



# Southern Cross

A Publication of The Southern Division of The National Ski Patrol

2015-2016, Number 1

[www.southernnsp.org](http://www.southernnsp.org)

October 2015

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### Around The Division:

**Southern Cross** is published three times a year—Fall, Mid-Winter and Spring. Articles and photos are encouraged and appreciated. With photos, please include caption information. If at all possible, please include a photo of the author with articles. Submission deadline for the Fall issue is **January 15, 2016**.

#### Send submissions to:

**Teresa T. Stewart, SC Editor**  
[stewart.teresa@gmail.com](mailto:stewart.teresa@gmail.com)

Update address at [www.nsp.org](http://www.nsp.org)

Byrd White,  
*Division Director*

It seems like a few days ago that Nici Singletary asked me to be the West Virginia Section Chief, to which I replied, “Sure, what’s a Section Chief?” After that, things just seemed to happen.



Things this year has been both interesting and informative. I went with **Richard Boyer** to the winter meeting of the NSP Board in Denver, CO and met most of the National Directors and the other Division Directors. In a casual conversation I mentioned that I was a recovering CPA and ended up on the National Finance Committee and a couple of other committees. I need to learn to keep my mouth shut.

Since April there have been weekly conference calls with either the National Board or Finance Committee and the occasional Division Director call. I found that, even though the Division Directors are not on the National Board, they do have a voice. Before every vote or decision by the National Board the Division Directors are asked for their input. Soon we will all be voting for directors of the National organization. Please take the time to vote, it is important. A very few years back we almost lost our organization because of a few national directors who had their own agenda for their own self-interest. **Bill Smith** and crew are currently evaluating the members who are running for national office and we will be putting their analysis on the website.

If there are things going on that you feel are important, send me an email to let me know, this is a patroller led organization and your ideas are important.

I know that everyone from the National Chairman to the first year patroller is frustrated with the computer system. It is a topic of discussion every time we meet. The decision was made to completely rewrite the system and not take time away from that effort to fix problems with the old system. We know that

it is frustrating but if we take time trying to patch the old system we will never get the new one in place. There are some very talented people working on this and we will have a new system that works.

In **May**, the Southern Division held a meeting of the Executive Committee of the Board in Wytheville, VA and then in August we held our annual meeting in Kingsport TN. Minutes of the Directors meetings are posted on the website.

In **September**, I attended Eastern Division's meeting of their Region Directors in upstate New York. While our division has 1,300 – 1,400 members, Eastern has over 8,000. In their meeting I found them discussing the same opportunities that we discuss.

As soon as I got home from the Eastern meeting I left for Lynchburg, VA for a meeting of the Southern Ski Area Association (SSAA) meeting. Most of the owners and upper management of the ski areas in our division were there. There were a lot of interesting discussions ranging from Workers Compensation to weather forecasts.

There are a lot of very dedicated people looking out for the interests of the members. All are volunteers, giving their time to make your organization the best in the Country.

It is Refresher season is here. As we all go through the various stations remember that your proficiency could be the difference between life and death.

The Southern Division, your Division, is need of a Supervisor for the Alumni program. This is your organization, get involved!

See you on the snow!

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*Election Coordinator News ... Election Coordinator ... Election Coordinator News*

See next page ....



# 2015 National BOD Election News...

by: Bill Smith, Division Election Coordinator



## 2015 NSP BOARD ELECTION CANDIDATES

This year there will be four open seats on the NSP Board of Director's. Twelve individuals expressed an interest in the positions. The NSP Nominations Committee has finished its review of the board election applicants, and all 12 have been selected to run in this year's election.

The applicants, in alphabetical order (read left column first), are (\*indicates current board member; ^indicates past board member):

- Wendy Aarnio – Eastern Division
- Richard Boyer – Southern Division
- John (Ty) Damon II - Central Division
- Gary Deaver^ - Professional Division, Pacific Northwest Region
- Mike Huber - Northern Division
- Ken Kempner – Pacific Northwest Division
- Edward Manco – Intermountain Division
- Edward McNamara\* - Eastern Division
- Brian Rull - Central Division
- Brian Ulrich - Central Division
- David Ulrich - Pacific Northwest Division
- Jim Woodrum\* - Central Division

Last year the Southern Division had a "just OK" voting turnout in the National election even though a lot of effort was put into promoting that process. We hope to do better this year.

Many patrollers typically ask their line officers (or former line officers, program advisors, etc.) for "recommendations" on who to vote for in the board positions. They believe the leader has read the candidate's information, they trust the leader's opinion, they believe the leader is more involved and informed on the issues and they believe that the leader has the ability to network with other leaders across the country and become better informed on issues and the candidates. Often they just don't have the time to read all of the related materials, so they don't vote.

In an effort to keep Southern Division patrollers informed, the Division leadership has appointed a Candidate Evaluation Committee (with each Region having an opportunity to provide input) to evaluate the National BOD candidates and make available to the Southern Division membership their findings. That group will soon begin the process of reviewing candidate materials and scoring each candidate based on specific criteria.

Prior to the election cycle beginning, the NSP Board identified attributes of being a good board member. Utilizing that criteria, each Board candidate will be scored on ten criteria that were identified in that process. The scores will be tabulated and the top candidates identified. This would not be a "single slate" or "approved" list, but rather it is a detailed review and collective scoring of the candidates by the evaluation team. The candidates that best fit the criteria will be identified and deemed "Most Qualified".

As quickly as this work is completed it will be shared with each Southern Division patroller (in early October) for them to use (or not use) as they see fit. The end goal is to have more Southern Division patroller's participate in the election process.

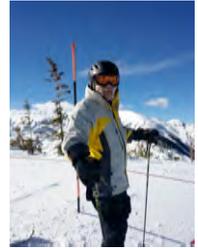
The voting process is scheduled to begin October 15th and remain open until 4:00 PM MST, December 1, 2014. I encourage each patroller to vote, as it does make a difference in your leadership, the future of the organization, recruiting, and fundraising.

If anyone has trouble logging on (you will need a password and email account) call the National Office at (303-988-1111). If you do not have an email address, please contact the national office.

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**Mike Harris,**  
*Assistant Division Director – South*



Looking forward to the heat subsiding and with cooler weather on the way, ski season will be just around the corner and the OEC Refreshers under way.

Having completed the online portion of the Hybrid refresher, I am now looking forward to participating in the Instructors Refresher at Appalachian Ski Mountain for the Blue Ridge region.

Due to the NASCAR race schedule, this year's Southern Division Fall Conference at Kingsport TN was held even earlier and attendance suffered. Regional Directors will be reaching out to PRs and PDs to see how we can boost attendance going forward.

As usual **Fred Wessels, JoAnn Ehlinger** and **Teresa Stewart** did a fantastic job with the Hospitality Suite. Thanks to all involved in organizing the Conference and the Awards Banquet. It was great to have PolarMax as a vendor and hoping to have more vendors participating next year.

So as not to duplicate details, look for more Local information in your Region Directors articles. I am anticipating a great 2015/16 Season, visiting, skiing, and patrolling with as many patrols as possible.

