/Registration coordinator, the Secretary/Administrator, the Technical Director or the President. We will then write down that you've completed the process in Snowline.

If you have any questions, please email us at skihawksottawa@gmail.com.

6. Program operations

This section sets out important program policies and procedures to help ensure a positive and safe alpine experience for all program members and the public.

6.1 Evening program

The regular ski evening session will run from Monday, January 13 to March 17. Guides and skiers are expected to be at Camp Fortune by 6:30 p.m., if possible, with the expectation of being on the hill from 7 p.m. – 8:45 p.m. Please note that Camp Fortune closes at 9 p.m.

6.2 Skier/boarder participation

Skiers/boarders wishing to participate in the weekly program must email the SHO generic inbox at skihawksottawa@gmail.com, no later than 9 p.m. on Thursday preceding the event.

6.3 Guide participation

We assume that you will be attending each program night unless you have indicated otherwise to the Technical Director. If you know in advance that you cannot attend a program night, please let the Technical Director know as soon as possible by email (Eric.lacasse.ca@gmail.com), by texting or calling 613-805-6142.

6.4 Cancellation

If you are feeling ill or need to cancel for any reason, please let the Technical Director know as soon as possible (Eric.lacasse.ca@gmail.com / 613-805-6142). As well, if you are giving or getting a ride, please also inform the SHO generic inbox at skihawksottawa@gmail.com.

6.5 Program cancellation due to weather

Every Monday, the Technical Director will decide based on the current and forecast weather, whether to proceed with the evening. The final decision will be made by 2 p.m. Emails and Facebook (Ski Hawks Ottawa Facebook page) are the two communications methods that will be used for this information. Participants and guides should assume that the program is a go, unless notified otherwise.

6.6 Suggested minimum age for skiers and guides

Suggested minimum age for skiers/snowboarders is at least 8 years old and volunteers should be 16 years or older. Some exceptions may be made, pending approval by the Technical Director.

Participants who are less than 16 years old must be always accompanied by an adult while participating in the program, or until being handed off to their parents/guardians.

6.7 Skiing ability

Visually impaired or blind athletes do not need any previous skiing or snowboarding experience to join the program.

However, all guide volunteers must be confident intermediate skiers to ensure that they can remain focussed on the athletes in their care.

When volunteers are recruited, the Technical Director will screen them for their skiing ability. There will also be a ski ability assessment conducted on the hill during the mandatory guide training prior to the beginning of the program.

6.8 Provision of rides to minors (less than of 18 years of age)

Volunteers cannot provide rides to minors under the age of 18. Minors must travel with a family member or guardian.

6.9 Guide dogs

Due to safety concerns, guide dogs will not be allowed at Ski Hawks Ottawa ski outings unless they are under constant supervision by someone outside of the program.

6.10 Support to school ski trips

This program is designed to support athletes with a disability who would participate in school ski trips to one of the Outaouais ski hills. The objective of this program is to promote inclusion of children with disabilities in snowsport activities. This program is coordinated by the Technical Director through Snowline.

6.11 Safety on the hill

Everyone in the program must wear a vest, a helmet, and a flashing red light. Participants must wear an orange vest, while guides wear a yellow vest. Lead guides shall have access to cell phones and be able to contact the Technical Director.

Safety equipment will be provided to each member at the beginning of the season and is to be returned to the equipment manager at the end of the season.

7. Technical program

The Technical Director is responsible for pairing skiers/guides and the safe and effective execution of the program.

Skiers and guides are paired, based on experience, skill levels and personal compatibility. As such, guides will be paired with the same skiers/boarders throughout the season, whenever possible.

7.1 Mandatory guide training

All guides — new and returning — must attend mandatory training every year. This year, the guide training session will be held at **Camp Fortune, on Monday, January 6, from 6:30 p.m. to 9 p.m.**

Guide training may consist of both on land and on snow training and include role playing and scenario development. Any guides unable to attend the mandatory training must notify the Technical Director as soon as possible to make alternate arrangements.

