

# Welcome to Lift Ops



# Morning Start Time



- 8 am
- 9 am Lakeview Chair – certain designated days

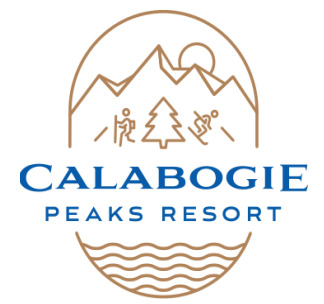


# Finish Time



- After all closing duties completed
- Typically, between 4:30 and 4:45 pm

# Start of Day



# Morning Meeting

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- Grand Central 8 am
- Brief Huddle – be on time
- Events of the day, general updates, expected skier visits, trail status



# Morning at the Lift

- Lift Mechanic must approve lift start (after line check)
- Chairs flipped by the time Patrol arrives to load
- Patrol & top lift operator are the first to load chairlifts – about 8:20 am
- Lift Operators slow chairs for the top operator's unload
- Use tools to clean loading & unloading ramps & remove snow
- Pre-start safety checks
- Prepare corral & position signage
- Chair open to public at
  - 9:00 am weekdays
  - 8:30 am weekends & holidays
- Grounds duties



# Daily Operating Record



- Legal document used as in court
- Date and weather conditions
- Pre-operational checks
- Names of Lift Operators (must sign in)
- Operating hours
- First and last public carrier numbers
- Accidents, malfunction, or abnormalities
- Maintenance or operational requests
- In a binder
- Lift incident forms at lifts (n binder)

Solar Daily Operating Record						
Date: (dd/mm/yyyy)	Area: Calabogie Peaks Passenger rope way sub class: fixed grip quad			Elevating Devices Branch Installation # <div style="border: 1px solid black; padding: 2px; display: inline-block;">76252</div>		
Wind Direction:	Wind Speed	Visibility	Precipitation	Temperature	Top Bottom	
Start-up for the day:	AM	Close-Down for the day:	AM			
	PM		PM			
Attendant or operator on duty Bottom Station	From	To	Attendant or operator on duty Top Station	From	To	
	AM	AM		AM	AM	
	PM	PM		PM	PM	
	AM	AM		AM	AM	
	PM	PM		PM	PM	
	AM	AM		AM	AM	
	PM	PM		PM	PM	
SHUT-DOWNS						
In excess of 5 minutes due to malfunction or accident						
From:	To:	Describe Cause of Shut Down				
Ropeway Maintenance Required						

# Daily Lift Inspection

## Solar Daily Lift Inspection



Lift #: **76252**

Temperature: \_\_\_\_\_

Weather: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

### Drive Station

	Good	Fair	Poor
Anti Roll Devices			
Belt Drive			
Bullwheel liner			
Carriage Movement			
Chairs			
E-Stop Distance			
Normal Stop Distance			
Service Stop Distance			
Drive Coupling			
Electric Motors			
Emergency Brake			
Emergency Brake Tools			
Evacuation Equip			
First aid kit			
Gear Box			
Grips			
Hauling Rope Visual			
Loading Ramp Height			
Loading Ramp Surface			
Hydraulic Tensioning			
Carriage Position			
Safety Gate			
Signs			
Stop Buttons Function			
Telephone			

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Auxiliary Motors

	Good	Fair	Poor
Battery Condition			
Engine Coolant			
Fuel Level	Full	3/4	1/2
Running Condition			
Total Run Time	15 min	10 min	5 min

### Return Station

	Good	Fair	Poor
Bullwheel Liner			
Bullwheel Bearing			
Evacuation Equip			
Unloading Ramp Height			
Unloading Ramp Surface			
Safety Gate			
Shack Heater			
Signs			
Stop Buttons Function			
Telephone			

### Towers

	Good	Fair	Poor
Bypass Buttons			
Sheave Alignments			
Signs			
Tower Switches			
Tower Wiring			

Mechanics

Name: \_\_\_\_\_



# Ramps

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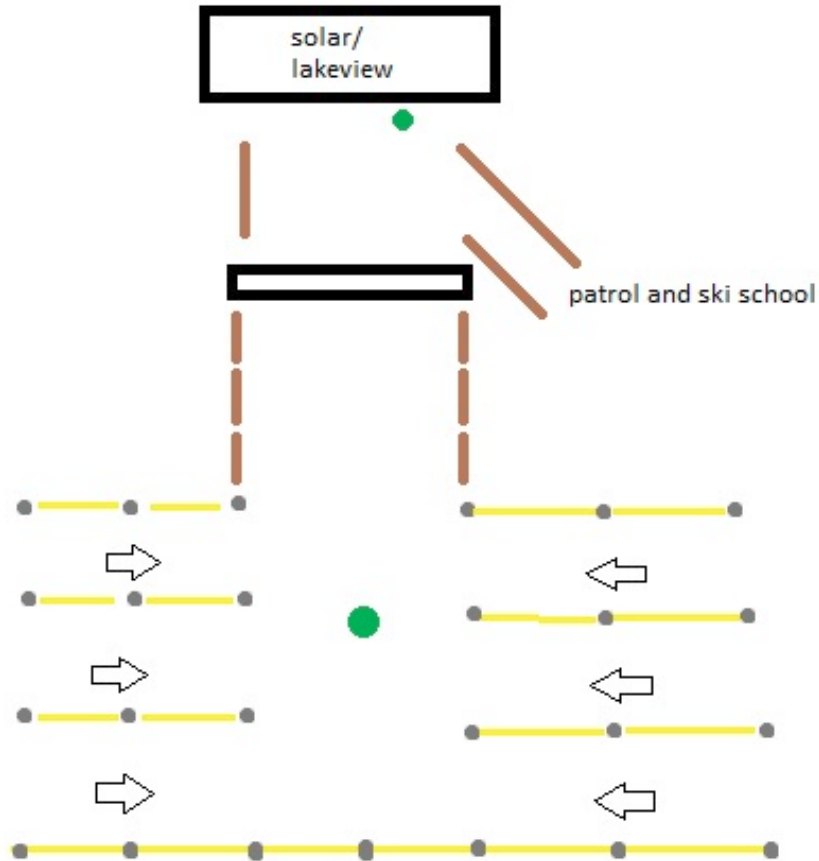
- Level, no ruts, icy patches, bumps, or holes
- Maintain throughout the shift
- If you must, hold off passengers to fix ramp.
- No Guest – tool contact
- Height from ramp carrier should be 16"- 18"



# Corral



- lift operator
- maze hoops
- neon rope
- poles



# Morning Grounds Duties



Pick up	Pick up trash & empty trash cans
Put	Put lost items in lost & found
Return	Return rental eqt & lost items to lost & found
Remove	Remove snow from Lodge entry grates
Shoveling	All outside designated areas
Position	Position ski racks, tables, chairs, benches, flags Adventure Centre corral
Position	Position black matts @ lodge entrances
Start	Start outdoor fireplace Top Hut fireplace (weekends only)

## Shoveling Areas

- Outside wood deck
- Scrape & break ice where needed
- Black Donald's deck & staircase
- Lodge & Grand Central entrances
- Rentals windows



# Lift Positions

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# Operators' Positions

## Quiet Days

- A lower operators does assignments
- Supervisor call

## Three People

- 1 at top and 2 at bottom
  - One swings chairs
  - One monitors line & RFID cards
- Swap roles throughout the day
- Never two together loading
- 3 at bottom on weekends & holidays



# Carpet Lift Positions

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- 1 at top weekdays
- 1 at top & bottom weekends & holidays



# Tools

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- Rake (top and bottom)
- Shovel
- Snow scoops
- Ice breaker
- Drill



