

Camp Fortune Academy

General Information

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Telephone: (819) 827-1717

Pro-room ext. 2223

Francois Bernier ext. 2204

E-mail: [Academy Admin](#)

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Website: [Camp Fortune Website](#)

[Academy Website](#)

Hours of Operation:

Monday – Friday: 9:00 am - 10:00 pm

Saturday: 8:30 am - 10:00 pm

Sunday: 8:30 am - 4:00 pm

Management:

Snow School Director: [Francois Bernier](#)

Training Sessions Coordinator: [Sean Delaney](#)

Ski/Ride in School Coordinator: [Eric Trottier](#)

Administrator: [Howard Levitin](#)

Weekend program Supervisors

Privates: [SJ Norman](#)

[Roger Stephens](#)

Adult: [Denis Lacroix](#)

Snowboard: [Ezio Costanza](#)

[Celina Cada-Matasawheon](#)

Teaching Assistants: [Mary Johannsen](#)

[Celina Cada-Matasawheon](#)

All Mountain: [Joseph Mclean](#)

[Josh Cassidy McDowell](#)

Ski Wee: [Jane Holski](#)
[Steve Waxman](#)
[Trevor Clost](#)

Evening Supervisors:

Wednesday: [Joseph Mclean](#)

Thursday: [Dave Moralee](#)

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1 CAMP FORTUNE SNOW SCHOOL

Congratulations on joining the Camp Fortune Snow School! To help you understand how the Snow School operates, we have prepared this handbook to guide you through the day-to-day activities at Camp Fortune.

1a Camp Fortune Mission Statement

“To provide Camp Fortune visitors with a unique and superior recreation experience, one that will bring the customer back time and time again; all this accomplished through attention to detail and excellent, knowledgeable, and caring staff.”

1b Client Interactions

Clients are our guests. We can work together as a team to provide our guests with a “unique and superior recreation experience”.

How?

- By greeting guests with eye contact, enthusiasm and a smile;
- By requesting and responding to the guest’s feedback;
- By suggesting products and services for the guest.
- Be an ambassador for the sport
- Behave in a professional manner at all times while at the resort;
- Be proud and enthusiastic;
- Help inform clients of the services offered at Camp Fortune;
- Watch your language at ALL times (in the lift lines, on the lift, in the lodge etc.)

Be proactive:

- Ask clients if you can help them;
- Help direct clients when they look lost;
- Help skiers/boarders in need;
- Pick up garbage.

1d Alpine Responsibility Code and Code of Ethics (Appendix A and B)

Follow the Alpine Responsibility code at all times (see appendix A). Follow the CSIA/ CSCF/ CASI code of Ethics (see www.snowpro.com or your course manual).

2. COMMITMENT AND COMMUNICATION

2a Offer of Service

As part of the Camp Fortune Team, your commitment to the school, the sport and our clients, is valued. To that end, you are expected to fill out an offer of service form at the beginning of the season indicating when you are available to teach. This represents a daily offer of service. Additionally, whenever you are at Camp Fortune, it is anticipated that you will be available to teach a lesson if needed.

The offer of service will be used to generate a list of instructors and their contact information and will be used only by the snow school office.

NOTE: Camp Fortune expects and appreciates your commitment and loyalty to the school and its clients.

2b Absences

Please advise your supervisor in writing or by e-mail of your planned absence as soon as possible. You are responsible, to the best of your ability, to find a suitable replacement for your class. Your absence should not affect the progress of your class - therefore, *it is your responsibility to give instructions to your replacement and to follow up with them upon your return.*

By offering your services to a 9-week program or to a student, you are making a commitment to them. Camp Fortune snow school values perfect attendance.

The following should be clearly indicated when requesting an absence:

Dates of your absence;

Which lessons you will be missing (i.e. Program, days, am or pm);

A valid reason; and,

The name of the instructor who will be replacing you.

If you are sick or are going to be late, please call the pro-room at ext. 2223 as soon as possible and leave a message for your supervisor.

3. DAILY OPERATIONS AND PROCEDURES

The following schedules are examples of best practice protocols for our instructors/coaches wanting to get the most out of the day at the hill.

3a Week–Day Schedule

Check-in between 8:30am and 9:30am. On Wednesday, the mid-week break-away program begins at 10:30am and ends at 12:30pm. Special events are ongoing.