Safe Sport training

All guides and volunteers, including Board of Director members, must complete a 90-minute free online [Safe Sport training module](#).

New guides and volunteers have until the February 28, 2025, to complete this training. Once completed, members will need to include their National Coaching Certification Program (NCCP) number in their Snowline profile in the certification section.

Additional recommended online training on the [NCCP](#) website are “Respect in sport” and “Make Ethical Decisions”.

7.2 CADS learning resources

The portion of the manual that applies to SHO is Section 9.1 of the [CADS Instructor Manual](#).

All guides are encouraged to review the manual for CADS policies, procedures, techniques, tips, etc. – with a specific focus on “Working with visually impaired or blind skiers/snowboarders” section. However, other sections will provide the reader with more insight and ideas on how to work with skiers/boarder with a disability.

7.3 CADS certification

At the beginning of the season, the Technical Director will solicit guides who may be interested in completing formal CADS training. Candidates who successfully complete a CADS certification will be credited the cost of the course in Snowline for future purchases.

Note that all CADS certifications require that you complete [“Countdown: Training to support diverse learners”](#).

7.4 Alpine responsibility code

The Alpine Responsibility Code is a set of universal Canadian guidelines designed to safeguard and ensure that activities on a ski hill are safe, and respectful. As such, all Ski Hawks members, including skiers and guides, must follow this code and be safe to themselves and others on the hill.

From: <https://cwsaa.org/safety-risk-awareness/alpine-responsibility-code/>

1. Always stay in control. You must be able to stop or avoid people or objects.
2. People ahead or downhill of you have the right-of-way. You must avoid them.
3. Stop only where you are visible from above and do not restrict traffic.
4. Look uphill and avoid others before starting downhill or entering a trail.
5. You must prevent runaway equipment.
6. Read and obey all signs, warnings and hazard markings.
7. Keep off closed trails and out of closed areas.
8. You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
9. Do not use lifts or terrain when impaired by alcohol or drugs.
10. If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

7.5 Safety tips when interacting with visually impaired or blind skiers and snowboarders

Please see [Appendix 5](#) for a one-pager about tips for guides when interacting with skiers /snowboarders in the lodge, on the lifts, and on and off the hill.

7.6 Insurance

As part of the CADS annual membership fees, all CADS and SHO members are insured by EQUA Speciality and Risk partners Corporation as a Commercial and General Liability (CGL) insurance and by Sutton Speciality Risk for basic accident. This coverage applies when members with a valid membership are participating within a CADS sanctioned program/event.

Please note that SHO has been sanctioned by CADS National in September 2024 for the 2024/25 season.

For more information, consult [CADS National presentation](#).

7.7 Incident report and serious occurrences during the program

An “Incident” is an occurrence, condition, or situation that results in or could result in damage to property or health, including injuries, illnesses, or fatalities. It could also include serious falls, collisions, reckless skiing (either by SHO members or other skiers).

In the event of an incident during the program, the Technical Director or one of the designated evening supervisors must be contacted as soon as possible.

An incident report form ([PDF](#) / [Word](#) formats) must be initiated, and any follow-up needed will be completed by the Technical Director.

The guide(s) **must not leave** the hill until the incident report form is submitted to the Technical Director or designated supervisor.

If the incident is serious, witnesses should be consulted.

IMPORTANT: Incident may result in an insurance investigation, and claims. As such, specific details are important because many years can pass before a settlement is reached. See **Appendix 6 for Incident report form.**

7.8 Snow/terrain parks, jumps and half pipes

CADS skiers/snowboarders are prohibited in terrain parks unless they are with a guide who has a current Park & Pipe certification. Otherwise, they will not be insured.

8. Awards

At the end of each season, various awards are presented to both guides and skiers. Suggestions for awards will be solicited from the membership and will be chosen by the Technical Director and committee.