# Daily Rotation at Lunch Time



## Chairlifts

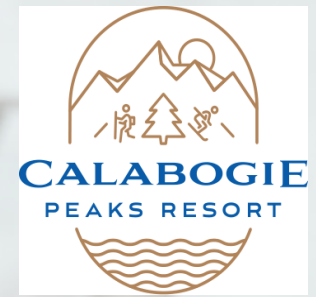
- The 2 at the lower terminal cover each other for lunch
- On weekends & busy days – the Parking Team covers their lunch
- Rotation
  - 1 lower terminal operator rides up to replace top operator
  - Top operator rides down for lunch and then works lower terminal

## Carpet Lift

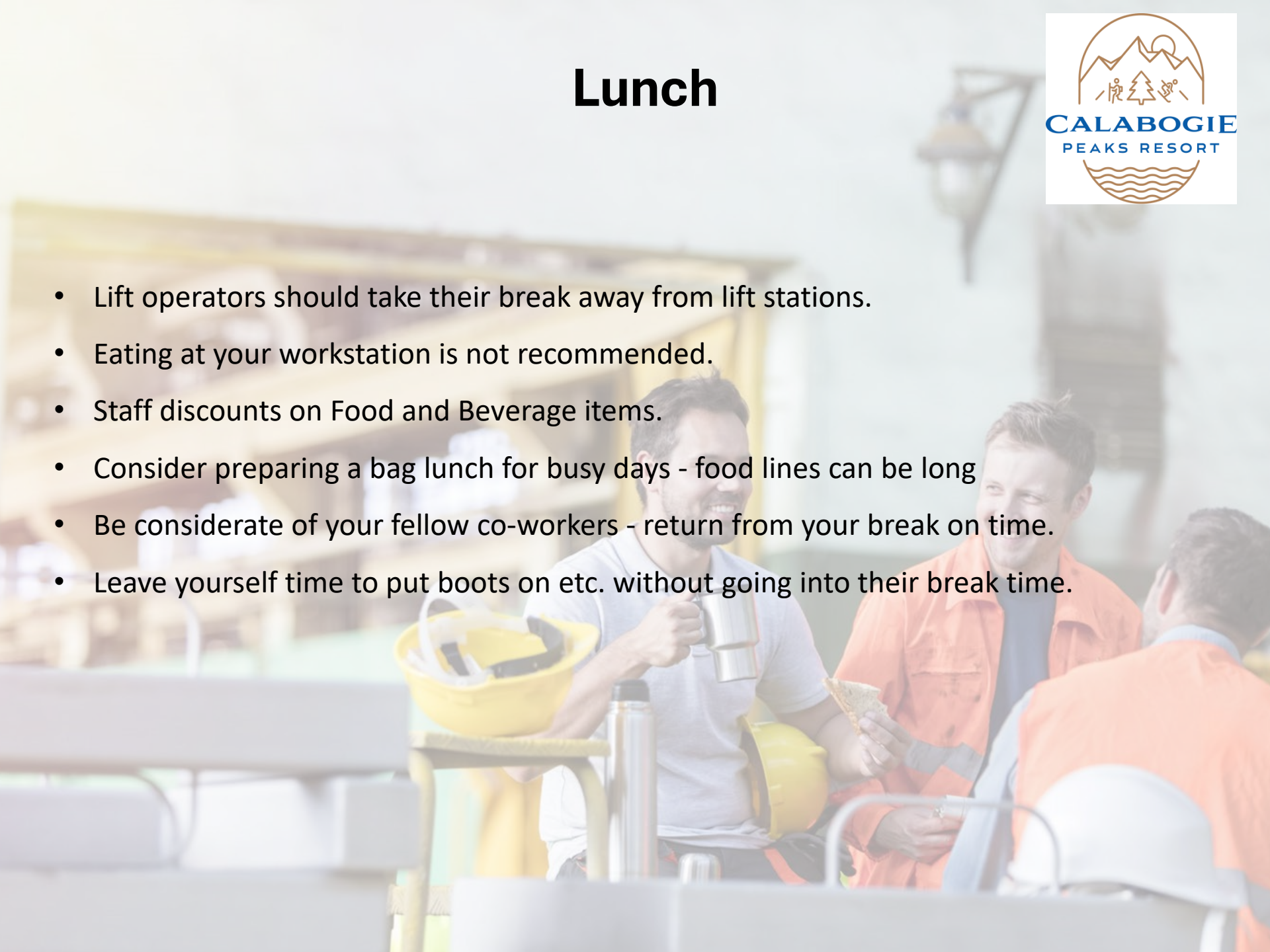
- Typically Greg Tatton every day
- Because he can see the chairlifts & pivot on a dime



# Lunch



- Lift operators should take their break away from lift stations.
- Eating at your workstation is not recommended.
- Staff discounts on Food and Beverage items.
- Consider preparing a bag lunch for busy days - food lines can be long
- Be considerate of your fellow co-workers - return from your break on time.
- Leave yourself time to put boots on etc. without going into their break time.





# Lunch

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Ensure these items are attended to after break rotation

- Maze gates/poles straightened & ropes up
- Signs and banners straight and snow free
- Litter picked up
- Hut is clean and door closed
- Ramp is maintained
- Tools are in resting position and shed door closed



# Skiing While on Break WSIB Coverage

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Ontario's Workers Safety Insurance Board ("WSIB")

- Covers you for required skiing/riding on mountain
- Not for skiing/riding during lunch or other break
- Ski/ride at your own risk.



# Loading



<https://www.youtube.com/watch?v=2F2b1qx0ihs>

<https://www.raisinglittlerippers.com/blog/6wo7qdnfpwvcnx1h06p3dfx0nxnab6>



# Loading

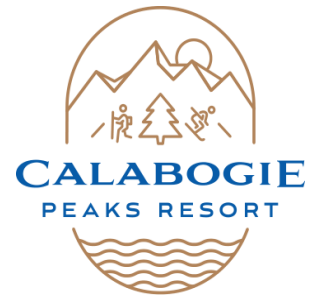


- Acknowledge Guests with a smile, eye contact and make brief conversation
- Observe guests - determine whether they will need special attention
- Children and beginner skiers will look to you for help.
- Reg speed = 2 m per second (point marked 9 on the console dial)
- Some days we run Solar lift at slower speed (many school gusests)
  - Lift Mechanic determines these days
  - 1.8 m per second (point marked 9 on the console dial)
- [Partek Fixed Grip Quad - Startup and Acceleration #chairlift #skiing #maine](#)
- [Ski Lift Safety Types and Tips 2018 Video](#)