3b Evening Schedule

Check-in at the pro-room between 6:00pm and 6:30pm. Evening lessons start at 7:00pm and end at 9:00pm. The pro-room is locked promptly at 10:00pm on weekday evenings.

3c Week-end Schedules

Check-in at the pro-room between 8:00am and 8:15am. Instructors are invited to be on snow by 8:00am for morning session. As per the offer of service, your presence is appreciated for the full day. Below are a few sample schedules of different programs. It is understood that some instructors will cross over between these programs.

Week-end Schedule for lesson programs (Adult/ All Mountain/Ski Wee)

8:00 – 8:30am - Arrive in the pro–room and dress for skiing/riding. Check in with your supervisor and pick-up lift pass in pro-room

8:45am Go to your meeting area

9:00-10:45am First Program

11:15 - 1:00pm Second Program

1:00 - 2:00pm Lunch

2:00 - 3:45pm Third Program

Week-end schedule for Private lessons

8:00am – 8:30am Arrive in the pro–room and dress for skiing/riding

Check in with your supervisor and pick-up lift pass in pro-room

8:50am - Check in at the “Bell” for private lessons

9:00am – 4:00pm Check in at the “Bell” 10 minutes before every hour on the hour and coordinate a lunch break with your supervisor.

1:30 - 3:30pm - If you didn't get a lesson at 1:00pm, check in at the “Bell” for the Beginner Special.

Christmas and March Break Camps Schedule

- 8:30 – 9:00am Arrive in the pro-room and dress for skiing/riding. Check in with your supervisor and pick-up lift pass (if needed) in pro-room
- 8:50am Check in at the “Bell” for private lessons
- 9:45 am Go to your meeting area
- 10:00am - 12:00pm Adult/All Mountain/Ski Wee lessons
- 1:00pm - 3:00 pm Adult/All Mountain/Ski Wee lessons

After the 9-week programs (Spring Skiing/Riding)

Once the lesson programs are complete there are still many opportunities to teach and earn money. We continue to give numerous private lessons. Check-in with the private lesson supervisor 10 minutes before the hour, every hour on the hour at the “Bell”.

3e Meeting Areas

- You should arrive at the meeting area prior to your clients/students in order to be ready to start your class on time. Always meet your class in the same location. To avoid confusion, do not change the meeting area.
- Private lessons meet below the Pineault Chair lift, by the sign.
- Adult lessons meet at the blue flag.
- All Mountain Boarding meets at the black flag.
- All Mountain Skiing meets at the green flag.
- Ski Wee meets in Waxman's Way at the red flag.
- Performance meets at the orange flag.

Once your lesson is finished please return to the same meeting area. If you have children in your care, wait for the parents or guardians of the child to pick them up. If the parents/guardians are more than 5 minutes late, please advise your supervisor.

3f Parking

Parking for instructors is located below the pro-room and adjacent to the Clifford chair. Do not park on the access road to Maple Lodge (Chalet des Érables).

3g Pro-room

The pro-room is a designated building for instructors to get changed in and somewhere to leave their personal belongings while at the Hill. Please keep valuables (wallets, cell phones etc.) with you. It is very important to lock up your skis/boards while unattended, even inside the pro-room. The snow school is not responsible for lost or stolen items.

You are more than welcome to pack a lunch and use the microwaves and fridges in the pro-room. Please remember to pick up your litter and keep the pro-room looking clean and tidy. Every Monday morning the fridge is cleared out of all leftovers.

The pro-room is solely for the use of instructors, please do not bring clients and students into the pro-room.

3 Dress Code

Instructors are expected to look professional and be well groomed. All instructors will wear the following:

Camp Fortune Jacket;

Black winter pants;

Matching hat or helmet

4. CLIENT INTERACTION AND LESSON PLANS

While waiting for your students/clients to arrive, be proactive and look for your clients/students.

How to communicate with parents and children in lessons

Private Lessons The start of a lesson

- Introduce yourself to students and parents;
- Smile and shake hands;
- Ask what the client is expecting from you. Repeat what you understood.
- Explain to parents where you will meet them at the end of the lesson.

The end of a lesson

- Explain to parents/repeat to clients what you worked on during your lesson and what to work on before the next lesson;

Say goodbye to parents and student and give them your name and phone number so they may contact you for additional lessons. A request lesson pays considerably more than the regular hourly rate - "sell the car"!

