

General Description of a TubePark Attendant

A tubing attendant is responsible for the safety and enjoyment of our guests. It is your duty to carry out tubing procedures and practices as well as deliver excellent customer service. The safety of our guests will always supersede all other policy, procedure, or practice. We will do all we can to ensure that every encounter with our guests is friendly, helpful and fair.

1. Show a friendly, outgoing attitude with all guests.
2. Report for work on time, in uniform.
3. Demonstrate safe tubing operations at all times.
4. Take part in all opening and closing procedures.
5. Show a positive, enthusiastic attitude toward work and to co-workers.
6. Keep supervisors and management informed of ways to improve operating routines.
7. Keep work areas clean at all times.
8. Maintain a neat and tidy appearance.

Information for Riders

While travelling up hill:

- Sit holding handles - facing downhill
- Keep your feet up
- Keep your rear off the bottom of the tube

PARK SAFETY

TOP OF THE LANES

1. 1 RIDER per tube
2. Instruct guests to: sit down in tube, feet out, holding handles, feet up, **keep butt off the bottom of the tube**. Secure all loose items, hat setc.
3. Look down the Lane to be sure that it is clear. Look down adjoining Lanes. Be sure that no one is going to cross into your Lane. Remember to communicate with crossing guard as necessary.
4. Stand behind group and check Lane again to be sure it is clear.
5. Send riders down middle of Lane.
REMEMBER: ABSOLUTELY NO SPINNING.
6. View the group's descent to ensure that the group has gone straight and stopped properly. Report any concerns to supervisor.

PARK SAFETY

- Tubes should come **to a stop prior to, or on the de-cel mats**.
- If tubes are approaching the safety net, increase the amount of deceleration mats, as we do not want any person touching the net. It is only used as a last resort.
- Pass all information on to next attendant.

ROTATING FROM TOP OF THE LANES

- Staff **MUST** walk down to change shift location.

CROSSING GUARD

- Monitor the descent of the tubers down the assigned Lanes.
 - Do not stand in a Lane where you may be struck by approaching tubes.
 - Always wear a safety vest.
 - Be alert at all times.
1. Instruct customer to stand up and grab tube by lead.
 2. When Lane(s) are clear, direct riders over to walking path.
 3. If Lane(s) are not clear, put arms out and say, “STOP”. Once Lane is clear proceed with crossing.
 4. Communicate with the top of the Lanes as necessary.

TESTING LANES

- Take test tubes out of the hut at bottom of the hill.
- Make a visual check of the Lane.
- Clear any snowballs or ice chunks from the Lane.
- Send weighted tube down Lane #1.
- Watch the descent of the tube.
- Does the tube travel straight down center of Lane?
- Does the tube bounce on the way down?
- Does the tube bounce from side to side?
- If tube travels straight down, no side to side motion and no bouncing, allow further testing to continue. Remember Test Tubes are not 100% representative of a person.
- Send weighted tube down all Lanes. Follow same test procedures.
- Supervisor will pass the Lanes and allow further testing.

MAT DISTRIBUTION

- Mats are placed evenly across the Lanes
- Make sure they are flush, no corners or edges flipped up
- Supervisor will determine the correct number of mats required per Lane
- If you don't feel comfortable carrying one, ask for help.

REMOVING MATS

- Only remove mats from a closed Lane or as directed by supervisor
- Store mats in designated areas
- Every mat needs to be removed from the Lanes or other areas
- Never cross an open Lane while carrying a mat.

STORING TUBES

- All full-size tubes need to be returned and stacked in the tube shack.

PARK AND LIFT SAFETY

- Check leashes for excessive knots
- Check rings for crimping or tears
- Check tubes for over/under inflation
- Check bottoms for cuts
- Set any problem tubes inside for repair.

GENERAL CLOSING

- Remove and store all signs and flags
- Report any grooming issues
- Return all radios
- Attend closing meeting if required by Supervisor
- Clock out.

Snow Machines may never enter the tube park area while the park is in

operation. If an incident occurs that requires a snow machine to cross Lanes in the park, the park supervisors will take charge of the situation following these procedures:

- Affected Lanes must be closed
- Affected Lanes must be confirmed closed
- All affected Lanes must be cleared of tubers

At this time, the supervisor will give permission to the snow machine to enter the park and attend to the incident. At all times the supervisor will control the movements of the snow machine in the tube park. Patrol, maintenance and snowmaking must abide by the supervisor's

instructions.

NO SITUATION IS SO SEVERE THAT A SNOW MACHINE MAY ENTER WITHOUT PERMISSION.

The groomer may only enter the tube park when the park is closed and there are no longer any riders in the park. The groomer will co-ordinate the morning grooming with the tube park Supervisor. The groomer may have to groom Lanes in the morning in co-ordination with the tubing staff. At this time the supervisor will co-ordinate the staff and the groomer.

