

{Adapted from Crystal Mt Resort's Policies}

Skier Behavior and Enforcement Standards

Recently the question has come up at a Board meeting as to what standard do we adhere for regulating skier behavior on the hill. This question becomes especially relevant as one patroller may lecture some kids or other skiers, on this or that, while another patroller might ski on by, believing it not to be an offense worth addressing. Further confusing the patroller is the history of changing directives over the years as a result of changing industry norms, standards, and philosophies. Yet further muddling the situation may be variances in individual patroller personalities, as one might intrinsically be more authoritarian in style and another more permissive. While some variance in patroller response will probably always exist, if only because of different patroller personalities, the band could be kept reasonably narrow if we all adhered to the same general standard.

The question is: Is there a relevant standard?

Is there a standard that is consistent, enforceable, and reasonably constant over time?

The answer is: A resounding, **yes** there is. We all know it too. It's called the "Skier's Responsibility Code." While Area Management certainly may add additional directives to be met, the "Skier's Responsibility Code" represents a bare minimum standard of enforcement. If as patrollers we fail to adhere to, support and enforce, the "Skier's Responsibility Code," we've failed to do our job. Let's remember that Risk Management and prevention is "job one."

The verbiage of the "Skier's Responsibility Code" has been known to change with time and with different printings, but the concepts and responsibilities have been quite consistent. A copy can be found on page 159 of your Ski Patrollers Manual, 14th edition. Also, for a quick refresher on the "Skier's Responsibility Code," we will review them here. A mnemonic to help remember them is CRAMPPS.

- 1. Always stay in CONTROL, and be able to stop or avoid other people or objects.**
- 2. People ahead of you have the RIGHT OF WAY. It is your responsibility to avoid them.**
- 3. You must not stop where you obstruct a trail, or are not visible from ABOVE.**
- 4. Whenever starting downhill or MERGING into a trail, look uphill and yield to others.**
- 5. Always use devices to PREVENT runaway equipment.**
- 6. Observe all POSTED signs and warnings. Keep off closed trails and out of closed areas.**
- 7. Prior to using any lift, you must have the knowledge and ability to load, ride, and unload SAFELY.**

If we observe skiers or boarders endangering others, obstructing a ski run, failing to yield right of way, skiing or boarding persistently out of control, or violating any of the other responsibilities of "Skier's Responsibility Code," it really is our job to address it. It doesn't take a specific directive from Area Management for this to be so. In such situations, please remember to be friendly, professional, informative, and helpful. In my own experience, this is usually all it takes. If on the other hand, the customer is uncooperative, argumentative, cantankerous or even belligerent, don't hesitate to manage your own personal risks by deferring the situation to Area Management, or even the County Sheriff if need be, and let them provide the requisite police enforcement response.

If we all follow these general guidelines, there should be sufficient consistency in patroller response to effectively manage the skiing public's risks that are within our power to manage.