# Wait at the “Wait Here” Board



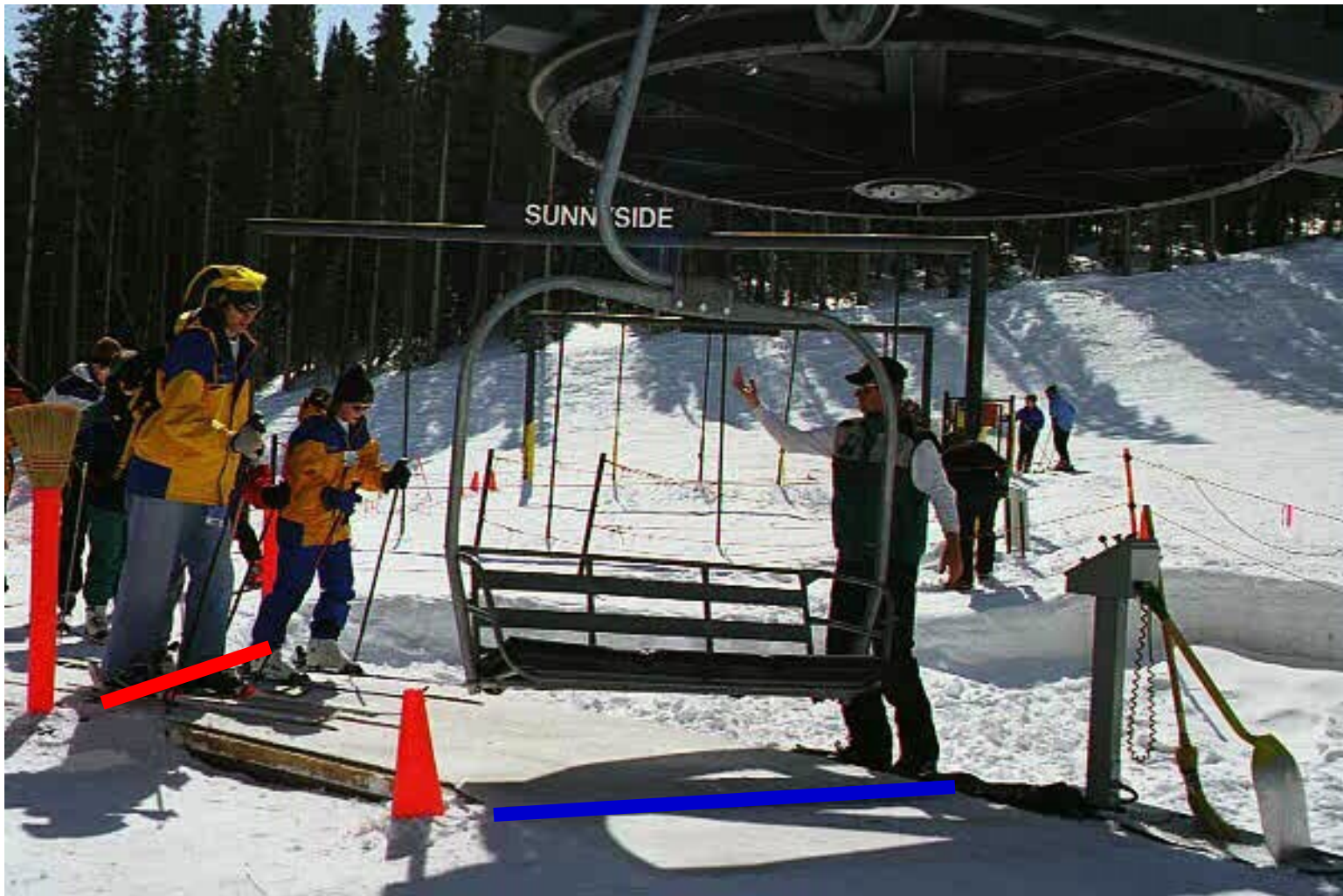
# Loading Process



Look, Lower, Load

- Guest moves forward to wait here line – watch for chair to pass
- After chair passes, Guest moves forward and stand on the "load here" board
- Look over their shoulder towards the direction of carrier attachment
- Young kids can reach back and grab back of chair
- Singles ride as close to the middle of the chair as possible
- Assist with lowering the restraining bar if children.
- Bar must be down by green fence; otherwise shut lift down
- Be prepared at any time to react by stopping or slowing the lift.
- Know where your control buttons are always when loading
- It is better to slow the lift or let an empty carrier go by than to rush Guests