Mike Harris (AKA) Tyrone

*From the Supervisors and Advisors...*

*Alumni Program ... Alumni Program ... Alumni Program ... Alumni Program*

The Alumni Program is looking for a Program Supervisor – if you are interested OR know of someone who is interested please forward the contact information to Byrd White – Southern Division Director ([bwhite@opinionsrendered.com](mailto:bwhite@opinionsrendered.com)).

*Avalanche Program ... Avalanche ... AVA ... AVA ... Avalanche Program*

**Scott Campbell,**

*Avalanche Division Supervisor*

We primarily offer only one avalanche training course in the Southern Division. It is the Level 1 Avalanche, Module 1 (L1AM1) or **Avalanche Fundamentals course**. It is usually an 8-hour classroom course, and it does count as a **senior elective**. We usually also do at least an avalanche beacon search exercise with this course to make it more interesting. We are in the process of finding patrols that want to host this course in 2016 or beyond. We also need between eight and fifteen students for each of these courses. I am **starting a wait list** to notify patrollers who are interested when this course is being offered in the future. If you would like to be added to this wait list, please email Scott Campbell, your avalanche program supervisor at [campbellsservices@gmail.com](mailto:campbellsservices@gmail.com). We will only email you when an L1AM1 course is registered and available somewhere in the division. If you have any questions, please feel free to call Scott Campbell at home at 703 241-2640. Thanks very much!

# Outdoor Emergency Transportation ... OET ... Outdoor Emergency Transportation

**Tony Tingle,**

*OET Division Supervisor*

OEC Refreshers are underway, the temperatures are getting cooler, and it won't be long until there is snow under our skis/boards and a toboggan behind us. I'm looking forward to the 2015-2016 season, and I want to provide some up-front info on Who's Who and three reminders of requirements that impact all OET instructors.

## *OET - Program Organization – Southern Division*

In the Southern Division there is a division OET Supervisor (that's me), an Assistant division OET Supervisor (yet to be found), and four region OET Supervisors. Contact information for me and the Region OET Advisors can be found on the Division Website [www.southernnsp.org](http://www.southernnsp.org). If you need OET help, the folks below are the starting point. If they can't help you, I'll certainly give it a try. If I don't know the answer, I'll go to the NSP OET Team and National Advisor.

The region folks are:

- **Randy Rumer** (West Virginia Region) - Randy a Patroller at Snowshoe, is continuing the good work in West Virginia.
- (Virginia Region) is vacant but about to be filled. **Trace Higgins** is the outgoing supervisor for Virginia Region and Cheers to Trace for his years of service. I will keep you posted on his replacement.....
- **David Jamison** – (Blue Ridge Region). David is new to the position and is taking over for Jack Culbreth who has served for one year and did a great job. David and Jack both patrol at Appalachian Ski Mountain.
- **Jimmy Kuneman** (Dixie Region) - Jimmy, a Ober Gatlinburg Patroller, continues to keep the Dixie OET events rolling.



Instructor Trainers (ITs) are the next level in the program and perform the quality assurance check for the OET program. These folks are appointed annually and are the final checkoff for new OET instructors during the mentoring process; they observe and evaluate the teaching skills of all OET instructors to assure program quality is maintained; they audit OET courses to assure that the delivered content and techniques conform to current NSP standards; and they teach continuing education events for OET instructors. Once the list of ITs is set for the coming season, we will post them on the division website ([www.southernnsp.org](http://www.southernnsp.org)).

The largest most important link in the OET chain are the OET instructors. There are currently about 190 instructors in the Southern Division. These folks are the ones in the business of teaching patrollers the correct and safe handling of rescue toboggans and developing new instructors via the mentoring process.

## *Reminders*

Don't get surprised when it comes to your patroller status and instructor status. Below is information on three areas that affect the OET program. The first is pertinent to all of us who operate toboggans, the second to all of us who are OET Instructors, and the third to all who take OET courses.

**REMINDER 1** - Toboggan Refreshers (TREF) are required for every patroller who operates a toboggan. This carries the same emphasis as the required annual OEC refresher and CPR refresher. A TREF must be done for every NSP Patrol to comply with the NSP Policies and Procedures (P&P). The requirement is set forth in the P&P as found below:

5.1.3.5 As part of the requirements for annual NSP registration, all members, regardless of classification or office held (except students completing the OEC course, alumni, and medical associates), MUST complete the following ANNUAL requirements:

a) An Outdoor Emergency Care refresher:

b) CPR skills demonstration to a certified CPR instructor, regardless of the certifying agency's requirements or the expiration date of the card:

c) If the patroller's duties include toboggan-handling, that patroller must complete a ski and toboggan-handling proficiency refresher, the content of which is determined by the local patrol based on recommendations in the Transportation Program Appendix E; and

d) Any additional refresher requirements as required by division, region, section, or NSP patrol, e.g., avalanche rescue.

The National OET Committee is finalizing a suggested outline for TREFs, and when it is available I will send it out to all of the OET Instructors, Patrol Representatives and Patrol Directors. The outline is intended to be a tool to help you plan and complete the TREF at each resort and is based on feedback gathered by the OET Team during the Think Tank Clinics conducted at the PEC in Utah last April. If you are having trouble registering a TREF, need help teaching one, or have other questions please see one of the OET Instructors on your hill, an OET IT, your Region OET Supervisor, or me. I am always happy to help here I can. My email is [geofolks@att.net](mailto:geofolks@att.net).

**REMINDER 2** - Continuing education (CE) is a requirement for instructors of all disciplines, including OET. This is a hot topic from the education side of NSP and is a requirement of the P&P. There is a renewed focus on the documentation for every instructor, including OET. Documentation includes Instructor activity logs, course completion records, and evaluations by ITs for Instructors who are teaching. In other words, OET instructors must:

- Teach
- Be evaluated by an IT at some point during the three year appointment period
- Complete a continuing education requirement for each three year appointment, and
- Keep up with their teaching activity on an Instructor Activity log.

A quick count of the OET instructor roster shows that 65 of 190 OET instructors are set to expire in 2015. All need a documented CE credit before the computer system will allow me to re-up their instructorship by the end of December.

If you want to look at it sooner, check your NSP profile to see if you expire this year. How do you do that?

- 1) Log into NSP.org,
- 2) Click the Member Resources Button,



- 3) Your old profile should pop up and next to your name there will be text in red that says **NEW! YOUR MEMBER PROFILE**.
- 4) Click this, and your new member profile will open. Your instructor info is in there.
- 5) If that doesn't work, drop me an e-mail, and I can look you up on my roster.

As a best practice, I recommend everyone check your member profile each year and confirm it is accurate.

If you are one of the 65, you will need to complete a CE credit before next season. Need a CE credit? Contact an IT, your Region OET supervisor, or me. We have between now and the time that I turn in the rosters for next season. On the drop down menu for registering a course the course to register is INSTRUCTOR CONTINUING EDUCATION – OET.

For reference, here is the citation from the P&P that lays out the requirements for being an instructor.

