

# **General Policies**

## **Personal conduct**

While on duty, Terrain park employees will conduct themselves in a professional manner and be as diplomatic as possible, even if they are threatened with verbal abuse or physical violence. The actions of terrain park staff are a direct reflection of Monarch and we must present a positive image. Any abuse of authority or privileges may be cause for termination.

## **Absences**

Each terrain park employee is needed for efficient operation. Since we do not operate with an excess of staff, repeated absences interrupt the daily routine and may place undo burden on your fellow terrain park employees and the grooming department. Unscheduled days off should be arranged at least two weeks in advance. Repeated or inappropriate absence or tardiness will be cause for probation or termination.

## **Uniforms**

Uniforms are provided by Monarch. Uniforms are to be worn only while working and left at the shop except for cleaning. Name tags must be worn at all times while on duty.

## **Shop**

The locker/ break room is located in the back of the shop. During business hours its best to enter the shop through the back door to stay out of the way of the people working in the shop. During off business hours it is all right to enter the shop through the front door. Keep gear out of the way of traffic; put it on top or in lockers.

## **Guest Relations**

Since ski areas sells fun to the public, it is imperative that good guest relations exist to add to our guests' pleasure. Help our guests enjoy their stay at the mountain. To do this, the terrain park staff must be cordial and patient. This doesn't mean we ignore violations of skier safety, but that we must always be tactful and professional.

## **Injured Guests**

It is not the duty of the terrain park staff to perform first aid or cpr. If while on duty you come across an injured guest call dispatch right away and Give exact location of injured party. Instruct guest not to move. Protect person from oncoming traffic and close feature. Stay with guest until ski patrol arrives. Never touch an injured guest.

# **Time Clock**

All employees must register their time worked by using the time clock provided by the department. Each employee must clock in upon beginning work. Each employee must clock out when leaving work to take a lunch break; clock back in upon returning from break and hence clock out when leaving work for the day.

“Clocking in” and “clocking out” are mandatory. Forgetting to clock in or clock out are, at times, inevitable. The first time is an accident, the second time is a trend, and the third time is a problem. Do not leave it to others to fix your problems. The continual failure to do this simple task will lead to administrative action and even termination.

## **Clocking In**

Clocking in refers to when you begin work. It does not refer to the moment you walk in the door. Simply arriving at work does not constitute “working.” What constitutes working is checking in with your supervisor. The moment before you check in with your supervisor is when you clock in. Before you check in with your supervisor be ready to work and be dressed appropriately.

## **Clocking Out**

Clocking out refers to when you finish work. It does not refer to the time needed to change your clothes, put your jacket on, go to the bathroom and so on. All other activities are not work. One must also clock out whenever taking a lunch break.

# **Pay**

Monarch Mountain operates on a two-week pay period. This period consists of 2 one-week periods. Our pay periods start on a Saturday and end on a Friday. Any hours worked in any 1 department exceeding 40 hours in a one-week period will be paid at 1.5 times the regular pay rate. Overtime should be approved in advanced and if you see on Time Force that you are getting close to exceeding 40 hours for one week, alert your supervisor. They will determine whether the overtime is necessary and adjust schedule accordingly.

At the end of each pay period you must ‘verify’ your hours on Time Force. If you do not work on Fridays (the end of the pay period) you must remember to verify your time card on your last shift before the end of the pay period. By verifying your hours, you are basically putting your electronic signature confirming that the hours are correct. If there is a problem, go to your direct supervisor so it can be straightened out. If you verify your time and you are missing hours, you will not be paid for those hours! If you verify your time and are falsely claiming hours that you didn’t actually work, this is grounds for administrative action or termination.

You will receive your paycheck on the Friday following the end of the pay period. You will receive your paycheck from your department manager or direct supervisor. Please do not call payroll to request your check early or to report a problem with your check. If you have special

needs or questions regarding your paycheck, please go to your direct supervisor. They will determine with payroll if and how this can be accomplished.

You will sign a receipt indicating that you did receive your check. We do not give out checks to anyone except the intended recipient. If you aren't at work on payday, your friend cannot take your check home to you. If your check is not picked up within 3 days, it will be mailed out. Monarch strongly encourages you to take advantage of Direct Deposit, in which your paycheck will be automatically deposited straight into your bank account at 12:01am on Fridays. Monarch is phasing out paystubs, and you may view your paystub through the web portal.

## **Description of Duties**

### **Snowcat operations**

#### **Pre start**

- Prior to starting a snowcat the engine oil, engine coolant, and the hydraulic oil will be checked and filled to the proper levels. Turn master switch on. Unplug snowcat at this time. Clear any snow that has accumulated away from lights and off cab. Inspect tractor and implements for broken, loose, cracked, and worn out parts.
- Ensure both FNR levers are the neutral position, make sure the parking break is on
- Turn key to start position. The snow cat should start right a way
- Never crank engine for more than 30 seconds. If you end up turning engine over for 30 seconds let starter cool for 2 minutes before trying to start snow cat again. If engine wont start after 3 attempts call slope grooming for assistance starting cat.