Group Lessons:

The start of a lesson

- Be on time at your meeting area;
- Introduce yourself to students and parents;
- Greet clients/parents/children enthusiastically with a smile and a hand shake;
- Take attendance;
 - Explain when to meet and where to meet at the end of the lesson.

The end of a lesson

- Explain to parents/repeat to clients what you worked on during your lesson and what to work on before the next lesson;

- Say goodbye to parents and students;
- Fill in class card with attendance, your name, what skills you worked on, where you skied/rode, and the level of your students. Put cards back in box in pro-room.
- At the end of the 9-week programs, an evaluation form is completed by the instructor and given to each student.

5. LIFT LINES AND SAFETY

5a - Lift Lines

Private Lessons:

In order to maximize teaching time, there is a designated area for private lessons at each lift. Lift staff, will tell you when you can get on the lift.

Group Lessons

Use regular client lift lines when in a group lesson. This is a great time to teach lift line etiquette and reinforce the skills for that lesson.

Free Skiing/Riding Use regular lift lines and act professionally at all times.

Lift line staff are your colleagues and have rules to follow, please treat all staff with respect.

5b Lift Safety

Before getting on a lift with a student/client, inform them of the following:

- How to sit on the chair lift;
- How to lower the bar;
- How to behave on the chair lift;
- How and when to lift the safety bar;
- How to get off the chair lift; and,
- Where to meet the group;

It is recommended that instructors get on the chair behind the class (with the last of his/her students). Instructors are encouraged to ride with their students (not their buddies).

It is understood that pupils in need of assistance on chair lifts will require special attention. If extra help is needed from other staff, adults or ski patrollers ensure they understand their role and are comfortable assisting the students.

5c Cold Weather Protocol

In very cold weather, instructors should look out for students with frostbite. It is recommended that breaks in the lodge be taken regularly, however, not for more than 7 minutes at a time.

What is frostbite? Frostbite looks like white waxy patches on exposed skin such as cheeks, nose, ears and forehead. You can also see frostbite on areas of poor circulation such as fingers and toes. Do not rub frostbitten areas, warm up the area

slowly. Use warm compresses or your own body heat to re-warm the area. Underarms are a good place.

Be sure that all your students are dressed appropriately for the weather, including:

- Neck warmer (not scarves) to cover cheeks;
- Waterproof gloves or mittens (not woolen or fleece);
- Dry ski socks;
- Warm layers (including turtleneck, long sleeved shirt);
- On cold days and high wind chill days (colder than -20°C as a general rule) students **MUST** come to class with ski goggles and a neck warmer, in order to participate in the ski lesson.

If a student is not dressed appropriately please advise your supervisor.

6. ACCIDENT PROTOCOL

Inform the Patrol of injuries immediately:

Signal for a patrol by raising one hand and holding it straight up in the air;

NEVER move an injured person;

Ensure the safety of the injured person by crossing your skies or placing your board up hill of them or placing someone up hill of them alerting the public.

Keep the injured person warm;

Gather your group in a safe spot on the hill;

find someone with a radio;

send an adult, another instructor or a Teaching Assistant (TA) down to the bottom of the hill to find a supervisor or someone with a radio. Customer service and the bottom of each lift all have radios.

You may leave the scene of the accident with your class once the injured student is in the care of the Patrol.

Things to take note of in order to better fill out the incident report:

- Snow conditions, location of instructor, location of student;
- How the accident occurred;
- If another person is involved, get their name, address and phone number;
- Check if there are any witnesses and get their names and addresses;
- Note the instructions given to the class and the fashion in which these directions were followed;
- Note the date and time of the accident;
- Fill in an accident report, available in the pro-room.

If you have not already advised your supervisor of the incident, please ensure your supervisor and other concerned people are informed.

7. LOST STUDENT PROTOCOL

- When you have lost sight of a student in your care:
- Stop as soon as you realize you are missing or can't see a student;
- Regroup all your students;
- Look around you for any reference points;
- Go to the bottom of the run;
- **Communicate immediately with someone who has a radio** (i.e. a supervisor or a patrol) and ask for help; (eg. "I have lost sight of a student at the top of Pineault. He/she is wearing a blue snowsuit and a grey helmet. He/she is 5 years old and his/her name is Johnny");
- Wait for instructions from you supervisor;
- Give a detailed account of your actions to your supervisor.

8 DUTY OF CARE

When teaching children "Duty of care" starts when you first meet your student at the start of the lesson and ends when the children have been released into the care of a responsible adult.