4.4.6 Instructor Recertification and Quality Standards Enforcement 4.4.6.1 NSP instructor certification is valid for a period of three years, at which time it expires. Like initial instructor certification, recertification is based on evidence of observed competence, not incumbency. Specific recertification requirements may be found in the program's instructor's manual.

4.4.6.2 Determination of instructor competence is based on the level of teaching activity, formal evaluation, and participation at qualified instructor CE, all of which contribute to the continuous development of instructional quality.

4.4.6.3 Qualification for instructor recertification is audited by the division program supervisor, using division instructor activity reports, formal course evaluations, instructor performance evaluation reports, NSP education activity feedback reports, CE attendance records, and other input supplied by the region program administrator and ITs.

4.4.6.4 Instructors who do not meet minimum teaching requirements are not eligible for recertification. If an instructor is not recertified for this reason alone, he or she may recertify by reentering the mentoring process and/or teaching at a qualifying education event and receiving a satisfactory instructor performance evaluation.

4.4.6.5 Instructors who do not meet minimum continuing education requirements are not eligible for recertification. To help avoid this situation, division program supervisors must ensure that sufficient qualifying CE opportunities are available. If an instructor is not recertified for this reason alone, he or she may recertify by participating in a qualified CE event within one year.

4.4.6.6 If any performance deficiencies are noted by the evaluating IT at an event, that IT will provide corrective feedback. If the deficiency is in an area of event management that the IT is not in a position to notice (e.g. course completion paperwork), the program's division supervisor must provide the corrective feedback. If noted deficiencies are not self-corrected by the instructor after a reasonable interval, the division supervisor should perform any of the following additional interventions, as appropriate:

a) Recommend or require remediation of instructor performance deficiency through counseling, mentoring, or continuing education.

b) If the deficiency is in the area of course management, restrict the instructor from acting as event IOR until the deficiency is corrected.

c) Temporarily suspend instructorship. Such suspension automatically puts the instructor back into mentee status until all performance deficiencies are remedied, as evidenced by formal instructor performance evaluations conducted by a program IT.

d) Terminate instructor certification if prior interventions have not proven effective.

4.4.6.7 If the IT and/or region administrator fails to provide corrective interventions, or if there is no appointed region administrator, the division program supervisor may intervene on the program's behalf. In extreme cases, the national program director may also intervene on the program's behalf.

REMINDER 3 – Right now I am working my way through the unclosed courses from last season, and I'm comparing them against course closure paperwork. There are four main groups of courses:

- Courses that were taught, closed, and show in the National records as closed (these are the easy ones);
- Courses that were taught, closed, and don't show as closed in the National database ( the next easiest, I may need help from the instructors of record [IORs]);
- Courses that were taught and have not been closed(I will be contacting the IORs for help closing these); and
- Courses that were registered, not taught, but still need to be closed to close the loop (Same comment as above. I will need help from the IORs)

Course closures are very important. Patrollers, including instructors, only receive credit for the courses when a Course Completion Form is processed at the National Office. Currently course closures still require a copy of the course closure form (paper, fax, or e-

mailed) to the National Office. Someone enters the information from the form, the database is updated, and voila, we get credit. I hope for an electronic course closure process in the future. Just remember, if the course is not closed, no one gets credit.

**Thanks!**

I apologize for the dump of all the info (including P&P citations). I think it is important for all of the Southern Division NSP members to see how the OET program works, and the expectations for the Program from the National Organization. For those of you who have been teaching OET skills, thank you for your time and expertise. You make us better patrollers. For those of you going towards your Basic, Senior, or Certified classification, keep up the hard work. Give me ([geofolks@att.net](mailto:geofolks@att.net)) or the Region OET folks a shout if you need help. I look forward to seeing you in the bumps this season. Cheers!

## *Instructor Development...Instructor Development...Instructor Development*

**Teresa T. Stewart,**

*Instructor Development Supervisor*

The NSP Instructor Development course is an integral part of *all* NSP Educational courses. This is a required step before the mentoring stage with an instructor within the specific discipline with which you are becoming involved (Outdoor Emergency Care, Toboggan and Ski, Mountain Travel and Rescue, Avalanche, Outdoor First Care, etc). This is also a *SENIOR ELECTIVE*.

Interested students should look at the Division Calendar on the Division Website ([www.southernnsp.org](http://www.southernnsp.org)) for registered courses in their Region and contact the Region Instructor Development contact or drop me an email at ([stewart.teresa@gmail.com](mailto:stewart.teresa@gmail.com)).

Specifics on the **continuing education** requirements and maintenance of instructor credentials will be forthcoming directly to the current instructors. ALL Instructors and Instructor Trainers can expect to see changes rolling in place for all education disciplines as future courses are planned --- SEE Tony Tingle's article for specific Policy and Procedure guidance. Also, coming soon is an on-line Instructor Development Continuing Education module. The On-line Instructor Development course is currently *off-line* until the program can be updated and transitioned to the new LMS platform and the NSP website updated to accommodate the program. Additional information will be forwarded to patrols and updated again in the next issue of the Southern Cross.

**Sheila Summers**, National Education Director issued a memorandum dated Oct 6, 2015 outlining new updates located on the National Website that includes the following that were sent to ALL National Program Directors to disseminate to instructors in all educational disciplines and relates to a draft version of **ID Continuing Education Manual**. This draft manual can be used by the division supervisors to add the "educational" component for the required continuing education for instructors. This has been posted to the Southern Division website along with a feedback questionnaire. The deadline for feedback is November 15<sup>th</sup> to [summers@nsp.org](mailto:summers@nsp.org).

Let me know if you have any questions.

Thank you -- Teresa

## *Nordic...Nordic...Nordic...Nordic...Nordic...Nordic...Nordic...Nordic...Nordic*

**Penny Dimler,**  
*Southern Division Nordic Supervisor*

### *Nordic Notes*

#### **Board Supports Nordic Expansion**

The Southern Division Board has given Nordic patrolling in the division a big boost by allowing the formation of secondary Nordic patrols sponsored by the regions (regional patrols). The ability to form regional Nordic patrols opens up opportunities to provide more training in cross-country skiing, Mountain Travel and Rescue (MTR) and Search and Rescue (SAR) to patrollers across the division and to develop patrols ready to respond to back country emergencies in winter. (MTR is a national requirement for all Nordic patrollers) Members of the regional Nordic patrols are required to have a primary or dual registration with another patrol.

In response to a heightened interest in MTR and SAR in the Blue Ridge and Dixie regions, we appointed **Randi Lowery** to the new position of Assistant Nordic Supervisor. She will explore and encourage the formation of regional Nordic patrols in the southern half of the division. Contact Randi Lowery, [randilowery@gmail.com](mailto:randilowery@gmail.com).

In the Virginia region, former members of the disbanded Shenandoah Nordic Patrol wasted no time in regrouping. They have scheduled an initial fall refresher in Shenandoah National Park on November 21st, and Massanutten patroller, **Ken Pankow**, is the new Patrol Director. The patrol is actively recruiting new members at the Virginia OEC refreshers and plans to actively participate in the Division Nordic Skier Enhancement Seminar in March. Interested patrollers should contact Ken Pankow, [kenpankow@gmail.com](mailto:kenpankow@gmail.com), (540) 675-2815.