8.1 Kowbuz Cup

Named after the late John Kowbuz and his wife Bonnie, who were co-founders of SHO. John was also the 2nd President of SHO. This trophy is awarded annually to the winner of the “guestimation” race. The guestimation race is expected to be held on February 24, 2025.

8.2 Wally White Skier of the Year

Awarded annually to the most improved blind/visually impaired skier or snowboarder, this trophy was named after the late founder and 1st President of SHO.

8.3 Ron Prince Rookie Guide of the Year

Awarded to a new guide who has been volunteering in the program for one or two years who demonstrates strong skills and leadership when guiding. The trophy is named after Ron Prince who was an instructor/guide with the program for 38 years.

8.4 Guide of the Year

Awarded annually to a guide who has demonstrated superior skills and leadership in their role.

8.5 The Bruce Meredith Volunteer of the Year

Awarded annually to a member of SHO who has volunteered to assist members above and beyond the regular program activities and has shown long-term commitment to SHO and disabled skiing. The award is named after Bruce Meredith, a 35-year-long SHO and CADS volunteer and former SHO President.

8.6 Other recognition awards

CADS service pins

CADS service pins are offered to all members — skiers and guides — who celebrate milestone years, such as 5, 10, 15, 20, 25, 30, 35 and 40 years of active membership. Service pins are awarded during the wrap-up dinner/awards ceremony at the end of each season, along with other awards.

Long-time service recognition for retiring volunteers

Based on the Board of Directors' review and approval, a plaque will be presented to departing volunteers who have contributed a significant number of years of service (e.g. over 25 years) to the program and/or CADS, in various capacities.

9. Corporate sponsors and fundraising

9.1 Corporate sponsors

Major corporate sponsors have been recognized over the years for their support and contributions. Camp Fortune (our major sponsor and supporter) has received the CADS *Ski Area of the Year Award in 2004*. The Ottawa Community Foundation has also been a strong supporter throughout the years.

9.2 Fundraising

Ski Hawks Ottawa Inc. is a registered Canadian non-profit charitable organization (Registration number: 899680961 RR 0001). The program relies primarily on membership fees and fundraising to operate year-to-year. Individual and corporate donors are always welcome.

Donations can be made by cheque, e-Transfer (email skihawksottawa@gmail.com) or [online](#), through CanadaHelps. Tax receipts are available for any donations of over \$20, upon request.

10. Equipment inventory

Maintained annually by the equipment manager, the inventory includes all safety items (lights, vests, signs), radio sets, brochures, awards medals, and training equipment.

11. Online presence

The [SHO's Web presence](#), part of the [CADS-NCD Web site](#), provides useful information, such as:

- Calendar of events
- Key contacts
- Operations manual

We also have a [SHO Facebook page](#) where you can find timely information on upcoming events, program cancellations, important reminders, etc.

Appendix 1 — Calendar of events for 2024-25

2024	Activities
September 9	Board plenary meeting (virtual)
October 28 to November 24	Online registration (Snowline)
November 4	Info-session (virtual)
2025	Activities
January 6	Mandatory Guide Training, Camp Fortune, 6:30 p.m. - 9 p.m.
January 13 to March 17	Regular Program, Camp Fortune, 7 p.m. – 9 p.m.
February 24	Kowbuz Cup/social night
February 25 (Backup: March 4)	Doors open for potential new skiers / VI module certification training
March 16	CADS-NCD annual ski trip to Mont-Avila/St-Sauveur
April 14	Season wrap-up and awards. Location to be confirmed.
June 16	Virtual Annual General Meeting

Please note: Dates may be subject to change, depending on weather conditions.

