



## RECKLESS SKIER PROGRAM

### I. MISSION AND PURPOSE

The mission of the ORDA Reckless Skier Program is to promote skiing and snowboarding safety awareness, and education for employees and guests. The purpose is to educate employees and guests about the National Ski Area Association's (NSAA) *Your Responsibility Code* (the Code) and safe skiing practices, enforce proper mountain etiquette, and attempt to reduce fast and reckless skiing/snowboarding.

The ORDA Mountain Safety Program is led at each ORDA venue by a team of ski patrol staff, department supervisors, and mountain managers. Using the Code as a guide, and employing the list of approaches below, each team is expected to:

- Monitor skiing and snowboarding on each mountain, especially in congested areas;
- Explain to offending individuals why their actions are endangering themselves and others;
- Offer suggestions about more appropriate behavior;
- Issue warnings;
- Depending on a guest's attitude and the seriousness of an infraction, revoke lift privileges.

This guidance document is intended to explain the Code and how it is implemented at ORDA venues, ORDA expectations for guest interaction and intervention, and the types of infractions and levels of discipline that may be imposed for failing to adhere to the Code and the ORDA policies that are designed to assure public safety.

### II. THE CODE

- Always stay in control and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to safely load, ride, and unload.

### III. TEAM APPROACH TO GUEST MANAGEMENT: SUMMARY

- Remember *LAST*
  - Listen
  - Address the Situation
  - Suggest appropriate behavior, Support guests' feelings, Solve any problems
  - Terminate discussions professionally and calmly
- **Positive Reinforcement Through Guest Interaction**

If a team member sees a guest using good judgment, safe practices, or practicing acts of kindness toward a situation, let the guest know and positively reinforce the behavior.
- **Effective Enforcement**

Enforce ORDA policies and the Code to ensure that a hazard-mitigated environment can be enjoyed by all through:

  - **Consistency:** The Mountain Safety Program has clearly identified infractions and defined penalties for them; the team is expected to follow through with these.
  - **Professionalism:** train and mentor employees to teach and enforce the rules; all employees are expected to approach those committing an infraction with professionalism, to calmly resolve all situations.
  - **Simplicity:** educate, warn, and discipline offenders.
- **Behavior Modification**
  - **Education/Warning:** Team members should promote and educate guests about ORDA policy and provide Code education to all guests, to help them become responsible skiers and snowboarders. Individuals who commit an infraction must know what they did wrong and why it is not acceptable, and what the acceptable behavior is.
  - **Discipline:** Individuals who receive multiple warnings or who violate NYS General Obligations Law Article 18 or NYS Industrial Code Rule 54 Safety in Skiing, will be disciplined by revocation of their pass/ticket and the loss of skiing privileges. The length of revocation will depend on the circumstances. Guests who are repeatedly disciplined will have their privileges permanently revoked.
  - **The 3 Strikes Rule:** All discipline must be documented. This will allow repeat offenders to be tracked so that increasing levels of discipline can be applied.
    - **1st Warning:** Guest is usually allowed continued privileges, depending on attitude and violation.
    - **2nd Warning:** Guest will require discipline: 24-hour to 10-day or entire season ticket/pass suspension, depending on attitude and violation. Guest not able to have privileges reinstated until they have passed the written safety quiz and watched the reckless skier video.
    - **3rd warning:** Guest will require further discipline and pass holder privileges may be suspended for the remainder of the season. Guest not able to have privileges reinstated until they have passed the written safety

quiz and watched the reckless skier video. In that case, Venue Management must reevaluate eligibility for future pass purchases.

#### **IV. REQUIREMENTS FOR TEAM MEMBER INTERACTIONS WITH GUESTS**

Guests have high expectations for the value of their experience. Team members should help to ensure that ORDA consistently exceeds those expectations. This can be difficult when interacting with a guest about behavior modification.

To make guest experiences positive it is important that all team members follow the three “effective enforcement” concepts of Consistency, Professionalism, and Simplicity.

In every interaction, ORDA team members are expected to remain calm and levelheaded, to never try to win an argument with a guest, and to allow the guest to express and defend themselves. Regardless of the circumstances, team members should never raise their voice, talk over a guest, or use profane language.

- **General Interaction Procedures:**

- Do not chase a guest or yell in an angry tone. A guest cannot outrun the radio. If necessary, follow the guest to their destination and then engage.
- Politely introduce yourself with your name and department. Remove your sunglasses or goggles, maintain eye contact and smile UNLESS the guest is extremely hostile or has an altered mental status, in which case goggles or glasses are a form of eye protection.
- Ask the guest what their name is and then use it.
- Describe to the guest exactly what you witnessed. Do not make any accusations.
- The guest may want to describe or explain what they were doing. You can complement the guest if possible. “Hey those were nice turns!! But unfortunately, they were behind a roped closure.”
- Explain the Code, then offer options and alternative areas where the guest can enjoy themselves without endangering others.
- Enforce the policy. If necessary, ask the guest to present their ticket. Never try to grab or aggressively retrieve a ticket or pass.