#### **Existing Nordic Patrols**

The Division does have two area-sponsored Nordic patrols that welcome new members: Blackwater Nordic serves Whitegrass Nordic Center in Canaan Valley, WV. Patrol Director is **Brad Moore**, [themobos@hotmail.com](mailto:themobos@hotmail.com).

Smoky Mountain Nordic is affiliated with the Great Smoky Mountain National Park Service, near Newfound Gap and Clingman's Dome, TN. Contact Patrol Director, **Don Jones**, [jonessailor@lighttube.net](mailto:jonessailor@lighttube.net).

#### **Division Nordic Skier Enhancement Seminar**

**March 5 and 6, 2016 (half day), Whitegrass Nordic Center, Canaan Valley, West Virginia.** Sharpen your cross-country skills on groomed and ungroomed surfaces. Learn and improve off-piste telemark technique. Explore the mountain on snowshoes. This is open to all ski patrollers, nordic and alpine, beginners and experienced, candidates and old-timers. Glide and climb with other patrollers and PSIA instructors. Rental of all types of equipment is available. Contact Penny Dimler, [penny01new@gmail.com](mailto:penny01new@gmail.com).

## **Notes from the National Nordic Committee**

In its first face-to-face meeting in 18 years, the committee wrestled with issues involved in re-writing the Nordic manual. The diversity of patrol types, terrain patrolled and equipment used presents a challenge in coming up with uniform standards and requirements. Changes discussed include the use of snowshoes, requiring more MTR competencies in the senior program (ropes and navigation, eg), and promoting the Nordic Masters Program. My favorite revelation was that a region could sponsor a Nordic patrol. As these issues continue to be worked out, I will report them to the division.

Until the new Nordic Manual is published, requirements to be a Nordic patroller, basic and senior, remain as outlined in the Ski Patrollers Manual, 14 Edition.

## **How are Alpine and Nordic Patrols Different?**

Alpine patrols serve ski areas where skiers ride uphill on lifts and patrol on downhill equipment, including alpine and telemark skis and snowboards. Nordic patrols serve areas where skiers ski up the hill. Equipment depends on the terrain and purpose of the area, but includes skate skis, cross-country skis with or without edges, and, with skins or wax or waxless, telemark, alpine, split-boards and more.

*Women's Program ... Women's Program ... Women's Program ... Women's Program*

Joy Jucker,  
*Women's Program Supervisor*

**Western Division Comes to the Southern Division**

PSIA and NSP members in the south were treated to a special ski clinic taught by PSIA Demo Team member **Heidi Ettlinger**. The fun started on February 5, 2015 at Ober Gatlinburg Ski Resort. Participants traveled from green slopes to mogul runs. Heidi performed demos and videotaped everyone for individual feedback. The entire clinic was scheduled for one full day and ½ during the week so we would be able to maximize our time with our personal ski instructor. Topics from ski technique to ski boot maintenance and proper fitting were covered completely and explained professionally.

From Ober Gatlinburg Ski Patrol and Gatlinburg Snowsports Center: **Ann Long, Sandra Sudduth, Christine Martin, Sandra Bohling, Pete and Joy Jucker.**

From Cataloochee Ski Patrol and Snowsports School: **Carla Tingle, Sabine Hardin, Susie Lehman, Ann and Jim Blakely**

Ski Instructor **Sandra Bohling** passed her Level II Ski Exam after attending the clinic and **Sabine Hardin** passed her Senior Toboggan Exam!! High five to both these ladies for attending and supporting the Women's Program and for reaching their goals!

*Pictures submitted by Joy Jucker*



## Massanutten Host 2015 Women's Snowsports Clinic

January 24<sup>th</sup> and 25<sup>th</sup>, 2015 of this year brought the participants of the Southern Division Women's Program Clinic all types of weather at Massanutten, VA. Rain, snow, ice and sun greeted us both days. All slopes were open with excellent conditions! Ski/Snowboard enhancement took place on Saturday. PSIA/AASI Level II Instructors **Cathy Margiotta** and **Ashley Schneider** provided superb instruction from green slopes to mogul runs. All ended the day in the terrain parks experiencing jumps and rails. Talk about building confidence! Sunday covered everything toboggans! Legends and the new Cruiser SS. Sled parts, chopsticks are not just for food to running the tail rope like a rock star. Every one made runs with toboggans! Super big thanks to the Massanutten Ski Area, Ski Patrol and **Leslie Carter** for all the warm hospitality. With Leslie as the hostess, the event ran so smoothly. I appreciated all her help.

NSP Instructors included **Melinda Souder**, **Leslie Carter**, **Trish Deane**, **Tanya Thomas**, **Kelly Drewnowski**, and **Lisa Skelley**.

Snowboarders: **Amanda Perryman**, **Claire Lippy**, **Laney Majors** and **Stephanie Lockhart**

Skiers: **Sabine Hardin**, **Renee Hoyos**, **Helen Ballard**, **Catherine Ballard**, **Virginia Ballard**, **Anita Sowers**, **Ellen Bradley**, **Julianne Allen**, **Ashley Botterill**, **Judi Kay-Monaghan** and **Kim Stewart** from Alumni Patroller from Liberty Hill.

Submitted by Joy Jucker Program Supervisor



Kelly Drewnowski – Supervisor of She-Jump (Virginia Region)



Women's Clinic at Massanutten:  
*Photo's submitted by Joy Jucker*



Cataloochee Participants (above)

Sunday's Toboggan Participants (below)



Women's Clinic at Massanutten:  
*Photo's submitted by Joy Jucker*



Women's Clinic at Ober-Gatlinburg:  
*Photos submitted by Joy Jucker*



Women's Clinic at Massanutten:

*Photos submitted by Joy Jucker*



Tanya-Amanda and Melinda



Melinda and Leslie



Leslie Carter teaching Toboggan Skills

Women's Clinic at Massanutten:  
*Photos submitted by Joy Jucker*



Kim Stewart - Alumni participant from Liberty.

PSIA Instructor Cathy Magiotti  
teaching edging tricks.



*Women's Program ... Women's Program ... Women's Program ... Women's Program*

## **2016 Southern Division Women's Program Clinic**

SKI BEECH will be the location

On JAN 23-24, 2016

***FUN with ski/ride enhancement and new tricks with toboggans***

For registration and lodging

CONTACT PERSON: JOY JUCKER [joyjucker@charter.net](mailto:joyjucker@charter.net) 865-414-2453

Facebook: NSP Southern Division Women's Program

Give our page a "like"

More news from Ober-Gatlinburg:

*Photo submitted by Joy Jucker*

Brandon Olsen of Ober-Gatlinburg presented with his  
National Appointment by Dennis Slagle at the Ober-Gatlinburg OEC Refresher 2015.