Duty of care owned by an instructor supervising children means the instructor has to undertake the care and responsibility of the children in the same manner as a careful or prudent parent in similar circumstances.

The Role of an instructor is to:

- be a knowledgeable, responsible and vigilant guide to the student while on the mountain;
- to know the ski resort policies, snow school policies and facilities.

- to have a genuine concern of the well-being of students as well their progress.

9. INSTRUCTOR RESOURCES

The following sections include examples of the resources available to you. These resources will help you provide the best services to your customers and develop your own skills.

9a Protocols and Teaching Resources

- Compare experiences and solutions with peers and experienced instructors;
- Check with supervisory staff;
- Ask and verify at Snow School Desk (“Cage”);
- Use of equipment (stubbies course, brushes, bumps, kinder park, hoops)
- Read regular blog posts by the academy (if you are not on the list for updates, visit cfskiacademy.wordpress.com and click the “follow” button)

9b Supervisors

- Are in place to manage various programs;
- Are directly in charge of their instructor staff;
- Are there to assist in your lesson planning and group/parent management;
- Are responsible for payroll entries, therefore, be sure to check in and out with your supervisor at the beginning and the end of the day.

9c Teaching Assistants (TAs)

- Are volunteers aged 13 and 14;
- Have received a pre-instructor training course including lift safety and pupil assistance;
- Are an invaluable resource for program instructors dealing with young beginner children;
- TAs are future instructors and as such, receive training during the season to prepare them for the Level 1 course.

TA duties include:

- Helping the instructor to motivate and keep the group moving;
- Assisting students on the chair lift;
- Assisting pupils that have fallen;
- Assisting in bringing a child to the washroom;

- At no time will a TA be assigned a group without an instructor in charge or be left alone with a group.

9d CSIA / CASI/ CSCF

- Check www.snowpro.com under resources you will find various tips, information and teaching tactics;
 - Your Manual;
 - Videos and DVDs;
 - Take a course;
 - Attend sessions;
 - PDP days.

9e Patrol

- Can help with chair lift duties;
- Can be useful in settling down students that are not abiding by the Alpine Responsibility Code;
- Can be reached:
 - Via radio;
 - If patrol is in sight, a raised arm overhead will signal you need assistance.

9f Director

- Just an email away fbernier@campfortune.com, best means of contact;
- Office door is always open;
- Can be reached by radio.

The Snow School Director, the supervisory staff and for that matter any instructor will always find time to talk with an instructor or TA needing assistance, advice, or a technical opinion.

10. TRAINING

10a December training

A schedule will be created for all staff new and returning. It is recommended to attend as much training as possible in order to be refreshed, informed and aware of snow school operations.

10b Regular training season

Sessions are available:

- Monday evenings at 7:00pm
- Ski/ride improvement, course specific training, video
- Saturday and Sunday mornings 8:00am on snow specific themes pertaining to:
 - program needs
 - skills development
 - pedagogy (teaching to teach)
 - short radius

- long radius
- snowplow fast track
- guest services
- carving
- video

Your personal development depends entirely upon the effort you put into it. No one can talk you into skiing/riding better. You need to push the envelope and step out of your comfort zone!

FAQ'S

If I am unable to work a scheduled day (i.e. sick) when and where do I phone in?

It is your responsibility to find a replacement but in the case of an emergency call the Pro Room at 819 827-1717 x 2223 and ask for your supervisor or leave a message for your supervisor.

Do I sign out somewhere when the day is over?

No. Check out with your supervisor at the meeting area once all the students from your class have been picked up.

The students in my class are ages 10 to 12. Can they leave on their own when class is over, or do I need to meet the parents every week?

Yes, with verbal approval from the parent/guardian and his/her initials on the class card they can leave on their own.

Can I take my class into the lodge for a break if they want it; if so, are food/drinks the student's responsibility?

Instructors should monitor the children for frostbite, excessive cold or fatigue. For a healthy child 7 minutes in the Main lodge, always supervised, should be sufficient - any longer and the humidity will make them colder when they return to the slopes. Skis/boards must be arranged into one group, all children kept in a group inside and it is really not necessary for anyone to have a refreshment, in fact, due to allergies, do not give your students any food. If this is necessary it is at their cost. Clients are not allowed in the Pro Room.

What is the Snow School policy on jumping for both the Terrain Park (when open) and the little jumps on the side of the runs?

