



The Patroller

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Word from the Top



Changes

Change is inevitable, except from vending machines. – Unknown

What an awesome season we had! Thanks to all did their part to make it such a successful year. We had several very serious accidents, which without the efforts of our well trained patrollers, could have had a very different outcome. The area experienced a record season, both with the amount of natural snow and with the number of skiers and riders. Was it due to it being an Olympic year with our own home grown Louie Vito competing or to the fact that February's snow amount beat a 100 year re-

cord? Perhaps the statistics next year will give us an answer. Due to the huge number of visitors to the area this year, some change is necessary. The main area offices will be reconfigured to accommodate more ticket windows to handle the crowds and all area departments will experience a change. Ski Patrol is no exception. We all know have probably been there when the beds are full and we have people in the patrol lounge. Other times we have experienced how difficult it is to get a bed out the door when the two middle beds are already full. So we are in the process of redoing the aid room and patrol room. Construction has already begun by area management! On the positive side, we are acquiring some new space in the Den, affectionately referred to as the Down Under, directly adjacent to the patrol lounge. A new wall is being put up in front of where the video games were, extending to the area that houses the lockers. This will be our new storage locker space.

The down side is we are losing our Over Yonder space to the lift operations. What this means for us is quick easy access to our skis and better control over who accesses our space. We are not certain at this time how many pairs of skis/boards or new space will accommodate yet, but unfortunately, space is going to be really limited. Once we determine how much space we have, we will probably have to assign space. So, if you have anything left up at the area, especially in the Over Yonder, you might want to come up to retrieve it soon! We will be using the Den for our classes during the off season, but for special events like SES's OES's etc while the area is open, arrangements must be made well in advance for use of other space.

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Conduct & Ethics

by *Kim Hiser*



I want to thank each of you for the great job in the area of guest services! I think we did a superb job with all the new and returning visitors to the area. If there is anything that we can do to make our patrons skiing or riding experience a positive one, is “job security” for the patrol. Also, thanks for being so courteous to our hard working cafeteria staff and cashiers. Many of those folks work really loooooong shifts during the season and have to put up with a lot from customers. Thanks for not making their job any more difficult! Which brings up the subject of conduct and ethics; we have a great group of patrolers and have enjoyed many perks that other ski area patrolers do not. These perks

are not entitlements but privileges. Our area management has a zero tolerance with anyone who feels they can push the extent of the privileges. An example would be misrepresentation, by using a visiting patrol pass for anyone other than a visiting Alpine or Auxiliary patroller, or even using an extra meal pass for friends or family who are not JP’s or a patroller pulling a second shift. Also, if your child is involved with the JP program, please do not try to use your child’s family pass for someone else other than whom it is intended. If anyone would try this and get caught, I will not be able to save you from immediate dismissal from area management. If you observe any type of violation, please let me know immedi-

ately. The NSP Policies and Procedures manual has a very complete section on Codes of Conduct which you can download from the NSP website. Also the Ski Patrolters Manual has a very complete section on this topic. What some may view as “not a big deal”, area management and the NSP may view differently. Those of us who in the health care profession know that we, even as volunteers in the chain, are held to a higher standard of ethics. We represent not only ourselves, but NSP, MRM and our local patrol.

New Alpine Patrolters

The Alpine Ski and toboggan test was held February 27th and all who tested had a successful day! We have new sled pullers! Congratulations go out to:

Steve Bechtel (ski), David Docktor (snowboard), Andrew Farkas (ski), Kristian Fogt (ski), Chris Ford (snowboard), David Highman (snowboard), Alisa Meyer (Telemark), Pete Roesner (ski)

Well done! On behalf of the entire MRM Ski Patrol, congratulations on your success!



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Senior Program by *Tom Tavenner*

This years senior program kicked off with our early season meeting in December. It was great to see a few new faces and some eager K2 showing up to learn more about the program. The enthusiasm of our K2s is a testament to the quality individuals we have recruited over the past few seasons. It is very refreshing to see new blood coming into the program who possess the passion needed to complete their journey.

Big congratulations to Steve Bechtel for successfully passing the SEM at Brandywine Ski Resort on December 6th 2009. Big THANK YOU to Steve Billiar for running the MRM SEM prep course this fall and preparing our candidates for this challenging senior module. Even BIGGER THANK YOU to those instructors that support our candidates all season long.

Pat McCabe will take over the reins next season for the MRM Senior Program. Many of you know that Pat completed her senior journey last season. I’m really happy Pat has stepped forward and committed to leading the charge at MRM. Pat will provide our local Senior Program with a fresh approach and enthusiasm I feel is greatly needed at our area. As with everything Pat involves herself with at MRM, I’m certain she will do a great job. Good luck Pat!