Appendix 2 — Board of Directors contact information

President

Kim Leahy
613-286-0440
kmcleahy@gmail.com

Technical Director

Eric Lacasse
613-805-6142
Eric.lacasse.ca@gmail.com

Logistics Director

Murielle Arseneau
613-830-8409
marseneau@bell.net

Secretary/Administration

Ron Pinder
613-618-6531
ronpinder@gmail.com

Snowline/Registration

Jenny Curtis
613-858-6625
jennyandcyrus@gmail.com

Stakeholder Relations

Shelley Fraser
613-720-9498
shelley.ca.62@gmail.com

Treasurer

David Van Schaik
613-883-5582
dave.vanschaik@gmail.com

Appendix 3 — SHO Board of Directors' roles and responsibilities

Guiding principles for members of the Board:

- Must garner respect and trust for each other.
- Operate the program with a view to its membership growth and development all in a safe environment.
- All decisions are shared and mutually inclusive. Note: there will be instances where Presidential discretion is warranted, but the decision must be justifiable.
- Recognize that we are all “volunteers.”
- Work collectively to enhance the program and adaptive skiing and snowboarding in general.
- Establish annual operating budgets with an outlook of continued long-term viability.
- Ensure Board liability insurance is renewed annually.

Guiding responsibilities for members of the Board:

- Safety first.
- Registration fees must be kept as affordable as possible.
- Ensure that Ski Hawks Ottawa members are fully registered in Snowline.
- Recognize that our guides and other support individuals are “volunteers”.
- Continually thank and acknowledge the contributions of all our “volunteers”.
- Provide an annual awards program for skiers and guides.
- Enhance the skier experience by advancing skiers according to their desires and interests, promote ski improvement and certification of guides, and be aware of potential race candidates.
- Survey program registrants to enhance the program.
- Conduct a year-end satisfaction survey to help improve program operations.
- Maintain trust and working relationships with all partners and stakeholders.
- Be an active partner in CADS-NCD and CADS National (both administratively and technically)
- **Have fun!**

Qualifications and responsibilities by Board of Directors' position

President

Qualifications

- Demonstrated experience in leading and motivating people, including board of directors, volunteers and members of the VI community.
- Good understanding of the mandate of the organization and the relations with CADS-NCD and CADS National.
- Ability to lead Board of Directors' mandate and ensure effective and efficient program operations.
- Ability to communicate well orally and in writing.
- Ability to work within deadlines.
- Ability to effectively promote and represent the organization at all levels.
- Bilingualism is an asset.

Responsibilities

- Presiding officer at all Board of Director meetings, including the Annual General Meetings.
- Acts as the Chief Executive Officer of the Corporation.

- Oversees the management the organization.
- Ensures that all orders and resolutions of the Board of Directors are carried into effect.
- Represents the organization at CADS-NCD and CADS National, when needed, and within the community at large.
- Monitors Board's action items to ensure follow-ups.
- Prepares, reviews and updates communications material (e.g., Facebook posts, Web content, brochure, newsletter, etc.).
- May perform other duties, as required.

Note: Under normal circumstances, the President has the delegated financial authority as a backup to the treasurer. However, given the close relationship between the current president and the treasurer (spouse), the president has delegated all financial authority to the Technical Director (as a backup to the treasurer) as an additional measure of transparency. A motion was approved at the 2022 AGM.

Technical Director

Qualifications

- CADS-certified at any level; VI specialty would be ideal.
- Canadian Ski Instructors Alliance (CSIA)-certified. (Canadian Ski Coaches Federation (CSCF) and or Canadian Association of Snowboard Instructors (CASI) certification an asset)
- Ability to spend at least 1 - 2 hours prior to evening program for matching guides to skiers during the ski season.
- Commitment to attend and supervise all program night sessions at Camp Fortune and arrange for proper supervision, if necessary.
- Commitment to organizing the guide training day at the beginning of the season.
- Ability to communicate well orally and in writing.
- Well organized and responsive.
- Ability to work well with others (e.g. other Board members, SHO members, CADS-NCD and CADS National, when required).
- Ability to attend Board meetings and present a final report at the AGM.