## *Annual Awards Program ... AWARDS ... Annual Awards Program*

### Annual Southern Division Awards 2015

**Peg Harris,**

*Awards Advisor*

As I begin to compose my annual awards article, it will be a bit more difficult as I wasn't present for the Southern Division annual awards banquet and presentation this year. T & I were on our way back east after driving to Alaska. It was truly an epic journey of 3 months. And I can't thank Judi Kay enough for taking care of transporting all the awards to Kingsport and assisting Byrd with all the presentations.

So here are the recipients of all the various awards given this year.

#### *Certificates of Appreciation*

*Rendering efficient, faithful and invaluable service to the Southern Division's Candidate Evaluation Committee in conjunction with the National Ski Patrol 2014 National Board of Director's election.*

##### *Team Members:*

Robin Griffith, Blue Ridge Region  
Dennis Slagle, Dixie Region  
Leslie Carter, Virginia Region  
Tom Wagner, West Virginia Region

##### *Region Directors:*

Brent Rockett, Blue Ridge  
Brandon Olson, Dixie  
Tom Byron, Virginia  
Isaac Colvard, West Virginia

*In recognition and acknowledgement for Outstanding service and leadership to the 2014 – 2015 Wintergreen Ski Patrol Toboggan Refresher Team*

Ed Pouncey	Paul Gagon	Greg Pence	Judi Kay Monaghan
Tom Hughes	Denika Gum	Alex Kirchner	
Bob McFarland	Aileen Cassidy	Chris Cuthbert	

#### *Service Awards by Patrol*

##### *Appalachian*

Chelsea Stroh	10 years	Evan Geise	25 years
Mark Cook	10 years	Mike Fletcher	30 years
Scott Grogan	10 years	Tom Gantt	30 years
Adam Waters	10 years	Ben Fox Jr.	35 years
Robert M. Bryson	15 years	Dale Spencer	35 years
Adam Lentz	15 years		

### *Beech Mountain*

Michael Stanford	10 years	Dylan Tatum	15 years
Wade Adams	15 years	Mark Rees	30 years
Richard Lott	15 years	John G. Adams	45 years
Peter M. Storer	15 years		

### *Blackwater Nordic*

Joel Hoppe	10 years
Albert Colaianni	15 years
Paul Hess	20 years

### *Bryce Mountain*

Andy Blugerman	15 years
William Drury	25 years
Anthony R. Wells	25 years
Donald Christian	40 years

### *Cataloochee*

Dara Lavalley	10 years	Richard Henry	30 years
Kenneth Wheeler	10 years	Charles W. Soderquist	30 years
Jeffrey T. Bennington	15 years	Sylvia A. Talley	35 years
Jeffrey Roberts	15 years	Stephanie Cartee-Crowe	35 years
David Castaldini	20 years	Peter Knowland	40 years
June L. Ray	20 years	H. Edward Saleem	45 years
Paul Robert Calvert	30 years		

### *Cloudmont*

Tammy Copeman	10 years
Jim Hall	10 years

### *Homestead*

Charles T. Burgdorf	15 years
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### *Massanutten*

Richard French	10 years	Bartek Drewnowski	20 years
Evan Garrison	10 years	Ronald E. Dull	20 years
Jim Zaylor	10 years	Scott Almond	25 years
Steven Konopa	15 years	Randall Burkholder	25 years
Thomas Moore Jr.	15 years	Paul K. Hansen	25 years
George Myers	15 years	Kenneth J. Pankow	25 years
Erinn Shirley	15 years	Paul Tiller	25 years
Arthur Smith	15 years	Kenneth W. Hess	30 years
Nancy G. Bradburn	20 years		

### *Ober Gatlinburg*

Grigori Gavrilets	10 years	Stefan Wankerl	20 years
John Huff	10 years	Jimmy Kuneman	30 years
Amanda Perryman	15 years		

### *Smoky Mt Nordic*

Fred Wessels	10 years
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### *Snowshoe*

Devin Bussard	10 years	Stan Minney	15 years
Preston Cline	10 years	Patrick Morgan	15 years
Sarah Flaherty	10 years	Shane Bradley	20 years
Marc Monroe	10 years	Jane Poundstone	20 years
Christopher Reece	10 years	James C. Hooper	25 years
William R. Burnette	15 years	David L. Cline	35 years

### *Southern Admin Patrol*

Bill Clarke	25 years
Steve Kuller	25 years
Tony Tingle	30 years

### *Sugar Mountain*

Sara Ebbers	10 years	Camille Hale	30 years
David Hertz	10 years	Robin Griffith	35 years
Patrick Benson	15 years	Flynn Harris	35 years
Fay Binning	20 years	John S. Tolbert	40 years
Jonathan Hale	20 years	Reginald R. Hassler	45 years
Lauren Waterworth	20 years		

### *Timberline*

Thomas Kotarsky	10 years	Mike Smith	15 years
Joshua Hubbard	15 years	Charles F. Griffin	25 years
Sara Litzau	15 years	Steve Cvechko Jr.	30 years
Kurt Litzau	15 years		

### *Wintergreen*

Kirk Gallagher	10 years	Tom Hughes	20 years
Robert Pingry	10 years	N. Virginia Ragsdale	20 years
Matt Weitz	10 years	Mark D. Snyder	20 years
Shari Lynn Adams	15 years	Nick Argyrakis	25 years
Robert C. Armstrong	15 years	George J. Blonar	25 years
Emilie Scheels	15 years	Mike Fisher	25 years
Gary Gaal	20 years	Raymond E. Hanger Jr.	35 years
Clinton A. Butts	20 years	Richard D. Chadick	40 years
Janice Haigler	20 years		

### *Winterplace*

Charles Clements	10 years	Matt Word	10 years
Robert Davis	10 years	Charles Clements II	15 years
Peyton Love	10 years	Shadrach D. Knupp	15 years
Douglas Ludwig	10 years	Jim Maxwell	25 years

### *Wolf Ridge*

Jason Varney	10 years	John Wodecki	25 years
Robert Mitchell	15 years	Timothy Asbury	30 years
Jerry R. Stamey	15 years	Larry Erb	45 years
David K. Durham	25 years		

**NSP Angel Pin**

Shari Ray

*In recognition and acknowledgement for her service and dedication to the Appalachian Ski Patrol*

**National Appointments**

Brandon Olson -- Ober Gatlinburg

**Distinguished Service Award**

James Cottrell

*For support and extraordinary service to Appalachian Ski Patrol and NSP since 1968*

**Patroller's Cross**

James Joseph White – Sugar Mountain *Personal sacrifice in service to all who ski*

**Purple Merit Star**

*For lifesaving actions at a motorcycle accident on May 30, 2015*

Paul Hansen -- Massanutten

Aleksandr Lyashenko -- Massanutten

**Senior**

**All from Appalachian**

Chris Martin

Jacob Burleson

Adam Lentz

## *Division Outstanding Winners*

### *Alpine Patroller*

Chris Martin -- Appalachian

I would like to recommend this patroller for the Outstanding Alpine Patroller Award. This nominee has been a member of our ski patrol for the past 12 years. Recently he completed his Senior requirements and has now taken over the Senior program at our mountain. He coordinates various courses from Ski Enhancement Seminar to Toboggan Enhancement Seminar with various NSP instructors as well as the ski school director. This helps improve patrol level skills and provides elective options for our Senior program.

This patroller took his OEC skills and further continued his education to become a paramedic. He dedicates a lot of time training our candidates in our Patroller 101 course which includes OEC, ski and toboggan skills.

This patroller actively participates in the organization and logistics of our patrol hosted Wounded Warrior event.

This patroller also plays a vital role as a Pro Patroller filling sessions throughout the week when needed and called upon to help with coverage. He also does training on lift evacuation procedures during our on-the-hill refresher.

### *OEC Instructor*

Paul Gagon -- Wintergreen

Consistency in supporting and executing the NSPs standards and ideals are what makes the patroller I nominate for Outstanding OEC Instructor immensely qualified to receive this award of recognition. Enthusiastic as a candidate, he has lost none of his drive to excel as a patroller during the subsequent years.

He has been a fixture in our instructor cadre from the year after becoming an Alpine patroller, instructing each year at our annual refresher, as well as being IOR for this past season. His patrol participated in the hybrid refresher method the previous year and he successfully continued this effort at this year's. The entire patrol and all visiting patrollers successfully completed the online portion of the refresher and were fully prepared to complete all the hands on requirements of the actual refresher. He made sure the stations covered all the required elements and instructors were prepared. The refresher was very organized and each patroller came away fully prepared for the upcoming season.

A creative and enthusiastic instructor for our candidate classes each season, bringing his extensive knowledge and experience to the class to enrich the information he is teaching. He is always prepared to teach whatever topic is assigned to him. Taking it to another level, when our patrol was looking for more ways to offer our patrollers CPR recertification, he stepped up to become a certified CPR instructor and annually offers several classes for the patrol, as well as a full CPR certification class to our candidates. He additionally owns his own company which instructs students from communities, schools and corporations in CPR's lifesaving techniques. Whether it is his area's youth patrol from age 8-14, or a community group of older adults, this patroller always

takes this as an opportunity to demonstrate the tremendous asset patrollers are to their local community and their patrol community, as well.

After patrolling for several seasons, he enrolled in the Senior program and successfully completed this challenge. He now is called on annually to help with training of Senior candidates in both OEC and S&T skills, as well as serving as a Senior trainer/evaluator for the region in both disciplines.

A ski patrol workaholic, he pulls several shifts during the week then without missing a beat, continues on to pull additional shifts on the weekend. He has been a driving force in our mountain's newly resurrected sled recertification team.

He is often called on to mentor new OEC instructors and monitors lessons they teach encouraging new instructors to continue to develop their instructional skills. This patroller is the "go to" man for other patrollers for jobs on the mountain which need doing, always up for extra hours and shifts when needed, never complaining of the slope or job assigned. He is willing and capable of assisting new patrollers in training efforts in snowmobile transportation and mountain operations, as well. Often on the weekends, he is "Chief-of-the-Hill", coordinating slope assignments, patient transportation, opening and closing the mountain. He bridges the gap between the paid and volunteer staff with ease and poise. He has taught at the on-the-hill lift evacuation training and mountain operation class, leading groups of patrollers in their annual skill refresher.

Serving on the local patrol's Board of Directors, he is involved with the future growth and business of the entire patrol. Also serving as the patrol's Bylaw Committee Chair, this patroller helps the Patrol Representative with regulations and deadlines adhering to the bylaw guidelines. Through his research and knowledge, he is always up-to-date on how new ideas or proposals will fit or conflict with the patrol by-laws, keeping them "inline" with proper operational procedures.

Averaging 770 hours of service to the mountain, region and division each season, this patroller is a remarkable example of dedication to our mission of service. He has never had a year since joining our patrol that he has not gone above and beyond in an effort to serve and I feel great pride in nominating him for Outstanding OEC Instructor of the Year.

### *Instructor*

Charles Coleman, Jr. -- Massanutten

As the Patrol Director at our resort, I nominate a patroller for Outstanding Instructor.

The nominated patroller has nearly 30 years of experience as a ski patroller and Outdoor Emergency Transportation (OET) instructor, having been a patroller since 1977. For nearly 30 years, since 1985, he has served as the leader of the resort's OET training program—effectively our entire patrol has learned skiing and toboggan handling from this master.

He brings significant skills and credentials to our OET program. He is a senior level patroller, a PSIA level 2 certified instructor, an NSP alpine toboggan instructor, an NSP alpine toboggan instructor Trainer (IT), and for over two decades has held a National Appointment.

Though well deserved, these credentials are only part of the story. The nominee brings to the hill not only exceptional skiing skills and equally exceptional teaching skills but also a charm and likeability that makes it a pleasure to learn. Passing OET requires good old fashioned hard work, but the nominee makes the hard work of training something to look forward to. Candidates feel that the nominee truly cares about them—because he does. And because of this, they work harder for the nominee than they might otherwise. Our patrol has numerous alpine patrollers who seemed permanently *locked in* as intermediate skiers until they worked with the nominee.

A measure of an OET program should be how much the candidates improve. By that standard, the resort's OET program is superb and the nominee is a key reason why. Even when candidates do not pass OET on their first attempt, they all say that their skiing improved substantially. This can be further proven by watching them ski. Further evidence of the quality of the resort's ski training and the nominee's skill comes from a post on a local ski blog: "I was very impressed with the patrollers' skiing. They must have a first class training program." We do and the nominee is a major reason why.

The nominee also brings great dedication to the program. Our weekend OET training begins each morning with a hike (in skis) up approximately 20% of the mountain's vertical to a mid-mountain lift. Every morning the nominee leads this hike. Last year the nominee broke several ribs. Although it was physically impossible to continue to lead the morning hike that was all he missed. Our nominee still turned up every shift to teach the eager candidates.

It is not just candidates, and by extension patients, who benefit from the nominee's skill and dedication. The nominee has mentored and trained new OET instructors and a new OET IT while still teaching OET class.

Recently, a member of the public who was interested in joining the ski patrol engaged a group of patrollers in a conversation about the best benefit of being a ski patroller. The answers ran the full spectrum of what might be expected. But one recurrent answer was telling, the best part of being a patroller was OET training with the nominee.

### ***Paid Patroller***

Paul Hansen -- Massanutten

The patroller I would like to nominate for Outstanding Paid Patroller has all of the qualities one wants in a patroller and more.

As NSP is an educational organization I believe that one must be an outstanding instructor in order to be an outstanding patroller and this person is one of the best. He possesses the patience of a saint, is knowledgeable in all aspects of patrolling, is always smiling, gives enough positive feedback to soften the blow of the negative, will teach any time he is asked and will take the initiative to determine when learning is needed and provide it ad hoc. To top it all off, this person is extremely funny and keeps every subject he teaches entertaining using humor to make the most complex issues both understandable and memorable. All of the members of this year's OEC class agreed that this person was far and away their favorite instructor. They said that he made it easy to

pay attention and learn. An NSP instructor for over 20 years, this person has taught hundreds of students in several disciplines.