# Follow Chair to the “Load Here” Board

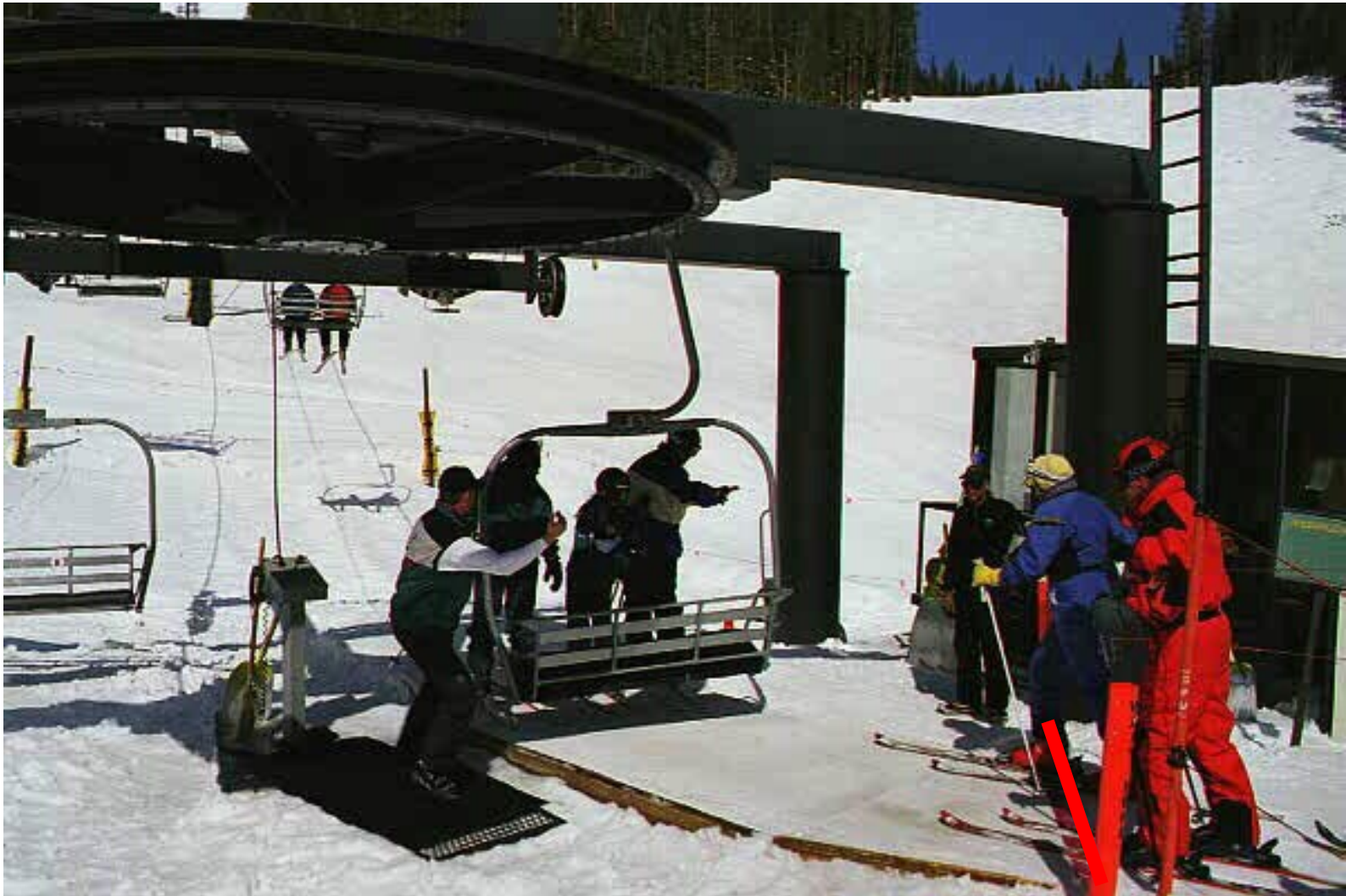




# Greet and Instruct

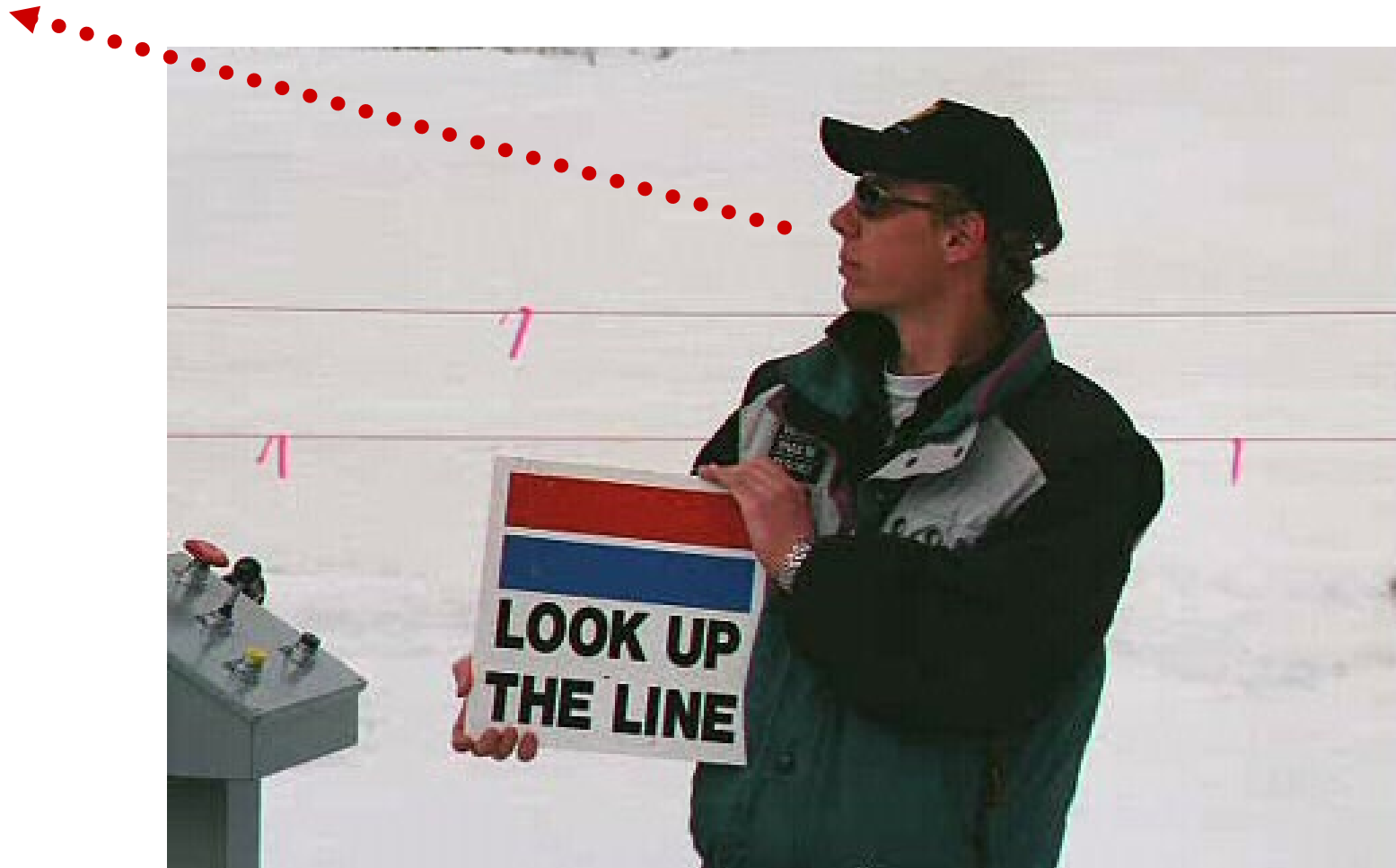


“Here’s your chair.”



# Look up the line

Confirm Guests loaded safely & safety bars down



# Instruct Guest to Pull Bar down

(if not already lowered)

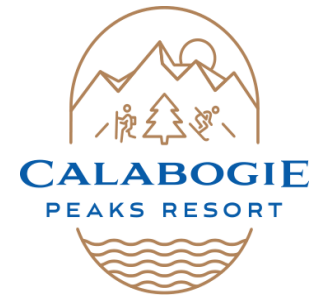






A perfectly loaded chair!

# Loading Process



- Have a 180-degree view of your load area
  - Guests that are loading directly in front of you
  - Those in the maze line up and
  - Those guests leaving your station already loaded.
- Be sure to observe the lift line for swinging carriers and watch for dropped items.
- Steady (we call it a "bump") the oncoming chair as it moves towards the Guests.
  - An unsteady/swinging chair may hit Guests' back of the knees causing discomfort.
  - No excessive force
- Avoid holding the chair back or pulling it into yourself
  - this will cause a difficult load and
  - excessive swing as the chair leaves the station.

# Common Events

- Guest Falls / Hit by Chair
- Dropped Equipment
- Loading Kids
- Guests not lined up at the loading line
- Special Requests i.e. slows, stops
- Adaptive Skiers



# Guest Falls or is Hit by a Chair



- Slow or stop the chair as necessary
- The controls are your
  - First step
  - Your best friend!



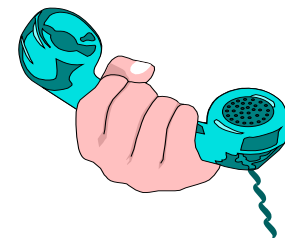
# Dropped Pole



- Focus them on the load
- Tell them you'll send it up
- Send it up
- If they've already loaded  
....."Stay in the chair."

# Ski Pops Off

- Skier should step to the outside away from chair travel line
- If no time, load skier as well as possible.
- If they've loaded ..... "Stay in the chair."
- Stop lift & reattach ski if possible
- Or, pass the ski to one of next people in line.
- Phone chair number to the top lift operator.
- Top operator slows lift for unloading.



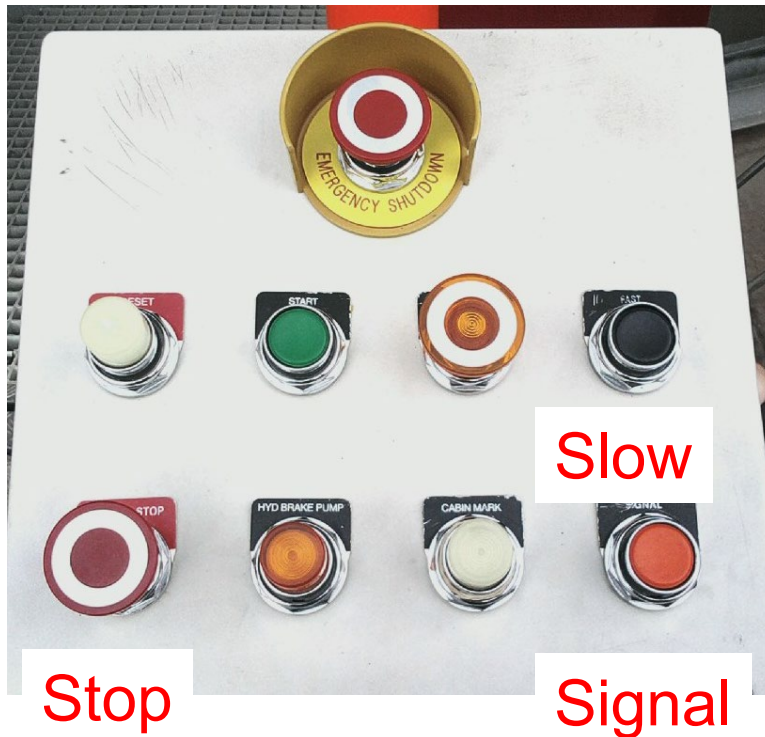
# When to Slow Down Chairlift



Usually Solar Lift

- Small children
- Handicapped riders
- CADs [How to get on a chair lift with a sitski.](#)
- Patrol with toboggans
- Judgement call based on faces in lift line
- Seek Greg Tatton's advice