#### **On Mountain Cat Operation**

- Any time a cat leaves the shop parking lot all lights half to be on. If the lights are not working front or back the cat is considered not working and will not leave the shop parking lot.
- Beacons will be turned on at 7:00 am and warning alarms turned on after 9:00 am
- When operating around the public tiller augers must be turned down, and blades must be lowered down
- All snow cats should try to be off the mountain by 9:00 am. If for some reason a snow cat needs to be on the hill after nine the slope maintenance manger and ski patrol dispatch needs to be informed by 8:50 am
- Never try backing up the landings of the jumps
- Never drive snow cat over 45 degrees

# Opening Terrain Parks

Prior to opening the terrain park staff make a lap to make sure all the signage is in place, All features are marked properly, And fix any ridged or divots the snowcat may have left behind.

After all the features are marked, entrance signs are in place, and all the ridges and divots have been taking care of ski patrol dispatch has to be notified that the parks are opening that time the closed signs can be taken down and the closer ropes taken down.

After the parks are opened all the work on the features that happened need to be documented and logged in the terrain park folder at the shop

## Opening New/Reshaped Features

Every feature must to be tested and logged by a park attendant before it can be opened to the public.

## Day Time Operations

### Operating Hours

During operating hours, normal monitoring of park areas may include:

- Regular routine maintenance on features showing wear i.e. rutted or kinked take-offs, holes in landings, thin spots or holes in run, other safety issues, etc.
- Regularly checking rails and boxes for maintenance needs i.e. burrs on sliding surfaces, leaning or loose rails, broken skirting, etc.
- Regular communication with guests regarding park education and etiquette awareness.
- Assisting patrol with: calling in incidents, incident investigations, protecting injured guests from further harm by closing a feature from above, etc.

**NOTE:** Laps can be divided into two types: normal laps and maintenance laps. Consider following a normal lap through the park with a maintenance lap.

- Normal lap: cruising through the park, looking for education/etiquette opportunities
- Maintenance lap: cruising through the park with a rake and / or shovel (or any other necessary equipment) looking for maintenance opportunities

### Closing

After all park(s) entrances have been closed for operating use, consider:

- Removing anything that may obstruct grooming.
- Cleaning up trash and debris.
- Storing necessary fences, banners, benches, tools, etc.

- Making notes of any necessary maintenance and / or changes and report them to shift leader for “grooming game plan” (see below).
- Raking / shoveling the take-off, landing and several feet of the sides on rails and funboxes.\*

\* Regularly practicing this maintenance will reduce the need for snow-cats to come within 2 feet of a rail during normal grooming.

## **Grooming “Game Plan”**

It is helpful for the park crew to have a plan of communication with grooming department to report any and all necessary grooming needs.

### **5 A.M. – Grooming crew**

At start of a grooming shift, it is helpful for groomer(s) working in park(s) to have a grooming game plan created in conjunction with park operations crew. This would include daily maintenance of park areas as well as any specialty needs to enhance the park(s).

The following suggestions on park grooming are subject to change depending on snow and weather conditions:

- Prior to opening (1½ – 4 Hours):
  - Visually inspecting features to be opened.
  - Necessary maintenance / cleanup of features to be opened.
  - Establish and / or check on signage, picnic tables, fencing, etc.
  - Securely closing any and all features that are not ready to open due to additional maintenance required,
- 5 AM Shift Considerations:
  - Focusing on any necessary “pushes” and / or blade-work, allowing for snow to “set-up” before tilling.
  - Any necessary specialty work, i.e. new features, rails, event course construction, etc.
  - Maintaining groom-able take-offs.
  - Normal feature and run maintenance.
  - Tying-in with graveyard shift to discuss any grooming needs.
  - Focusing on grooming out landings.
  - Routine grooming and clean-up necessary for opening
- Wrap-up Considerations:
  - Establishing a method of communication between last grooming crew and A.M. park crew to inform each other of any issues regarding grooming is helpful. EXAMPLE: feature(s) that were unable to be finished due to conditions or mechanical problems and should be closed until further maintenance can be performed, etc.

# **Terrain Park Daily Duties**

## **A.M./Opening**

- Rake, shape, and Inspect all Features to be open that day.
- Dig out features as it snows, shape and style all aspects of the feature to improve appearance. Platform, skirting, edges etc.
- inspect for maintenance needs of all features. Ex. Skirting and skirting hardware.
- Check for stability of all features
- Make sure all signs are up and visible.
- put up/check entrance signs
- close all features that are in need of maintenance, or that have not been finished or tested.
- accurately fill out terrain park log in detail daily.
- Finish work on newly built features
- TEST FEATURES AS NEEDED (AFTER BUILDING, ALTERATIONS, OR IF AN ACCIDENT OCCURS)
- Call ski patrol dispatch to open park

## **During Open Hours**

- Test features regularly throughout the day. Visually and physically inspect all features for flaws/hazards. No spins or inverts.
- Educate guests on park etiquette and safety during test laps
- Close features that need big repairs
- Make sure that all the signs, rope, and bamboo are in place
- Make repairs to closed features
- Reopen features after ski patrol closes them

## **P.M./Closing**

- put away all tools in proper location
- Pull ropes , signs, and bamboo for grooming.
- put up bamboo to mark all features if its going to snow that night
- Turn in grooming report description if needed.