Don’t forget about:
OEC Classes weekly on Saturday mornings
MRM Patrol Banquet—May 8

OES 2009

by Troy Green

On February 21, MRM Ski Patrol hosted an OES Seminar covering Module 6. That module covered head injuries and altered mental status. CareFlight presented a class on proper procedures and protocols. We had nearly 25 patrollers, 6 members of Tri Valley EMS, and CareFlight in attendance.

The day's events began with the CareFlight presentation, proceeded into a lecture presented by Steve Billiar, and then into scenarios conducted by Steve, Mac Logan, and Scott Momburg, with some help from our Junior Patrollers.

We had an outstanding response to the "You are the Rescuer" session, with Tri Valley also participating. This was a very educational dis-

ussion and maybe something we bring to the refresher in the future.

Given the recent circumstances with the tragedy of Natasha Richardson, we must remain very diligent. When it comes to these types of head injuries, as was the case with Ms. Richardson, it can prove to be fatal.

The OES programs are designed to keep us sharp; and as everyone who attended can attest, it can be a learning experience as well.

We will be conducting more of these seminars next year, and I hope to see you there!

Thanks to Mark Fogt for putting everything together; Mac, Steve, and Scott for helping with the lesson plans; Tri Valley EMS; CareFlight; and especially those that attended.



If you do not currently wear a helmet while skiing, please consider looking into purchasing one. Be safe, not sorry!



Recruiting Patrollers

by Pat McCabe

Recruiting new patrol members doesn't end with the end of the winter ski season. In fact, now is a great opportunity to talk up the Patrol to family, friends and neighbors at your outdoor barbecues! And as the summer rolls to an end and people start getting tired of the hot weather and sunburns, you can remind them of how "cool" it is skiing as a ski patroller. Remember, even though this spring's OEC class has already begun, we can start recruiting next ski season's Observers (Class of 2011). The Observer program is a great opportunity for the OEC Class of 2011 to take advantage of free ski training a whole season ahead of time (as long as they have paid their OEC class fees prior). If this fits anyone you know, direct them my way for more information.

Instructor Development Class—May 15th

Attention any patrollers interested in becoming either an OEC or Ski instructor for the patrol: There is an Instructor Development Class May 15th in Columbus at ITT Tech. The class is being run by Dan Moss and instructors from our patrol.

The class is an 8 hour one day course on teaching the adult learner and is a requirement for anyone who is looking to become either an OEC or Ski/Toboggan instructor for the patrol. There is no fee for the course, however purchase of the text book is required. If you're interested in attending, you may contact either Dan Moss (dan@mossremodeling.com) or Mac Logan (m.logan.oh@gmail.com). Class size is strictly limited and there is a homework requirement due prior to class so let them know immediately if you're interested.

OEC Candidate Program

by Mac Logan

The new candidate class started April 10 with a bang as ten new candidate patrollers signed up to begin the journey to patrolling. Six of the candidates are currently working in the medical field and one is another recruit from Ski School. Unlike years past, when many of the medical people challenged the textbook part of the course, all six are taking the entire class. We're looking forward to having a whole flock of new black jackets on the hill this winter.

Mac Logan, this year's IOR, reports that there are still opportunities for interested instructors to teach this summer and asks that everyone look over the syllabus on the website and see which weeks they would be able to come out and participate in scenario training later this summer.





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Ambassador Program

by Pat McCabe

This was our kick off year for our new Ambassador Program at Mad River. We had about eight members who were fairly actively involved. The program is in its infancy and, as such, still evolving to better fit the needs of both alumni and MRM patrons. Eventually we hope to see an increase in its membership as word passes through the alumni. I was pleased to see a couple alumni ski school instructors participating and they seemed to be grateful for the opportunity to be back on the slopes helping people. This year, they mostly were available to answer skiers' questions, but next season I'm hoping to involve the Ambassadors in more hands-on events such as during Safety Week, Breast Cancer Awareness, and recruiting for both Ski School and Ski Patrol. If you think of any alumni that might be interested, please be sure to have them contact me for more information.

Pat McCabe
APD/Organization

Alumni Program

by Rick Schieltz

The Alumni reunion (also know as rusty parka day) day was held on Saturday, March 6 and past patrollers were invited to come to the ski area to visit, ski and have lunch. Eight past patrollers attended that day. This past season, an ambassador program was started, where alumni patrollers and past instructors serve the ski area by assisting skiers at the area by providing answers to question and information about the ski area, and ski programs. Any patrollers who will be going inactive are asked to let the alumni advisor know you contact information so we can let you know about alumni events. Contact Rick Schieltz at RSchieltz@aol.com.