# Guest Requests Slow or Stop



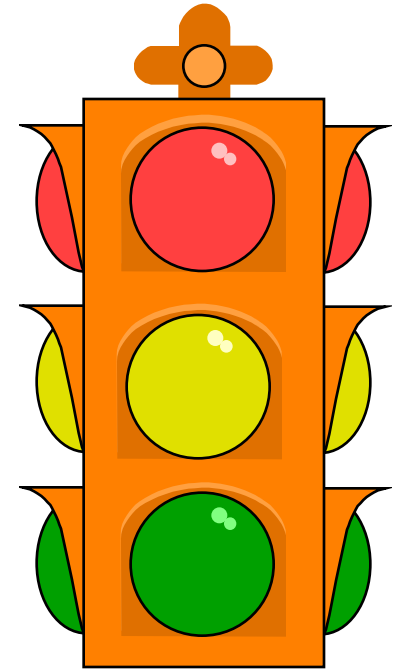
- Acknowledge request.
- Provide the Slow/Stop

# Phantom Stop

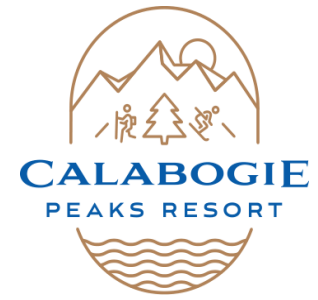
Chair slows or stops & you did not do

*Wait* for signal from Top

Then signal back.



# Carpet Loading Process



- Be ready to stop the lift right away if a passenger falls on the lift.
- Foot passengers must disembark before the safety gate by walking off to the side.
- Space loading per sign



# Patrol Toboggans



- Toboggans are transported by lift back up to the top of the mountain
- Leave the chair before and after the chair the toboggan empty.
- This gives you time to deal with any problems without inconveniencing the guests.
- Load the toboggan in middle of the chair.
- Minimize risk of toboggan getting caught on machinery (such as lift towers).
- Balances carrier and easier to release at top unload
- Never load a toboggan if it is windy and the bulky load may cause chair swing.

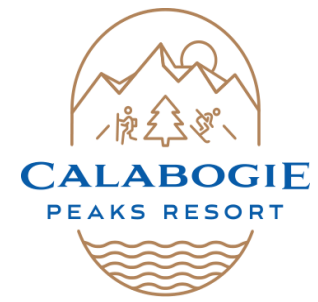


<https://www.youtube.com/watch?v=HLSyGqk00Xc>

<https://www.youtube.com/watch?v=YqrGLMazqvs>



# Shipping Items by Lift



- Lifts transportation equipment and articles for the Resort
- No objects or materials that encroach on the carrier capacity/design limit.
- Staff must accompany items that are unstable.
- Always inform the receiving station operator of the item and chair number.





# Top Ramp



# Top Ramp Maintenance

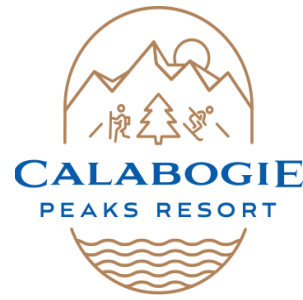


When working on ramp, be aware of chair positions

- Chopping the hard pack
- Adding new snow
- Raking the unload area



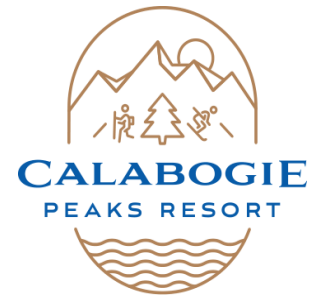
# Top Ramp Controls



While outside, keep your controls close



# Key Chairlift Messages

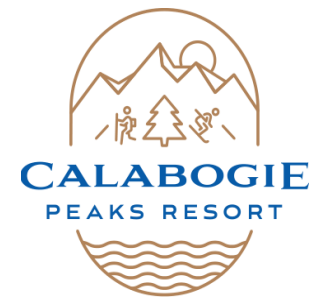


- Always stay near your stopping device (within arms reach)
- Always slow or stop your lift when required
- Always stop the lift if any person is in danger
- Always keep your load area neat and tidy and your ramps well maintained
- Save social conversation for after work.
- Never turn your back on a lift





# Lift Line Priority



## Priority

- Ski School line >5 minutes
- Private lesson
- Patrollers for emergencies

## No Priority

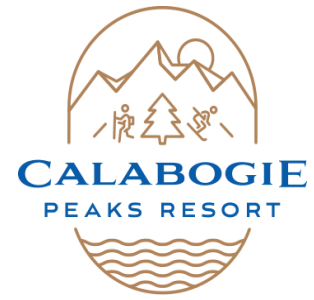
- Race event participants
- CSRC & CFC
- CADs (can't get past RFID gate)
- Staff



Staff may never ride a chair as a 'single' while there are guests in line



# Normal Stop



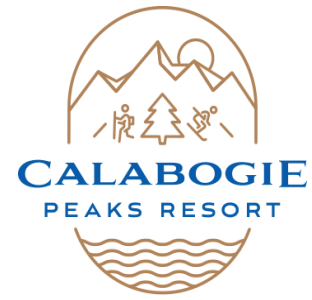
- Phases the motor RPM down to zero.
  - The service brake then kicks in
  - The lift will then come to a stop in 20 feet
  - Used in some automatic safety system stops
  - The preferred stop for the equipment and guest comfort is the Normal Stop.
- 
- <https://www.youtube.com/watch?v=1K-EVnswNWo>

# Restarting After Normal Stop



- Push and twist counterclockwise (follow arrows) – it does not pop out
  - Outside panel - Red (e stop) or Yellow (normal stop)
  - Large red button on wall outside is e stop
- Then push the "reset" black button on the panel.
- Brake pump will activate after e stop and run for 30 seconds
- Red brake light on main panel will be on until reset – then 2 yellow lights come on
- Top lift operator must press ready button – which activate middle yellow light
- Both bottom and top operators signal they are ready to restart with 3 Bells
  - First one to do 3 bells is operator that shut lift
- There is also a blue 'service stop' on the panel It's a quick as an e stop

# Emergency Stop



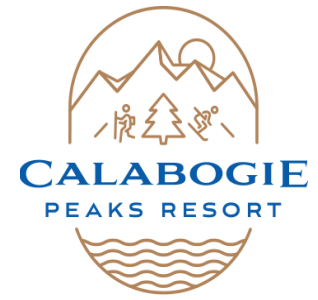
- Cuts motor R.P.M. to zero.
- Simultaneously applies emergency brake and service brake.
- The lift will come to a rapid stop. in 10 feet
- Used in some automatic safety system stops.
- Red button at the drive and return terminals
  - Inside and outside (big one outside; small one inside)
- Emergency only in serious issue – person falls in front of loading...