Responsibilities

- Participates to all board meetings and present final report at AGM.
- Shares views to help improve the program operations overall.
- Screens and oversees the recruitment of all new members, including guides and skiers.
- Oversees the operations of the evening program, including guide/skier pairing, safety and incident management.
- Responsible for guide training and certification.
- Responsible for overseeing the organization of the Kowbuz Cup.
- Coordinates awards decisions.
- May attend CADS pre-course to prepare for the season or is responsible for obtaining information that was delivered at the course.
- Establishes a relationship with the Director of Operations and the Registration Desk at Camp Fortune.
- Attends CADS-NCD meetings a program representative and reports back to the Board on action items of key information.

- **Note:** Given the close relationship between the current president and the treasurer (spouse), the president has delegated all financial authority to the Technical Director (as a backup to the treasurer) as an additional measure of transparency.

Treasurer

Qualifications

- Ability and willingness to learn how to use the basic functions of a database software that is used to maintain member registration information (currently Snowline).
- Experience in managing budgets and financial reporting.
- Good understanding of basic accounting principles, financial statements, and controls.
- Ability to manage financial records in an accurate and timely manner.
- Well organized and responsive.
- Ability to work well with others (e.g. other Board members, SHO members, CADS-NCD and CADS National, when required).
- Ability to attend Board meetings and present the financial statements at the AGM.

Responsibilities

- Participates to all board meetings and present final financial statement report at the AGM.
- Shares views to help improve the program operations overall.
- Manages bookkeeping.
- Have books and financial statements reviewed as required by CRA.
- Prepares annual paperwork required under Canada Revenue Agency (CRA) tax regulations.
- Maintains historical record of all financial information.
- Issues tax receipts to donors and to maintain tax receipt records.
- Deposits money collected in the organization's bank account.
- Maintains records for cheque signing authority.
- Signs cheques, as required.
- Creates an annual budget and submits to the Board for approval.
- Ensures website domain fees are paid to maintain access to website.

Secretary/Administrator

Qualifications

- Well organized and responsive.
- Ability to provide support and attend Board of Director meetings as well as Annual General Meetings.
- Attentive to details.
- Ability to manage a generic account on behalf of the organization.

Responsibilities

- Participates in board meetings, including the AGM.
- Shares views to help improve the program operations overall.
- Provides support and attends all Board of Directors meetings, including the Annual General Meetings.
- Takes minutes and records of decisions of all Ski Hawks Board of Directors meeting and the Annual General Meetings.

- Books meeting venues, as required.
- Keeps official records for SHO (e.g., Google drive, backups).
- Monitors the generic email address (Skihawksottawa@gmail.com) and forwards incoming queries to appropriate resource for action, as needed.
- Distributes important information to BOD or/and members by email (e.g., wrap-up dinner invitation, AGM material, etc.).
- Sends AGM minutes to the BOD for validation and to Web Administrator for posting on the Web site.
- May perform other duties, as required.

Snowline/Registration

Qualifications

- Well organized and responsive.
- Ability and willingness to learn how to use and manage Snowline, our registration system, on behalf of Ski Hawks Ottawa.
- Ability to work well with others (e.g. other Board members, SHO members and CADS-NCD and CADS National when required).
- Ability to attend Board meetings.

Responsibilities

- Participates in board meetings and the AGM.
- Shares views to help improve the program operations overall.
- Updates and monitors Snowline, the new online registration system.
- Monitors and maintains registration lists and prepares required lists for the Logistics Director, Technical Director, and President, as needed.
- Ensures that all members have paid their CADS memberships so that they are covered by insurance.
- Verifies and monitors Criminal records checks (CRC) for guides and Board members (valid every three years).
- Able to answer questions and provide assistance relating to registration (e.g. info-session).
- May perform other duties, as required.

Partnership Outreach and Fundraising Support

Qualifications

- Well organized and responsive.
- Ability to attend Board meetings.
- Forging trusting relations with community partners and potential supporters.
- Ability to communicate well orally and in writing.
- Ability to promote and represent the organization (e.g. fairs).