- **For Those Guests Who Are Non-Compliant or Aggressive:**

- If a guest won't respect the policy and/or won't give up their lift pass, a team member must remain calm and not escalate to the same level as the guest.
- If a guest refuses to give up their pass or ticket and skis away, follow the guest down to their destination while alerting patrol dispatch of the situation and asking for assistance if necessary.
- Politely separate the guest from area if guest actions are putting employees or guests at risk.
  - GM's should identify guest separation areas.
  - For minors and youths follow ORDA policy.

- Immediately contact the venue GM if a guest refuses to comply.
- Log Non-Compliant Skier/Guest and maintain with other risk management logs.

- **Remedies for Non-Compliant Guests:**

- Empower employees to deny services.
- Only the venue General Manager, the Manager on Duty, or the ORDA Risk Manager may:
  - Ask a guest to leave the property;
  - Call local or State Police if the guest refuses to comply and/or creates a situation;
  - Direct that a guest lift pass be deactivated. In that case, Ski Patrol should work with Guest Services to carry out the directive.
- Allow the guest to vent and attempt to empathize with the guest but continue to explain the inappropriate behavior.

*Example* – “I understand that you were under control and that you feel as though you were not going that fast, however, you were going faster than the flow of traffic and this is a congested area where collisions are common. You may be under control, but the guests in front of you may turn erratically or fall in front of you without any warning.”

- **Collisions**

Collisions can be difficult when both parties put each other at blame. Most people are truly sorry after a collision and accidents do happen. Explain the collision procedure to individuals involved.

Any collision involving injury must be properly documented through Ski Patrol, even if first aid is not administered on scene.

## V. MATRIX OF OFFENSES AND DISCIPLINE LEVELS

Offense	1st Violation / Strike	2nd Violation / Strike	3rd Violation / Strike
Off Hill Conduct	Verbal Warning documented with continued ticket or season pass privileges	24-hour to 10-day suspension day/multi-day ticket or season pass	Ticket or season pass revoked
Responsibility Code	Verbal Warning documented with continued ticket or season pass privileges	24-hour to 10-day suspension day/multi-day ticket or season pass	Ticket or season pass revoked

Failure to Obey Instructions from Ski Area Employees	Verbal Warning documented, continue skiing, unless failure to obey resulted in injury to another guest	24-hour to 10-day suspension of day/multi-day ticket or season pass	Ticket or season pass revoked
Failure to Adhere to Uphill Skiing Policy	Verbal warning documented with continued skiing and riding privileges	24-hour to 10-day suspension of day/multi-day ticket or season pass	Ticket or season pass revoked
Skiing/Riding in Closed Areas	Day ticket revoked, Multi-day ticket receives 24-hour suspension Season pass: 2 strikes 10 day suspension	Ticket or season pass revoked	
Collisions	Day/multi-day pass pulled for 24 hours or more dependent on severity. 0- 10-day additional suspension for season pass holder. Suspension time dependent of severity of incident.		Ticket revoked; Season pass revoked
Lost Equipment (snowboard that is dropped and strikes a guest, ski area personnel or equipment)	Day ticket revoked, 24-hour suspension day/multi-day ticket or season pass	24-hour suspension day/multi-day ticket or season pass 10-day suspension	Season pass revoked
Refusal to wear Mask or Face Covering During COVID19 Restrictions	Verbal Warning and Document with continued ticket or season pass privileges	24-hour suspension of season pass, day/multi-day ticket	10-day suspension of Season pass, multi-day ticket revoked
Behaviors or activities that pose a danger or a risk to staff or others			Immediate revocation of privileges. Re issuance at the discretion of the General Manager.

**Parties to receive notification of their suspension within 24 hours of contact with Ski Patrol.**

**Appendix A – Written Warning**

**Guest receives a copy along with the person taking down the information.**

<p><b>Date:</b> _____</p> <p><b>Written Warning</b>          You have received this warning because you were not following the skier responsibility code.</p> <p><b>Your next offense will result in: (circle what will apply)</b></p> <p>A. Lift ticket, lift privileges, or season pass will be suspended for 1-14 days.</p> <p>B. Lift ticket, lift privileges or season pass revoked.</p> <p>Name: _____          RFID#: _____          Length of Suspension: _____          Location and Trail: _____          Venue: _____          Patroller: _____</p>	<p><b><u>Skier Responsibility Code</u></b></p> <ol style="list-style-type: none"> <li>1. Always stay in control, and be able to stop or avoid other people or objects.</li> <li>2. People ahead of you have the right of way. It is your responsibility to avoid them.</li> <li>3. You must not stop where you obstruct a trail, or are not visible from above.</li> <li>4. Whenever starting downhill or merging into a trail, look uphill and yield to others.</li> <li>5. Always use devices to help prevent runaway equipment.</li> <li>6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.</li> <li>7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely</li> </ol>
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## **Appendix B**

### **Documentation of Suspended Guest Pass**

The Documentation of Suspended Guest Pass should include the following information:

- Name
- Pass Type
- Pass Number
- Education Date
- Education Category
- Suspension/Date Complete
- Reason for Suspension
- Revocation Date
- Reason for Revocation

A spreadsheet will be provided that will include the above information.