# Restarting After Emergency Stop



Same as Normal Stop

# Start Chairlift at Return Station



- Reset the Stop Button that you used (pull it out)
- Press & Release "Ready" Button
- If you have a clear panel -give 3 bells
- Receive 3 bells.
- Drive operator starts lift



# Guest Hanging From Chair



**Man left dangling trouserless  
and upside down after Vail ski  
lift mishap**

# Guest Hanging From Chair

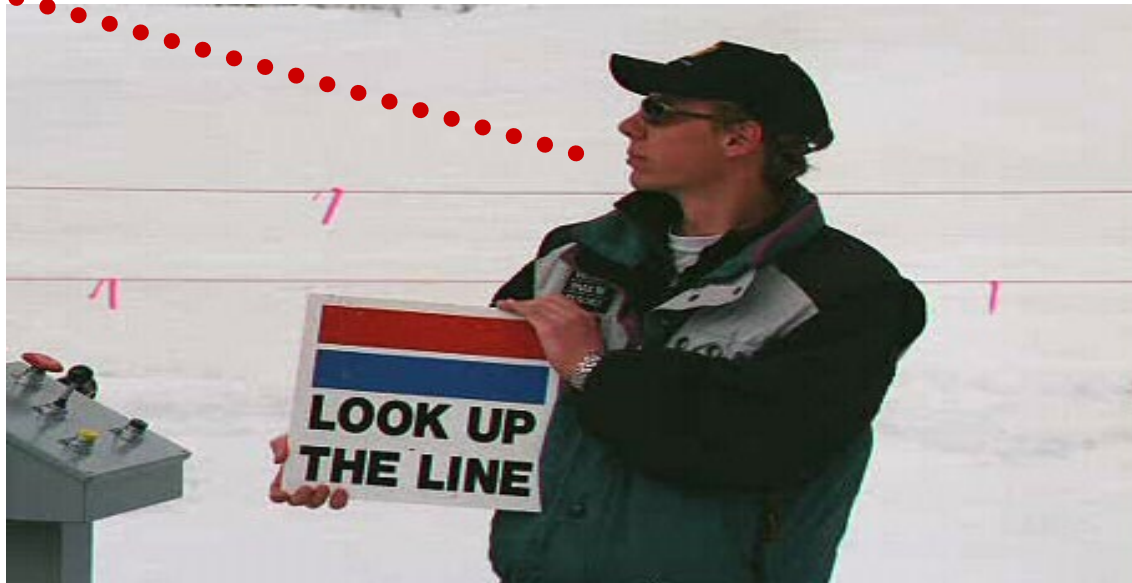


These serious incidents often develop from minor loading mishaps, including:

- Guests drop a ski pole
- Guest drops a personal item during or just after loading
- Guest fails to sit properly as they attempt to wipe snow/rain from their seat
- Another passenger fails to load & a properly loaded guest attempts to bail.
- Ski tips/snowboard catches in fresh snow as chair leaves the loading area.
- A "hanger" won't be able to hold on that long.
- <https://www.cbc.ca/news/canada/british-columbia/boy-fall-whistler-chairlift-1.3451515>

# Guest Hanging From Chair

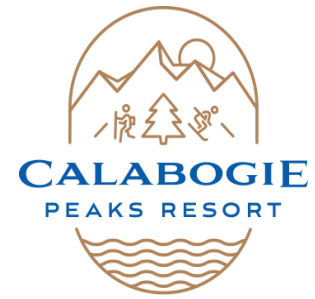
- Every effort must be made to prevent a "hanger" from ever occurring.
- Visual check of carriers leaves the station may lets you stop lift before it gets worse
- In you have a Guest who has not loaded and is hanging from the chair you must:
  - Stop the lift.
  - Call Patrol and Lift Maintenance immediately and request priority assistance
- ◀ • • • If appropriate, obtain help from nearby staff or Guests.



# Unloading

Continually monitor the lift line, ensuring:

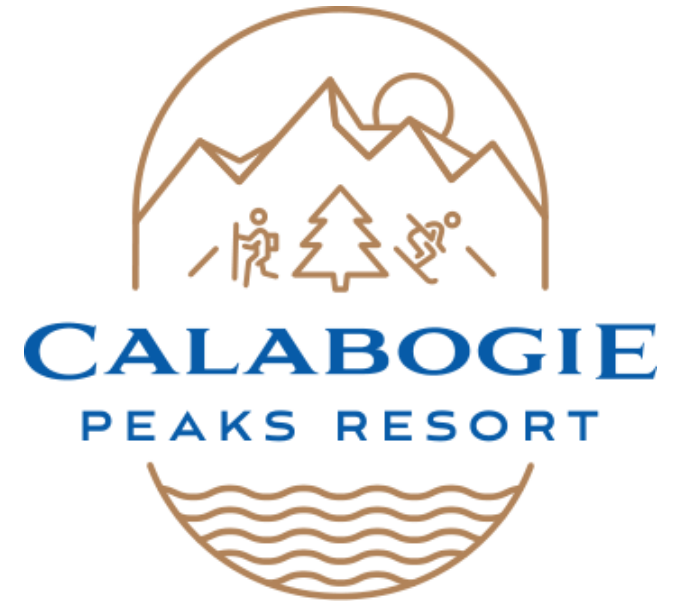
- Each Guest is preparing to unload
- Ski tips are raised
- Restraining devices are raised
- Ski poles, backpacks and clothing are not caught
- Passengers have both skis
- Guests clear the carrier and ski away safely
- Signs and fencing within your reach are maintained
- Unload area is not getting congested with people.
- If it is:
  - slow (or stop if it is already so congested as to be dangerous) the lift
  - politely request that they clear the area.



# Unloading

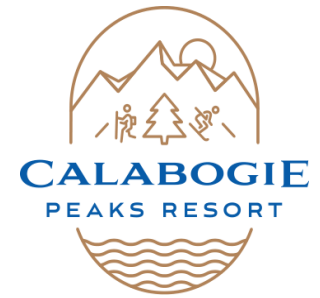
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- Not this....<https://m.youtube.com/watch?v=KRHuYB2Pm0g>
- Instead, this....[https://www.youtube.com/watch?v=N4gIR7\\_hPkI](https://www.youtube.com/watch?v=N4gIR7_hPkI)





# Snowboards



- Snowboarders must have their rear foot free of the binding.
- This prevents entanglement with lift towers or their chair partner
- It also allows manoeuvrability in case they trip or fall.



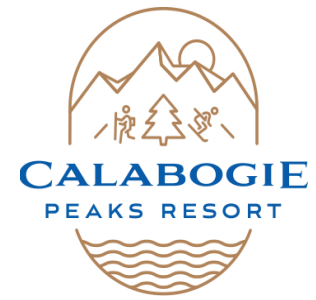
# Unload Ramp Maintenance



- A well-maintained ramp can reduce the number of guests who fall while unloading.
- Work on your ramp continually throughout your shift.
- Again, take caution to prevent Guest-contact with tools.
- Giving ramp quick rake, chipping out ruts/ice patches – eliminates major repairs.
- Use time at shift changes to do the major ramp repairs far from a stop button



# Guest Falls During Unload



- Be prepared to immediately assist a Guest who drops equipment or falls down.
- Stop the lift if oncoming guests or carriers endanger that person.
- If the Guest up quickly & appears to be O.K. make verbal contact with Guest anyway.
- A quick, cheerful, "are you all right?" will show that you care about their well being.

# Guest Fails to Unload



- Safety Gate will stop the lift if a Guest remains on chair after unload point.
- Simply assist the Guest down and explain politely how to do it better next time.
- You may need to move the carrier and Guest around the bull wheel
  - inform the Guest to remain seated
  - run lift slowly until the chair is past bullwheel and Guest can safely unload.
- Never assume that a guest can disembark while the lift is running

# Downloading

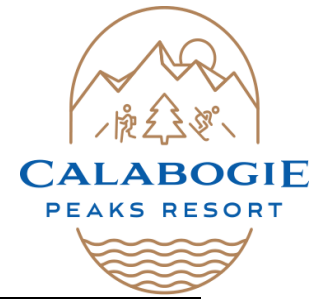


- We normally only download staff.
- Guests may be downloaded in certain circumstances.





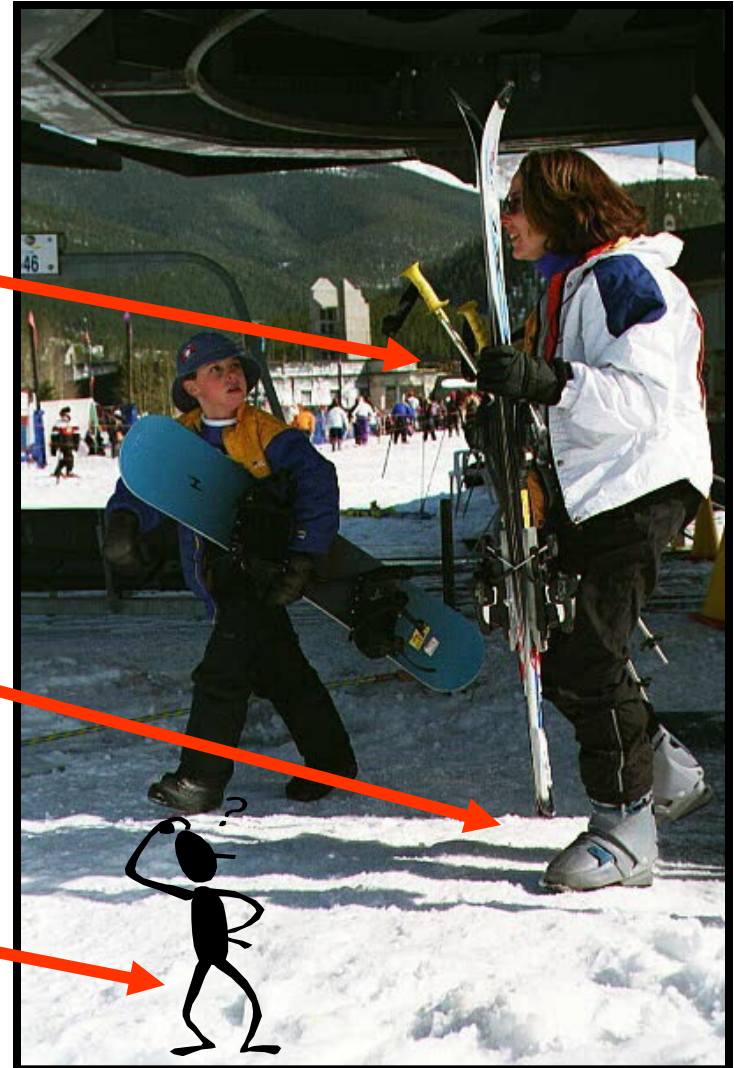
# Reasons for Caution



Carrying equipment

Awkward walk-in with ski boots

Guest unsure of process





# Downloading



- Guest must remove ski equipment and carry it across their laps
- Slow the chair, Communicate with guest on how/when to load
- Note the chair number and call the bottom
- Capacities vary
- Know it before loading a chair



\*The Solar lift has no download capacity. Staff only.

\* The Lakeview lift is every 4<sup>th</sup> chair.

# Download Process Bottom



- Inform Guests to wait for unload
- Slow/Stop the chair lift
- Direct the guest to clear off the lift
- Signal Top when guest has cleared



# Communications



- 3 forms of comms – bells, lift phone & base station radios
- Phones
  - Part of chairlift system – has speaker button
- Base station radios
  - Bottom & top of chairlift lift stations 2
  - Top of carpet lift
  - Can be used as backup in the event of lift phone failure.
- Never use the mountain phone or radio for idle conversations between lifts.
- Your priority is to the passengers loading or unloading
- If you are busy, let the phone ring



# Communications



- Required before starting a lift after any stop.
- Signal bell used for non-verbal communication between top and bottom
- *One long ring* -- pick up the lift phone
- *Two rings* – I am speeding up the lift,
- *Three rings* -- Bottom and top operators signal ready to restart lift
- If other side doesn't want sped up; they
  - turn to slow &
  - ring 2 bells when they are ready to speed up

# Slipped Grip



- Lift Supervisors will start Auxiliary diesel drives.
- A carrier that slips along the haul rope is a serious and potentially dangerous
- Do not doubt a Guest if they report one.
- Stop the lift immediately
- Call Lift Maintenance





# Deropement of Derailment



- Rope cable has come off sheaves, lift auto stops
- If it does not, stop the lift!
- Notify Lift Maintenance immediately.
- Be prepared to give specifics of the incident.
- Wait for further instructions – Do not restart lift



# Rollback



- Reverse rotation of a lift [Skiers Go Flying In The Ski Lift Ride From Hell](#)
- Very uncommon situation
- Lift may quickly gain incredible speed and become impossible to control.
- You must react to this situation within seconds!
- Anti-rollback device applies the emergency brake if the bull wheel reverses.
- Do not solely rely on this device - know where all your emergency stops
- If your lift rolls backwards:
  - Immediately stop the lift by using the emergency stop
  - Do not restart the lift
  - Call Lift Maintenance immediately

# Phantom Stop



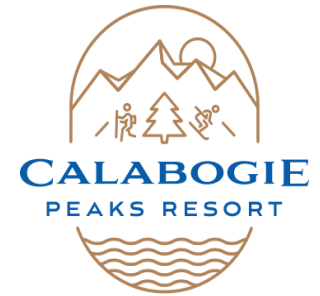
- Stop cannot be understood by operator or the safety/motor control panels.
- Check plug connections on safety gate
- Check panel
- If there are no panel indications:
  - Attempt to re-start the lift with normal start-up procedures.
  - Stop button may have nudged enough to stop lift, but shows no indication.
- Watch and listen.
- Continue regular operation if no further stops or unusual indications.
- Contact Lift Maintenance if more than one phantom stop in short time period

# Power Failure



- Normal loading and operation of these lifts cannot resume.
- Lift Supervisors will start Auxiliary diesel drives.
- No further loading allowed
- Lift must be unloaded
- After the lines are cleared by Evacuation, the lift will be closed.
- Momentary loss of power or power surges will stop lifts
  - Can usually be restarted immediately using standard start up procedures.
- Obtain authorization from Lift maintenance prior to initiating a restart.

# Intoxicated Guests



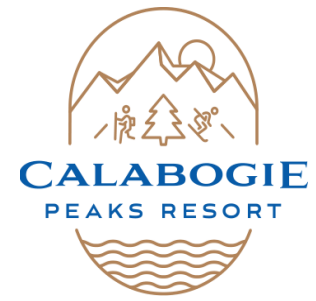
- May become loud, aggressive, offensive & perhaps dangerous
- Guests who appear impaired should not be allowed to load on any lift.
- If uncooperative, continue to refuse them access and call Patrol



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# Evacuation Drive

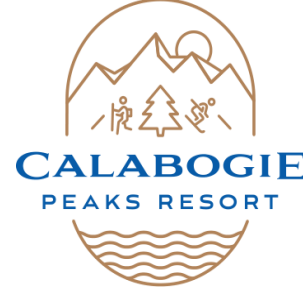


Diesel engine used to run the lift should the main or auxiliary drives fail

- Maintenance personnel
  - hook up the Evac drive and
  - oversee the operation of the lift while in this mode.
- The lift operator assists by following instructions.
- No passengers shall be boarded while the lift is being run on the Evac drive.
- Top and bottom operators guard lift until its clear of passengers & stopped.



# Missing Persons



- Report all missing persons to Patrol.
- Extra concern if lost children, elderly people, or those last seen in trees
- We do not make mountain wide announcements about separated people
- Do not promise Guests you will have an announcement made.
- Searching for lost skiers/boarders is a demanding task.
- Patrol has a plan devised which covers the
  - The basics - parking lot, bars, local address, medical clinic and
  - The extreme - running lifts, sweep runs, helicopter search



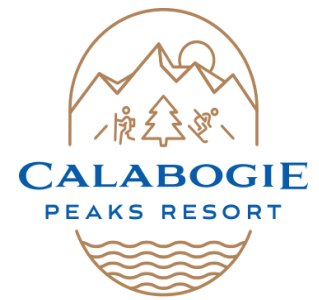
# Children



- Children must be at least 42" or 107 cm in height to ride the chair
- Children 5 and < that meet this height must be accompanied by an adult
- If child separated from their partner, pair child up with responsible adult.