Responsibilities

- Participates in board meetings, including the AGM.
- Shares views to help improve the program operations overall.
- Oversees fundraising and corporate sponsors.
- Lead on program outreach and promotion (e.g. tradeshow, events).

- Helps prepare grant proposals, as required.

Logistics / Social Director

Qualifications

- Demonstrates very good organizational skills.
- Demonstrates good communication skills.
- Bilingualism is an asset.

Responsibilities

- Participates in board meetings and presents report at the AGM.
- Shares views to help improve the program operations overall.
- Contacts skiers and drivers, as needed, to coordinate transportation for visually impaired/blind members.
- Coordinates with other members of the Board the various activities outside of the ski season.
- Provides information to new skiers regarding the program and transportation needs.

Training Manager (non-Board member)

Qualifications

- Demonstrates good communications skills.
- Well organized.

Responsibilities

- Works closely with the Technical Director.
- Invited to participate in board meetings (observer) and share views to help improve the program operations overall.
- Coordinates annual pre-season guide training.
- Oversees and coordinates the program training.
- Coordinates awards with the Technical Director.
- Assists with special projects and activities as required.
- May perform other duties, as required.

Equipment Manager (Non-Board member)

Qualifications

- Demonstrates good communications skills.
- Well organized.

Responsibilities

- Works closely with the Technical Director.
- Invited to participate in board meetings (observer) and share views to help improve the program operations overall.
- Manages and maintains SHO inventory, including radio sets, safety lights and vests, and assorted safety and learning devices.
- Keeps record of inventory.

- May perform other duties, as required.

Web Site Administrator (non-Board member)

Qualifications

- Web development experience.

Responsibilities

- Manages the Ski Hawks Web site which falls under the CADS-NCD site.
- Posts updated content (e.g., AGM minutes, calendar of events, Operations manual, contact information, etc.) provided by the President.

Appendix 4 — Instructions for program participation or cancellation

Guides

- We assume that you will be attending each program night unless you have indicated otherwise to the Technical Director
- If you know in advance that you cannot attend a program night, please inform the Technical Director as soon as possible.
- If at any point, you are feeling ill, have any symptoms or may have been exposed to COVID-19, please stay home, and notify the Technical Director, SHO Generic mailbox, and if applicable the person you are giving a ride to as soon as possible.

Skiers

- If you are planning to ski, please confirm your attendance **EVERY WEEK** no later than every Thursday, 9 p.m., by emailing the SHO generic inbox at skihawksottawa@gmail.com.
- If you need transportation, you will be paired with the same driver throughout the season to limit exposure. We ask that all vehicle occupants wear a mask for health and safety purposes.
- If at any point, you are feeling ill, have any symptoms or may have been exposed to COVID-19, please stay home, and notify Eric, SHO Generic mailbox, and your driver.

Questionable weather

If the weather is questionable (e.g. below -25°C, rain, heavy snow, etc.) on the day of our program, an email from the Technical Director will be sent to the distribution list no later than 2 p.m. and a message will be posted on our [Facebook page](#).

Appendix 5 — Safety tips for guides when interacting with visually impaired or blind skiers / snowboarders

1 **Assessment:**

- Always talk to the skier/snowboarder or their parents about their vision; can they see better at night or day, can they see shadows, range of vision.
- Assess the percentage of sight and range of vision outside on snow.
- Talk to them about their skiing experience. Have they ridden the lift? Have they skied or snowboarded?
- Determine if there is any health problem that may affect their skiing i.e., do they get cold easily, hearing deficits, attention deficit disorders, and recent injuries. Are they athletic? How strong are they?