The Terrain Park is reserved for certified Park & Pipe instructors, without this certification no instructor can take their class into the Park. Marshal will have rollers and a stubby course for the children/instructors to challenge themselves - these are open to anyone and any class. Jumps are great for learning; the instructor must monitor the students closely when using jumps. The instructor should make sure the landing area is clear and the students are capable – the use of jumps should be controlled and safe.

What is Snow School policy on helmets?

Children are welcome to wear helmets, as are instructors. Instructors are welcome to promote the use of helmets. All Mountain/Ski Wee participants do not have to wear helmets. Furthermore, helmets with race face guards are not permitted. Performance students must wear helmets.

How do I report an incident?

Refer to Section 6 in this Handbook

APPENDIX A ALPINE RESPONSIBILITY CODE

There are elements of risk that common sense and personal awareness can help reduce. Regardless of how you decide to use the slopes, always show courtesy to others. Please adhere to the code listed below and share with others the responsibility for a safe outdoor experience.

1. Always stay in control. You must 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. Do not stop where you obstruct a trail or are not visible from above.
4. Before starting downhill or merging onto a trail, look uphill and yield to others.
5. If you are involved in or witness a collision or accident, you must remain at the scene and identify yourself to the Ski Patrol.
6. Always use proper devices to prevent runaway equipment.
7. Observe and obey all posted signs and warnings.
8. Keep off closed trails and closed areas.
9. You must not use lifts or terrain if your ability is impaired through use of alcohol or drugs.
10. You must have sufficient physical dexterity, ability and knowledge to safely load, ride and unload lifts. If in doubt, ask the lift attendant.

APPENDIX B - SKI LEVEL ABILITIES

Current Skiing Ability	Level
He/she has never ever skied before.	1
He/she can do snowplow turns in control on gentle slopes (Pineault, Marshall) and would rather ski at slow pace on easy runs. Intermediate runs (Clifford, Sparks) remain a challenge.	2
Intermediate - He/she can link strong snowplow or wide stance parallel turns. He/she feels at home on intermediate runs (Clifford, Sparks, Marshall) but rarely ventures onto difficult runs (Slalom, Canadian, Bud Clark).	3
Strong Intermediate - He/she can make parallel turns with a pole plant. He/she is comfortable on most intermediate runs (Clifford, Sparks, Marshall), but more advanced runs (Slalom, Canadian, Bud Clark) remain a challenge.	4
Advanced Intermediate - He/she can make strong parallel turns with a pole plant on all intermediate runs (Clifford, Sparks, Marshall) and easy black runs. He/she would like to learn short turns, moguls, and more difficult terrain (The Chute, Heggveit).	5
Expert - He/she enjoys the challenge of skiing in control in all conditions and terrain, and wants to refine these skills and possibly take his/her level 1 Canadian Ski Instructor Alliance (CSIA) Course	6

APPENDIX C 9 WEEK MODULES

Module 1

- Meet and greet
- Be sure class is well balanced
- Assess their skills
- Work use of all joints
- Any drill to get them centered is good

Module 2

- Keep up the stance & balance
- Mileage is important
- Choose terrain to get results
- Turning is lead by the lower body
- You will encourage movement to help this happen

Module 3

- Reinforce acquired skills
- Discover new terrain if possible
- Turn shape can help students get results (direction)

Module 4

- Grip can be introduced first skidding then refined to a more steered turn
- Upper/ lower body separation allows for Grip, and is important at all levels
- Choose flat terrain for best results
- Students must be centered to achieve success

Module 5

- Once the student is centered, steering, and able to edge, it's time to "have fun"
- New hills, bumps, more speed, long and short turns, excite them

Module 6

- Coordinated movement patterns
- At this stage you can state to refine skills and eliminate unnecessary moves
- Make the skier more efficient
- Maintain a cadence
- Ski from the feet up as opposed to the head down

Module 7

- Use of all joint to manage the forces can be of help when skiing more challenging hills
- Hopping to help keep them centered
- Tall small for range of motion

Module 8

- Review and put it all together
- By now you should be able to give your pupils a clear picture of how they ski/ride and suggest simple ways to move forward
- It's feel good time
- Positive! Positive! Positive!

Module 9

- Last lesson
- Have fun, be sure you finish strong
- Your attitude goes a long way in proving your professionalism
- Be sure your paper work is done neatly