# Sightseers



- We offer sightseeing tickets to Guests who want to go up mountain
- Take extra care in giving polite and clear instructions.
- Lakeview Lift has been designed and certified for downloading Guests.





# Conduct While Off Work



- When skiing or riding on scheduled days off, conduct yourself as a Guest.
- Please be courteous and friendly towards other Guests and Lift Operators on duty.
- Obey the Alpine Responsibility Code and closures.
- Do not spoil your whole season by behaving irresponsibly out on the mountain.






# Info Sources

- Morning meeting
  - Weather, updates, events etc...
  - Held at Grand Central.
- Facebook page - keep up-to-date.



 **Marcy West**  
Admin Top contributor · March 27 · 🌐

Have 4 hrs of work in kitchen today helping prep an event if anyone is interested.

3 comments Seen by 55



Like



Comment



Send



**Abbey Waller**

Is the conference that I'm working today is on?

36w Like Reply



Marcy West replied · 2 Replies



Write a comment...



**Marcy West**

Admin Top contributor · March 27 · 🌐

Hill closed today! Due to rain and warm temps overnight the hill will be closed today. I will have work available and will message when I arrive appx 830.



2

Seen by 47



Like



Comment



Send



Write a comment...



**Marcy West**

Admin Top contributor · March 26 · 🌐

Schedule for Wednesday and Thursday:

SOLAR: Lorcan, Chris W, Joe E (carpet to be done same as Tuesday),

MCAT: Josie

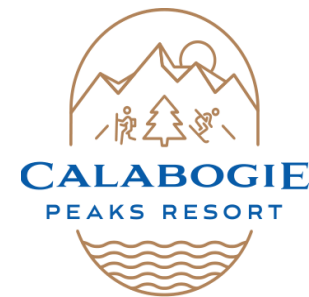
AC: [Elina Decker](#)

# Music



- Ear buds/phones interfere with your abilities
- These devices are prohibited while on duty.
- Operators may not use a music device while skiing or riding while at work.
- Use of headphones & personal electronic devices during work result in dismissal.





# Your Level of Attention

*The following safety violations will result in discipline, including dismissal:*

- Sleeping while on duty
- Engaging in lengthy phone calls from Lift Hut phone
- Reading, knitting, playing cards, writing, etc.
- Failing to assist Guests in use of our lifts; allowing self loads
- Unauthorized use of company vehicles
- Using or being under the influence of drugs or alcohol
- Leaving your lift unattended
- Use of cell phones, iPhones, Droids, or headphones while on duty
- Turning your back to the lift

# No Smoking

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- in, at, or around any lift station
- while on duty
- while riding our lifts
- in company uniform



# No Personal Calls

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- Outside calls cannot be made from lift station phones.
- No personal phone calls at any time when on duty.
- Personal calls must be made during your break.





# Authorized Personnel Only

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- Signs on operator's rooms.
- Friends, relatives, others may not enter while on duty.



# Extended Hours and The 'Grace' Period



- We make every effort to open our lifts early for our Guests
- We also remain open five minutes past our posted closing time.
- Never close a lift early
- Confirm with supervisor if instructed to close lift prior scheduled closing time (+5 min).
- Mountain Operations Manager may decide to extend our daily hours of operation.
- Lift Operators will be informed as soon as any decision is made about extended hours.



# Ski Binding Tools



- Basic tools at the base for use by our Guests to adjust their skis/boards
- Don't assist repairing or adjusting their bindings, direct guest to the tools
- Only certified technicians in Rentals shop can repair and adjust bindings
- Don't put yourself at risk for someone's injury by adjusting their ski bindings
- CP's tool table is at base mountain, outside rentals



# RFID Cards

- Skiing is an expensive sport.
- As tickets prices increase, so do attempts to fraudulently access the mountain.
- Lift operators assigned to Corral are Ticket Validators
- Validators ensure that everyone accessing the mountain has a valid lift pass.
- If you suspect someone is using someone else's pass, let us know



# RFID Gates Colours

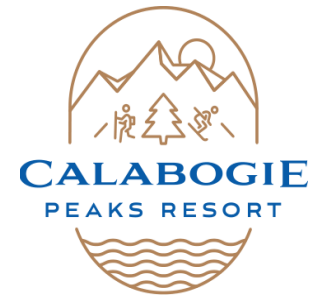


- Under 6 – color is red, more distinct beep
- All other – green light
- Staff – all 3 lights on at same time



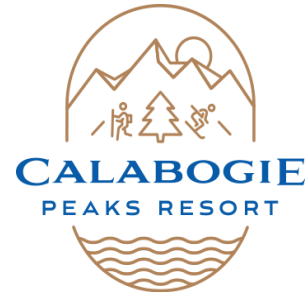


# Lost & Found



- Guests may give you items they have found on the hill.
- Place them near your hut where the guests can see them.
- Don't display any valuable items such as wallets or expensive sunglasses
  - rather, store them in the hut, & give them to Adventure Center
- If a guest reports a lost item to you and you don't have it, ask them to
  - either check back in again later, or
  - visit the lost and found.
- The Lost and Found is at two locations
  - Wallets, phones, jewelry and small items at Ad Center
  - Larger item at Rentals.
- Lift Operators must bring any lost items to the Lost & Found at the end of every day.
- Never agree to store any personal belongings for anyone!

# Ski Clubs



## **Calabogie Ski Racing Club**

- Have no special privileges at the lift – but think they do
- Have a history of line cutting, and acting like they own the mountain
- Ensure they have ski ticket and do not cut the line
- Report all violations to management

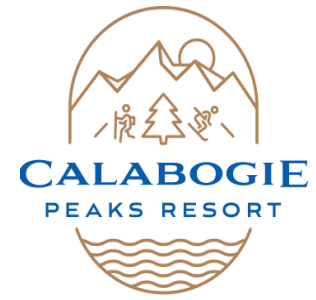
## **Calabogie Freestyle Club**

- Jumps, bumps & Terrain Park
- Have no special privileges at the lift

## **Canadian Association of Disabled Skiers “CADS”**

- Sundays and a festival week
- Individuals with disabilities, accessibility issues, and MH issues
- Some use sit-ski
- We are all proud to support this group of volunteers and friends

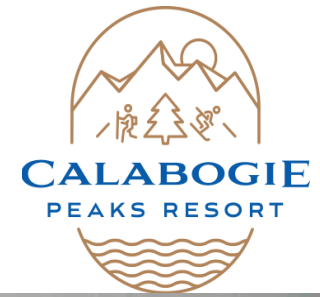
# End of Day Rotation



- Close Lift Access at 4:05 pm (4:35 pm starting mid-February)
- Last Guest rides lift up and is followed by Patrol
- Patrol always last to load -- No one rides up after Patrol
- Start flipping chairs after Patrollers loaded & left the station
- Last Guest unloads lift at top
- Top lift operator boards chair and rides down
- Patrol stays at top until Top Lift Operator at bottom
- Stop chairs in a position that the groomers can get to the Top Ramp
- Inform Lift Mechanic about condition of top ramp (need groomingÉ)



# End of Day Routines




- Heater on in engine room
- Doors closed
- Turn off 600v Breaker & Panel off; keys racked
- Heater off in lift shack
- Rake the ramp so sets overnight
- Shut down lift
- Move equipment aside for groomers
  - Fire pits, benches and picnic tables
  - Ski racks, flags & corrals
- Pick up trash



# Leave a Neat & Organized Look







If you see something,  
say something.

Zach Galifianakis

# Questions