2 **Equipment:**

- Ensure that they are dressed appropriately and that they have goggles and a helmet.
- Outfit the skier/boarder with a radio and microphone if they have opted to use one with the guide.
- Check how their boots fit and see if skis/snowboards appear to be safe and on properly. Teach them how to wipe snow from the bottoms of their boots.
- Assess whether you need to bring ski or snowboard aids with you. Aids might include ski bra, bamboo pole, hula hoop, or harness.
- Ensure that they know where you put their skis/snowboard at the end of the session.
- Ensure that the skier is wearing a flashing light and safety vest.

3 **Voice:**

- Talk directly to the skier / snowboarder.
- Speak clearly and loudly enough to be heard above other noises.
- Have a confident, panic-free voice and be firm with directions.
- Use terms that they understand. They may not understand "traverse", "carving", etc.
- Safety point - when the skier cannot hear the guide's voice, tell them to stop.

4 **Hill Safety:**

- When skiing/boarding keep your skier/boarder away from the side of the hill, but it is okay to stop on the side of the hill to avoid traffic.
- Always be visible. If a skier/boarder fall -stand directly above them to protect them. If you stop, stay where you are visible.
- Always ski/board up-hill from your skier/boarder. Try to anticipate the skier's movements so as not to be left too far behind in the turn. Do not ski where possible directly behind them.

5 **Lifts:**

- Explain the lift operation to the skier/boarder and if it is their first time, ask the lift operator to slow down the chair.
- If possible, position the skier/boarder between two guides and hold their ski poles, as required.
- Count down until the lift comes to them.
- Link the skier/boarder under arm to assist off the lift and explain how to get off the lift what they will feel. Use a verbal countdown for standing up and getting off the lift. Again, you can signal to the lift operator to slow down the chair before getting off.

- 6 **Pre-snow if new:**
- Walk them around the lodge to help them identify sounds and tell them about what is there, i.e., washroom, ski rentals, etc.
 - Practice the entry into the bindings. Have them feel the equipment. Explain how the boots should feel. Have them walk around in their boots.
 - Discuss the sounds outside and walk them around to hear the lift, snowmaking, snowmobiles, skis/snowboards on snow, etc.
 - Has there been any significant recent changes in the skier's vision.
- 7 **On-Snow:**
- Try a few stretches to limber up before starting.
 - Clarify the skiers/snowboarder's response to your directions i.e., right vs gentle right, or slight right stop....
 - Describe the surroundings before each descent and describe the terrain as you ski.
 - Ski/ride uphill and behind the skier (mandatory unless approved by the Technical Director/hill supervisor). If there is another guide present, they can ski in front of the skier/boarder.
 - Always stay alert making constant shoulder checks. Be prepared to stop on a dime.
 - Be at the level of skiing that you can keep up with the skier/boarder. If you are not, tell the supervisor.
 - Practice stops and turns before heading out to assess the skier.
- 8 **New Skier/Boarder on Snow:**
- If it is a new skier/boarder, work on CSIA/CASI progression.
 - Use hands to explain ski position (i.e., snowplow, parallel, wedge, flexion, extension. etc.) before touching a skier/boarder always ask them their authorisation.
 - Practice falling and getting up.
 - Take it slow to start. Gain your skier/boarder's trust.

Appendix 6 — Incident report form

Please complete each section and submit to the Technical Director or another member of the Board of Directors before leaving the hill, on the day of the incident. You may use the back of this sheet if you need additional space.

Date: _____

Name of SHO Participant(s): _____

Name of SHO Guide(s): _____, _____

Location of the incident: _____
(If possible, provide a picture of the location)

Time of Incident: _____

Describe the environment: _____
(Ski and weather condition, volume of skiers, etc.)

Injured person(s): _____

_____ (If it includes members of the public, get their contact information
(i.e., name, address, phone number, skier or boarder)

Description of injury: _____

Is First Aid administered? If so, please provide names of responders:

_____, _____

Name and contact information of witness or anyone who assisted:

_____, _____

Probable Cause of the Incident: _____

Any property damage(s)? If so, provide picture(s)

Draw a schematic of the incident: