



Volunteer Knowledgebase

Instructor Essentials

Lesson Times

- AM Lessons 10:30AM – 12:30PM
 - Volunteers arrive by 9:45AM – 10:00AM
- PM Lessons 1:30PM – 3:30PM
 - Volunteers arrive by 12:45PM – 1:00PM
- Full Day Lessons 10:30AM – 3:30PM with a lunch break
 - Volunteers arrive by 9:45AM – 10:00AM
- **All ski tuning that needs to be done should be completed BEFORE volunteer arrival time or after your lesson**

Lesson Expectations

- **ALWAYS** stay with your participant
- Teach **AND** Follow the Skier Responsibility Code
- No harassment of any kind will be tolerated
- Wear a helmet and bib EVERY time you are on the hill (with a participant or in a clinic)
- Complete a post-ski evaluation form after every lesson
- If you are not feeling well, please stay home
- **NEVER** be under the influence of drugs or alcohol during a lesson (including marijuana/THC)
- Do not share confidential information about students/the organization
- Make your best effort not to be late or cancel less than 24 hours before a lesson
 - Life is messy, and we totally understand but do give your best effort to avoid being late/cancelling
- **ALWAYS** communicate with staff if you are ever uncomfortable
 - This organization is only able to help so many people because of the volunteers; you are appreciated, and we are here to help and support you
- **Have fun!**

In Case of an Accident or Collision

IN CASE OF AN ACCIDENT OR COLLISION

1. Secure the scene, protect from further injury

- Cross skis/poles to mark the accident



2. Contact ski patrol and Challenge ASAP

- Challenge phone # 783-2925
- Ski Patrol Aid Room phone # 754-2500
- You can also send someone to Challenge building

3. Stay with the injured person until help arrives. For a collision, the other party needs to stay until patrol arrives. Need name and phone #.

4. Travel with the injured person to Challenge or the Ski Patrol Aid Room

5. See Challenge staff for mandatory accident report

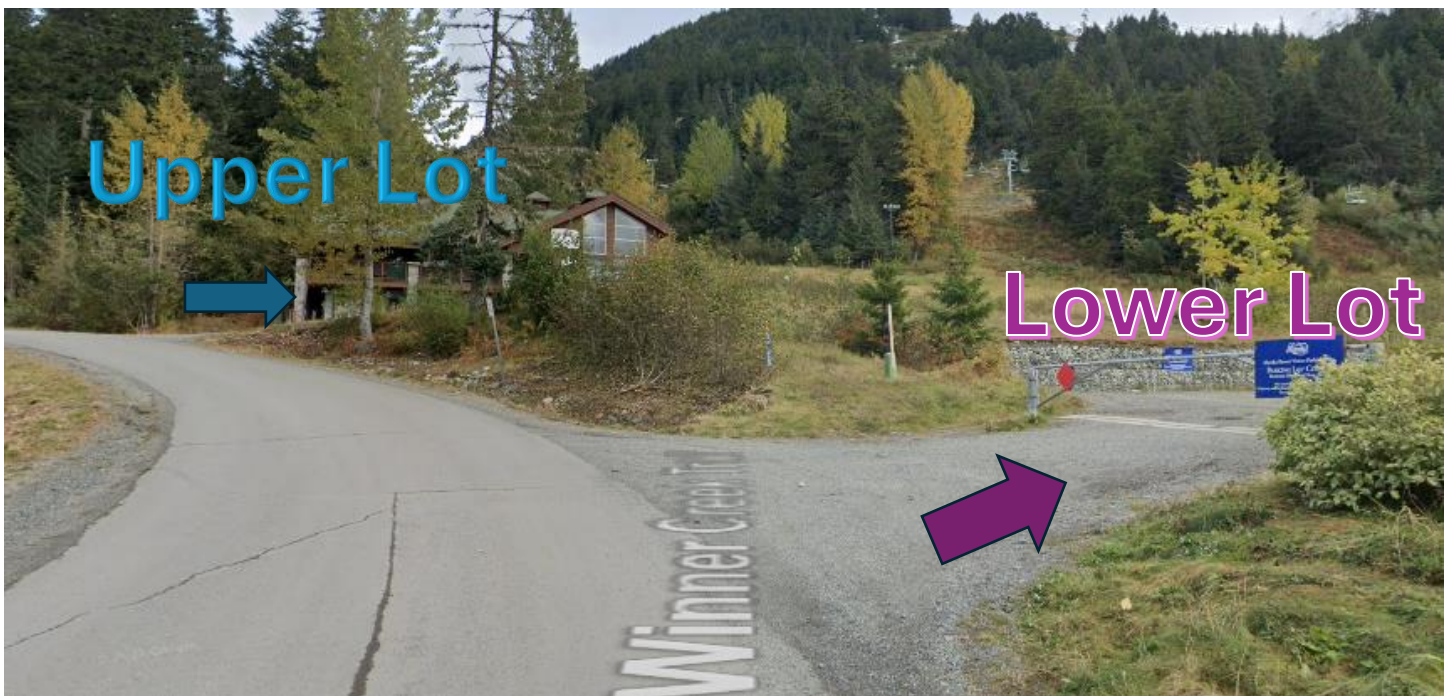
Tips to be prepared:

- Program phone #'s into your cell phone and bring the cell phone with you
- Be aware of your surrounding and know the names of the trail

*Do not leave your participant until a member of the Challenge Staff shows up to take over and complete an Incident Form.

**In the event of a fall in which the person who falls hits their head, please ensure that the helmet is returned to the Shop Technician directly.

Parking



- The earlier you get here, the better your chance of getting a parking space
- On very busy days, it is possible that the upper lot will fill up
 - If that happens, park in the lower lot
 - If the lower lot fills up, park at the Sitzmark and walk up
- If you aren't sure where to park, ask Challenge Staff

Volunteer Perks

- Pass Vouchers
 - Once a volunteer has accrued 32 hours, they are eligible to redeem the hours for Pass Vouchers, which allow you to purchase day passes at a great price!
 - New Volunteer receive:
 - \$20 vouchers for their first 50 hours
 - \$10 vouchers for every eight hours accrued after that
 - Returning Volunteers receive:
 - \$20 vouchers for their first 24 hours
 - \$10 vouchers for every eight hours accrued after that
 - See a Challenge Staff member if you have questions about your hours
- Storage Space for your Equipment
- Season Pass Opportunities (175 hours/season)
 - If you are interested in this, see a Challenge Staff member
- Shop Discounts
 - Pro Deals available after 50 service hours accrued
- Free Training
 - Sign up for clinics through SUG to advance your own skills

Signing Up for Lessons

- Lessons and Clinic Sign-Ups happen through Sign-Up Genius
 - Link: [Sign-Up Genius](#)
 - There is a mobile app, but it is optional
 - It is not necessary to create an account
- When accessing SUG from a phone, you may want to change from the mobile site to the full website
- Lessons and Clinics are being added daily, check SUG often

Challenge Alaska Ski & Ride School

Lessons Training Clinics

Ski & Ride School
24/25 Lessons

Ele Adkins Contact

Already signed up? [Clear my schedule](#)

Check in at 30 minutes before lesson start time. If you have any requests or special needs, please write it in your comment or email us directly. If rescheduling your lesson sign up, you MUST email us in addition to canceling online.

Share

December 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 10:30am-12:30pm SB Lead Instru... SB Shadow... SB Lead Instru... 11:30am	3	4 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	5	6 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	7 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am
8	9	10 10:30am-12:30pm SB Lead Instru... SB Lead Instru... SB Shadow... 11:30am	11	12 10:30am-12:30pm SB Lead Instru... SB Lead Instru... SB Shadow... 11:30am	13	14 10:30am-12:30pm SB Lead Instru... SB Lead Instru... SB Shadow... 11:30am
15	16 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	17 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	18 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	19 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	20 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	21 10:30am-12:30pm SB Lead Instru... SB Lead Instru... SB Shadow... 11:30am
22	23	24 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	25 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	26 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	27 10:30am-12:30pm SB Lead Instru... SB Lead Instru... 11:30am	28 10:30am-12:30pm SB Lead Instru... SB Lead Instru... SB Shadow... 11:30am

12/12/2024 (Thursday) Close

Date shown as mm/dd/yyyy AKST

Location	Time	Available Slot
Project Odyssey! HUGE GROUP!	10:30am-12:30pm	SB lead instructor 0 of 10 slots filled Sign Up
		Ski Lead Instructor 2 of 11 slots filled Sign Up
		Joshua Hendrickson Kevin Desmond
		Ski Shadow 0 of 10 slots filled Sign Up
		SB Shadow 0 of 10 slots filled Sign Up

Select Other Days Save & Continue

Sign Me Up

Sign me up for:

Available Slot	Date (mm/dd/yyyy - AKST)	Are you beginner, intermediate or advanced ski/ sb	Quantity
Ski Shadow	Thu., 12/12/2024 10:30am - 12:30pm		1

Name

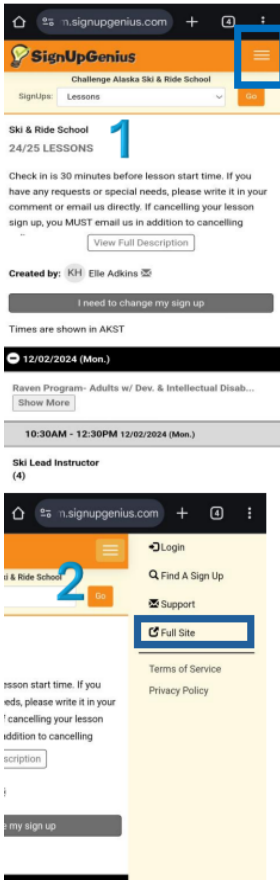
Email

Already have a SignUpGenius account? [Login](#)

Comments (Optional)

By signing up, you agree to the [SignUpGenius Terms of Service and Privacy Policy](#).

SUG Mobile Calendar View Help



GET THE CALENDAR VIEW!

Step 1: On this screen in your Chrome or Safari app, click on the white hamburger menu in the top right of the screen.

Step 2: Click "Full Site" on the sidebar that opens.

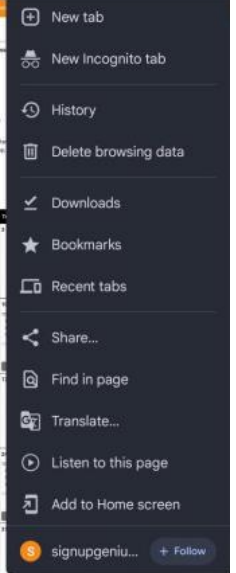
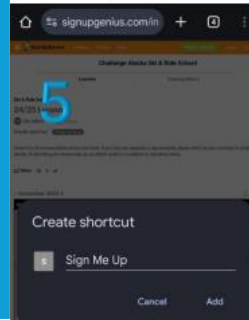
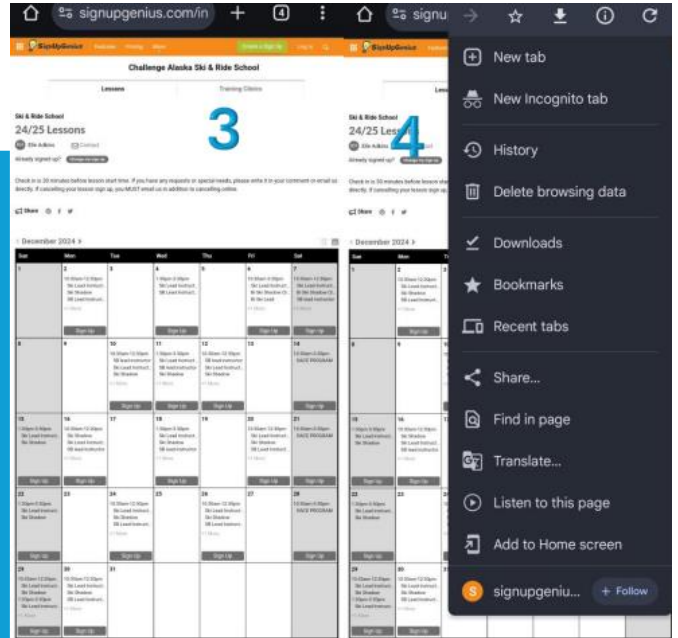
Step 3: Congratulations, you should see the Calendar view. If you would like to save this for easy access, see Steps 4, 5, and 6.

Step 4: If using Chrome, click vertical 3 dots in the top right screen.

Step 5: Click "Add to Home Screen".

Step 6: Pick a custom name that tells you what you are looking at then press okay. Now this should be saved as an app on your phone Home Screen.

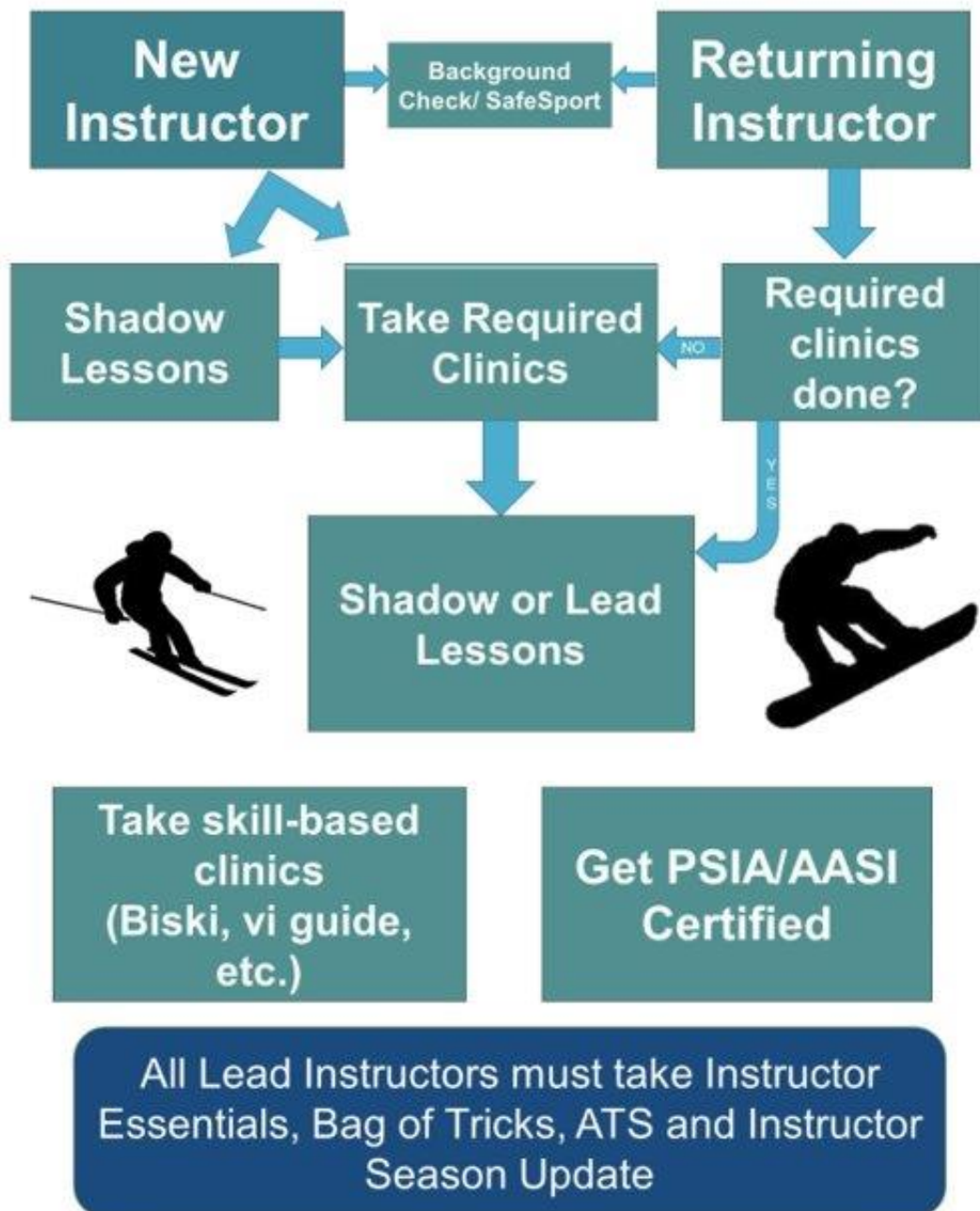
Success!



Instructor Pathway

- **Sign up for Shadowing right away!**
 - Don't need to finish all three clinics beforehand

INSTRUCTOR PATHWAY



Getting Your Participant Ready

Pre-Lesson - When you arrive at Challenge

- Check-in with staff and find your lesson on the lesson board in the lobby
- Get your participant folder
- Get your lift ticket
- Once you are dressed and ready, head to your station

Lesson Board

Daily Lesson Log						DATE:	Friday, February 17th					
AM Lessons						FD Lessons						
Group	Station	Participant	Activity	Instructor	Shadow	Group	Station	Participant	Activity	Instructor	Shadow	
Wasilla Middle (7)	5	Kallyn C	ski	Bill M	Eric K		TV	JP W	mono	Kelzey H	Elle A	
	7	Dawson K	ski	Sam R	Sara S		14	Logan K	ski	Tracy G	Doug K	
	9	Tracen H	ski	Mike T	Chad W		13	Joe L	sit- ski	Jodi E	Ryan K	
	11	Madie N	ski	Nancy P	Betty C		12	George C	sb	Sean		
	1	Kailyn G	sit-ski	Kevin	Amanda A							
	2	Ramiro L	sit-ski	Teela	Dan N							
	3	Jeremy M	SB	Lisa C	Jesse H							
Total AM Lessons					7	Total FD Lessons					4	
PM Lessons												
Group	Station	Participant	Activity	Instructor	Shadow	Race Team	Station	Participant	Activity	Instructor	Shadow	
Girdwood School x2	9	Max S	ski	Nugget		GS Alyeska Cu	Bh	Anna B	mono	Clay/ Jaha		
	11	Madoc W	ski	Teela		GS Alyeska Cu		Ryker R	ski			
	2	Orion S	ski	Nancy P								

First point of information when you hit the lobby, the Lesson Board tells you:


- What station you will be at
- Your participant's name and if they are part of a group
- Your partner Instructor's/Shadow's name

If you see an error on the board, notify Challenge Staff immediately. Errors could include:

- Your name is listed in multiple contradicting spots
- Your name is not on the Lesson Board at all
- Something is clearly incorrect

Reading Participant Folders

Use the documentation in the folder with your partner to make an initial plan and pre-assessment!



Challenge Alaska
Ski Skills
Evaluation Sheet

Date: _____ Student Name: _____ Circle: AM PM Full Day
Instructor(s): _____ School group: _____

Equipment: Tip Connector Tether Bamboo Hula Hoop
Other Equipment: _____

Weather: Sunny Cloudy Snowing Rain Mix Mild Cold Windy
Snow Conditions: Powder Packed Powder Hard Ice Slush Variable

Student learning style: Watcher Feeler Thinker Doer
Confidence Level: Confident Moderate Confidence Low Confidence
Communication Level: Verbal Limited Verbal Non Verbal Other Ways to Communicate:

Rewards or Irritants: _____

Any Behavior Issues? _____

Endurance Comments: _____

What drills/exercises/progressions did you work on? _____

Suggestions for the Next Lesson: _____

<https://challengealaska.sharepoint.com/sites/GO/Shared Documents/Main Docs/22-23 Ski & Ride School/Forms & Templates/skill sheets/newskills.docx>

Important info to look for:

- New to Challenge or Returning
 - Considerations for “Never Evers”
- What is their main disability?
- Other medical conditions
- How does their disability affect learning?
- Learning Styles
- Motivation and Understanding
- Physical Condition

How did the last lesson go?

- Rewards
- Irritants
- Behavior issues
- What equipment did they use
 - That doesn't mean that you MUST use the same equipment
- What did they work on
- Where did they ski

Making your plan

- Be creative, individualized, and student-centered
- What skills will you focus on
 - Drills vs Guided Practice
- Don't be afraid to ask staff or other instructors for ideas
- Don't forget to plan the “inside” part, lessons start as soon as you meet your participant, which is way before you hit the snow

Meeting your Student – Continue your Assessment!

Knowledge is power!

- Physical
 - Did they come up the stairs or use the elevator?
 - If they are walking, did they:
 - Use assistive technology like leg braces
 - Have a pronounced limp or favor one side
 - Muscle function, strength, balance, coordination
 - Flexibility, ROM, motor/sensory deficits, vision/hearing
 - Do they do other activities?
- Cognitive
 - Social interactions (chilling with peers or isolated?)
 - Do they “act” their physical age
 - Do they understand the questions you are asking
 - Distractibility
- Affective
 - Emotional state
 - Fears
 - Hopes

Start building your Learning Partnership

- Get to know your student
- Collaborate on creating (SMART) goals and expectations
 - Specific
 - Measurable
 - Attainable
 - Realistic
 - Time-bound

Gearing up – Supporting Autonomy However Possible

- Let the student get their snow clothes on as much as possible
 - Let the caregiver assist if needed, but focus on autonomy
- Boots (on the shop bench and labeled for each participant)
 - If boots look like they are the wrong size or the student complains about discomfort, remove liner and try it on the student
 - If boots don't fit, ask shop technician to help
 - DO NOT SWITCH BOOTS FROM SHELVES.
 - SKIS MUST BE ADJUSTED BY A STAFF MEMBER
- Helmets Fit Up:
 - **Everyone must wear a helmet**
 - Exemption for implanted shunts
 - Helmets should be level on your head – two fingers above eyebrows
 - Keep a close eye on children's helmets – they are notorious for not fitting properly
 - Helmet should be snug, not too tight
 - Test: Person should be about to shake their head “yes” and “no” without the helmet moving
 - Buckle chin strap after the helmet is fitting snug
 - Adaptive Considerations for helmets
 - Some students cannot wear standard fitting helmets for a variety of medical reasons
 - Modifications to standard helmets may affect the integrity of the helmet and the manufacturer's warranty
 - Students should consult with their physician or therapist for personalized advice on helmet fit
 - Cochlear Implants – it is recommended that students not wear their cochlear implant during sports activities requiring helmets do to increased risks of damage to the head or implant should an impact occur
 - Prepare a communication plan prior to participation, such as guiding by sight, that makes sense for the individual and sports activity

- Adaptive Equipment
 - Grab what you need and are experienced and qualified to use (but don't use it if you don't have to)
- Seizure Harness
 - **IF A PARTICIPANT HAS HAD A SEIZURE IN THE LAST YEAR TO THE DATE OF THE LESSON, THEY MUST WEAR A HARNESS!**

Getting to know your student

- Building rapport is essential to having a good lesson
 - Ask questions
 - Share your stories and show interest in theirs
- Rapport leads to trust and better learning outcomes

On the snow!

- Have fun
- Be flexible, pivot your lesson if you notice something is working for your student OR you
- Constant assessment
- Have a contingency plan – things change

After the lesson – Ski Evaluation Forms

- Complete skills assessment form when you get back; The more information you can give, the better
- **YOU WON'T GET CREDIT FOR A LESSON IF YOU DON'T COMPLETE IT**
- Talk to staff about your lesson, what went well, what could have gone better

Different Categories of Disabilities

- Cognitive impairment
 - Ranges from mild to severe
 - Could affect a person's ability to:
 - Remember
 - Learn new things
 - Concentrate
 - Make decisions
- Developmental
 - Group of chronic conditions that could impact a person in multiple ways, physically, emotionally, and/or mentally
 - Usually lifelong
 - Could impact a person's physical or behavioral development as well as their ability to learn or their language acquisition or development
- Physical
 - Any physiological disorder/condition, cosmetic disfigurement, or anatomical loss that substantially limits a person's life
- Behavioral Disorders
 - Involves a pattern of behaviors in children that last for at least six months that are disruptive and cause problems at school, home, and in social situations.
 - Nearly everyone shows some of these behaviors at times, but behavior disorders are more serious
- Substance Use Disorders
 - Refers to substance use/dependence
- Post-Traumatic Stress Disorder (PTSD)
 - Can occur after someone goes through a traumatic event such as combat, assault, or disaster

Etiquette

- Always ask if they WANT (not NEED) help!
 - Promote independence whenever possible
- Assistive devices/service animals are **extensions of their person** – treat them with dignity and respect
- People First Language
 - When referring to a person, say “person with autism” instead of “autistic person”
 - Maximize ability – Focus on what a person can do, not what they can’t do
 - Treat participants the same way you would treat anyone else
- Everyone has the same basic human needs – food, water, safety, fun, love, success, etc.
- Keep in mind not all disabilities are visible (TBI, PTSD, Cognitive or Developmental disabilities)