This person is not only an OEC instructor but also an OET IT, an MTR IT, and a lift evacuation IT (though not an official NSP course, still an important aspect of our training). He spends nearly every weekend throughout the fall teaching candidates in the OEC class and patrollers as lead instructor at our refreshers. He then spends every weekend and many weekdays throughout the winter teaching OET and Intro to Patrolling. In addition, he leads the lift evacuation courses for summer employees and lift evacuation courses and recertification for patrollers. He happily and competently mentors new instructors in several disciplines. This person is a certified patroller and gladly shares his knowledge with both novices and seasoned patrollers. He often leads our daily continuing education sessions. Even when the supervisor forgets to assign a CE this person takes the initiative to identify a subject that the patrollers might be rusty on and review it with them.

In addition to being an outstanding instructor, this person is also an outstanding patroller. He has over 20 years patrolling experience with most of those years as a full time patroller. He has been a team leader for our patrol for many years and has also served as the patrol's Assistant Director. This year he was elected to the local Board of Directors by a landslide vote. Respected by both the rookies and the patrollers with decades of patrolling experience, he is often looked to for advice on tricky extrications, difficult patient assessments and problems that make one think "I've never seen anything like that before!" Additionally, he is truly an ambassador of good will for both the patrol and the resort chatting with guests and employees from other departments at every opportunity.

As this person's supervisor, I cannot say enough good things about him. Any words I use fall short in describing this truly spectacular patroller. Outstanding understates this patroller's ability and value.

Please consider this person for Outstanding Paid Patroller.

*Mary Kay Twomey Patroller*

Douglas Reid Roper -- Appalachian

It is indeed a pleasure to recommend this Patroller for the Outstanding Patroller Award. This nominee has been a member of our Ski Patrol since 2011. This patroller has volunteered 96 hours this season and continues to work for our mountain in the off-season helping to teach CPR classes.

This patroller volunteers for a minimum of 10 days per season and usually volunteers many more days in addition to his professional position. Also, this patroller actively participated in the patrol's special Wounded Warrior event this season serving as the section chief for the event. This patroller also helped instruct our patrol refresher CPR class this season.

As an emergency education professional, this patroller has developed programs that foster collaboration between other emergency agencies and NSP and OEC as well as making other agencies aware of the importance NSP and the role our patrol plays for our mountain and community. This patroller helped incorporate the Incident Command System within our patrol operations and integrated NSP with surrounding response agencies. This patroller has also coordinated certification classes within the local community college to incorporate NSP topics.

This patroller works with the local Boy Scouts Troops to promote skiing as a winter sport. This patroller has also volunteered with the Special Olympics programs at the mountain for the past several years.

This patroller works very well to communicate our vision and goals to all the local fire and rescue squads throughout our county and works closely with our fellow patrollers to ensure a high quality of outdoor emergency care.

Again, it is indeed a pleasure to recommend this outstanding patroller to you for this award. Thank you for your consideration and review of this award nomination!

### *Administrative Patroller*

Tom Byron -- Massanutten

As the Patrol Director at our resort, I nominate this patroller for Outstanding Administrative Patroller.

The Nominee has been a patroller since 1998, an Outdoor Emergency Care (OEC) instructor since 2001, an Instructor Trainer (IT) since 2009, and a senior patroller since 2007. Additionally, he is a former president of his volunteer fire department, an Emergency Medical Technician (EMT,) EMT instructor, and CPR instructor. The Nominee has held a large number of positions, and has executed them all exceptionally well—without ever being too busy to assist other patrollers or appearing to be overloaded.

He/she has served as a Region Director for the Division since 2012 and as the Assistant Director from 2011 to 2012. As a Region Director, he has also served on the Division Board of Directors since 2012.

When not patrolling, he is an attorney and litigator on the Appellate Staff of the Civil Division, United States Department of Justice, and brings his education, training, and experience to the patrol, region, and division as a member of the Division Legal Committee since 2007.

He is also a region IT and as such travels to various resorts and visits ski patrols in the region to ensure that their training meets quality standards. In addition, he is the lead IT for our resort and assigns mentors for OEC instructor candidates and approves instructor candidates in their final evaluations.

As region IT, he also teaches instructor updates and schedules these updates with the convenience of the involved instructors in mind. He has scheduled and taught updates during times that were inconvenient for himself and has taught small groups so that individual instructors can maintain their credentials, even though as an attorney and litigator, the nominee's schedule has more demands than the schedules of most if not all of the individual instructors he helps.

In addition to the numerous responsibilities already presented here, the nominee serves as the OEC Instructor of Record for our annual refresher, monitoring and teaching elements of that refresher, and also teaching candidate class OEC units. During the conducting of the refresher and candidate classes, he exercises model

interaction with instructors and students alike. His constructive criticism is always sandwiched between recognition of the qualities of our teachers' and patrollers' own gifts. Instructors and patrollers who are "corrected" by this nominee continue in their duties and learning with a positive attitude and bolstered self-esteem.

Due to this nominee's many administrative duties, he is not required to work patrol shifts. However, in addition to his numerous division, region, and patrol positions, the nominee still serves as an active alpine patroller at the resort, serving a full complement of shifts and indeed volunteering to serve more than the required number of shifts.

It is with great honor and respect that I submit this nominee for the award of Outstanding Administrative Patroller.

### *Patrol Representative*

Ron Dull -- Massanutten

As Patrol Director at our resort, I nominate a patroller as Outstanding Patrol Representative.

The Nominee has been a patroller for more than 20 years and a senior patroller for more than ten years. He has been the Patrol Representative for five years.

The Nominee leads by example. His calm demeanor in addressing any issue or challenge clearly represents the model for our line patrollers as they absorb his manner and mimic it. The calm confidence this displays to patients is immediately noticeable. Volunteer and paid patrollers at our resort operate together seamlessly in large part due to the calm, respectful and measured communications that our Patrol Representative maintains with our Patrol Director.

Our nominee is a fixture on the hill almost every weekend. As a "floating" supervisor, he has mastered the art of applying him exactly when and where he is needed most throughout the entire resort, both on the slopes and in the aid room. During shortages, or especially busy shift changes, when one of the two mountain teams or the aid room staff is in danger of being overwhelmed, he has served extended shifts, negating potential shortages and smoothing overall operations, increasing morale and making the Patrol Director's job easier.

His work to improve morale is not limited to traditional ski patrol duties. Our nominee works in his spare time to enhance the patrol's sense of community and wellbeing by barbequing hamburgers, hot dogs, venison, and vegetarian options that he secures and donates to the patrol at shift changes whenever duties allow. This enables our patrollers heading out or coming in to grab a quick meal and share their experiences in an informal shift change. The picture this paints for the incoming patrollers better prepares them for potential challenges they might face that are peculiar to conditions on a particular day.

His efforts in improving our sense of community are further reflected in scheduling, preparing and executing an annual potluck gathering following our refresher every fall. He hosts and choreographs dinners for the entire patrol, both paid and volunteer. This session helps all of us catch up and enhances our sense of team and camaraderie within the patrol.

Finally, he directs a significant portion of our fundraising efforts by donating each year for patrol sale more than 100 printed T-shirts (long and short sleeve), hats, sweatshirts, and golf shirts, with all profits going to the patrol. Our patrollers are regularly seen wearing these items both in the aid room and on the hill not only generating funds but again contributing to our entire patrol's (paid and volunteer) sense of team. Please consider this nominee for Outstanding Patrol Representative.

*Thomas "Doc" Brigham for Large Patrol*  
Massanutten

Our patrol has been regularly commended by receiving trauma center staff on the thoroughness of our treatment prior to transport. We stay engaged with patient care beyond simply handing off a patient to the arriving ambulance staff and continue to assist EMS and ALS teams out the door and sometimes off the resort. In recent years, however, there are two areas beyond exceptional patient care, but contributing to it, where our patrol stands out. The first is our focus of time and effort on accident prevention. This is a win-win situation that equates to customer satisfaction and reduced load on the healthcare system. We have continued to play host to ever-increasing numbers of skiers and snowboarders over the last four years. During this period, the incident rate has hovered between 0.32 and 0.36 incidents per 1,000 visits (with one year at 0.39) rates that compare favorably with industry standards, especially taking into account a region where temperatures and other weather phenomena can vary wildly from week to week, day to day and even hour to hour and our proximity to major metropolitan areas that are not considered winter sports destinations. We believe that skiing and riding in our region can be more hazardous than in regions where snow is more plentiful and consistent. Conducting snow sports in a warm region can provide challenges unknown in areas with greater Northern Hemisphere latitude and/or elevation. Rain is a regular visitor to the warm-weather resort, contributing to mudslides and water bars that can present unexpected hazards to our guests. The temperature extremes at the low altitude resort can have guests and patrollers alike skiing and riding in slush during the day followed by navigating stiff ridges in the afternoon and boilerplate at night. We respond to these conditions with added vigilance and a measure of prevention that sets our patrol apart from many. Also, because our resort's location is in a region not typically associated with snow sports and we host a significant community of timeshare guests we tend to attract a greater ratio of beginning skiers and riders amongst our guests.

We specifically improve slope safety through skier education and hazard elimination. Part of our constant vigil includes inspection and testing of the snow surface to recognize the aforementioned dramatic changes in surface conditions. Recommendations to the Hill Chief can affect a mid-session slope closure for the safety of our guests. Patrollers regularly monitor the off-loading ramps of all lifts with particular attention to the lifts servicing our beginning slopes and are known to constructively assist novice lift operators with ramp modification to improve efficiency and safety. Upon starting our shifts we inspect ramp conditions and then constantly monitor the slope, width, surface, and uniformity of the runoff and take immediate action to improve conditions when they are not conducive to safe and cheerful unloading. Patrollers are also out on the slopes in an ever-present *show of support*. We always have a patroller stationed at the top of one of our beginner slopes available to assist and guide novice participants as they exit the lift. We observe the skiing and riding traits of visitors and advise them to restrict their activities to easier terrain when necessary to preserve a safe environment for all visitors and even accompany them when possible. If required, we will follow up by annotating a lift ticket with restrictions and conveying those restrictions to the lift operations staff. If that step fails to curb or modify dangerous behavior we will render a ticket invalid and have the violator escorted from the property. While

perhaps unpopular to the few these steps are necessary to preserve a safe experience for the many. On the positive reinforcement front our patrol continues to reward good behavior and to encourage proper training. We also take skier and rider complaints seriously to the extent of patrollers continuing to carry complaint cards to capture visitors' concerns on the spot or handing out a ski school discount coupon, both of which help present the ski patroller as an ambassador of the sport. As mentioned above, our demographic is typically beginner heavy. We pride ourselves on helping to make a visitor's first exposure to snow sports a pleasant and safe one which in turn helps our resort and the industry in general.

The second area, tied to the first that distinguishes our patrol is how seamlessly our volunteer and professional patrollers work together and how closely and effectively we as a patrol work with the management and staffs of our other snow sports departments. To achieve our success with prevention, we feel that we must maintain a collegial and cooperative relationship not only among our own patrollers but also with the other area management and staffs. Volunteers and professional patrollers willingly share all duties whether wielding a shovel, or supervising patrol activities. It is not uncommon for a volunteer to take over team leader responsibilities when a professional supervisor is suddenly called away. At any moment, a professional might not know whether the other patrollers working an incident alongside are professionals or volunteers, and vice versa. Also, over the years, our ski patrol has continued to enjoy a unique working relationship with resort management and the heads and staffs of other departments resulting in part due to the promotion of one of our former patrol directors (and previous National Outstanding Alpine Patroller winner) to the position of Director of Sports and Risk. Additionally, members of our patrol are also ski instructors and one is not only a race team supervisor but also the director of the ski and snowboard repair department. One of our long-term patrollers was also a supervisor in the snowmaking department. Such relationships engender the cooperation that is at the root of our patrol's ability to place emphasis on prevention. When any element of resort operations require adjustment, the enhanced communications of already established communications can only help with resolution.

Finally, our patrollers come to stay. We currently have one patroller with over 40 years' experience, four patrollers with 30-39 years of NSP membership, 17 patrollers with 20-29 years, 23 with 10-19 years of service, and 16 with 5-9 years of service. Our newest patrollers already show the enthusiasm and loyalty of commitment indicative of long-lasting involvement; several have already begun to train as OET or OEC instructors.

- *National Outstanding Administrative Patroller:* Tom Byron - Massanutten
- *National Outstanding OEC Instructor Runner-up:* Paul Gagon - Wintergreen
- *National Outstanding Paid Patroller Runner-up:* Paul Hansen - Massanutten

Thanks to all of you who submitted the award nominations and congratulations to all the recipients. A special congratulation to the National winners!! Southern Division really shined this year in the nation. I say this every year - This is a reminder to all Patrol Reps, Patrol Directors, Region Directors and Awards Advisors that this is one of the best ways to thank those who so deserve the recognition. With that said, I expect nominations in all of the categories from each patrol next award season! Remember, it is never too early to start thinking about who needs to be nominated.

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**Southern Division Calendar  
& Staff Directory**

Please refer to the **Division Website** for updated schedules!  
[www.southernmsp.org](http://www.southernmsp.org)

The calendar is flexible dependant on the weather – please check the calendar and/or with your patrol representative / Region Director for the most up-to-date changes.

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In order to accommodate everyone wishing to present to the Southern Division’s Executive Committee or Board of Directors and to allow for adequate time for members of the Committee and Board to review materials, please send requests to be placed on the meeting agenda, along with a summary of your topic and supporting documentation, to the Division Director in advance of the meeting. Requests must be received at least 30 days prior to the meeting, except that the Division Director may grant an exception to that deadline to accept an agenda request received at least 7 days prior to the meeting. Requests can be sent to Byrd White at [bwhite@opinionsrendered.com](mailto:bwhite@opinionsrendered.com).