There may be unusual times when the groomer may be working in the Lanes under the supervision of the tube park supervisor. At this time a barrier must be set up to close off the Lanes.

The groomer must exit and enter the park only at the direction of the supervisor.

Anyone can close a Lane. The supervisor must be informed immediately of the closure. At this time the supervisor will assume the closing duties. No one is to send down riders or ride down themselves if a Lane is closed.

1. If you are at the top of a Lane that is closed, confirm with the supervisor that the Lane is closed and ensure that it stays closed. This means no one will travel down the Lane. Install a barrier across Lane.
2. Do not re-open the Lane until the supervisor instructs you to do so. At this point, confirm that it is the supervisor directing you to re-open the Lane. Once you do this, you may re-open the Lane.
3. If in doubt, re-confirm the opening. Never open a Lane if you are in doubt as to who is directing you to open it or you see that the Lane is not yet clear.

Hat retrievals will only be done when it is safe to do so. Staff member who is collecting hats **MUST** communicate with the top of the Lanes to make sure that the Lane that they are retrieving the hats in is closed. When crossing the Lanes, make sure that all Lanes in that zone are closed until staff member is clear. There is always a danger involved in entering a Lane.

We will not get a hat until the opportunity presents itself. The riders will have their hats delivered to the bottom of the lift. We suggest they continue to tube until their hat arrives. No hat is worth risking an accident to yourself or a tubing guest. Never allow a guest to enter a Lane to retrieve a hat or other item they may have lost. The best way to avoid risks is to have hats remain on the riders. Loose items should be placed away inside pockets or jackets.

WARNING: THERE IS AN ELEMENT OF RISK IN SNOW TUBING

THE RISK INCREASES IF...

- You fail to obey instructions
- You do not sit properly in your tube

- You engage in horseplay

FOR YOUR SAFETY...

- Pay attention to staff
- Follow instructions
- Observe ALL signs
- Supervise small children.

WHEN SITTING IN THE TUBE...

- DO NOT let your backside touch the bottom of the tube
- Sit up, hold handles
- Keep feet up
- Secure your hat
- ONE user per tube.

AT THE BOTTOM...

- Follow instructions
- Look both ways before crossing lanes
- DO NOT ATTEMPT TO RETRIEVE OBJECTS FROM LANES.

EXTREME CONDITIONS

Extreme conditions may include ice, heavy snow, wind and rain. During these times extra caution must be used, and Lane conditions must be reported to the supervisor constantly.

ICE

- Wear appropriate footwear (ice cleats provided by Calabogie Peaks)
- Ice cleats are mandatory when directed by your supervisor
- Assemble tubes further from edge of Lane
- Use caution when walking
- Allow additional time for guests to clear the Lane.

HEAVY SNOW

- Radio to crossing guard if visibility is poor
- Crossing guards will move up to rider's stopping zone.

RAIN

- Notify supervisor of lightning
- Be aware of any puddles or bumps and inform riders. If they are a concern, close the Lane and inform supervisor

- Crossing guards will move up to rider's stopping zone.

At Calabogie Peaks we are always striving to be the best. We put great effort into achieving service that exceeds the expectations of our guests and we are proud of it. When we have a guest that is unruly, how do we deal with them?

Keeping things fair is the best policy when dealing with the public. Concentrate your efforts into making lift lines efficient and orderly. People do not mind waiting four or five minutes in line if they can see that the line is moving and the system is fair. On the other hand, people will become upset in a two-minute line-up if they feel that the system is unfair or there is 'butting in'.

We will not tolerate line jumping, inappropriate language or physical behavior from any guest.

With an aggressive guest we need to continue to be friendly, firm and fair. If you ever feel that a situation is more than you can handle, call your supervisor immediately. It is important to note identifying information about guests (Such as jacket color, gender, age, and location). This information makes a big difference when your supervisor comes to assist you.

Remember if in doubt... **ASK!**

How to deal with aggressive guests!

Aggressive / Unruly Guests include:

- Guests whose ability to tube is impaired by either drugs or alcohol
- Abusive or discriminatory manner towards staff or other guests
- Belittling, obnoxious or violent actions toward staff.

Steps to follow:

1. If the guest poses an immediate threat, remove yourself from the situation right away. If you are operating a lift, make sure it is stopped.
2. Contact a supervisor or another staff member away from the aggressive guest.
3. Inform the supervisor that assistance is required at your location and a brief description (never releasing information over the radio that would upset the guest if they overheard your conversation).
4. Staff must use their discretion when loading and sending guests down the hill, but always inform their supervisor of customer's status.

Remember we shouldn't:

- Argue or disagree with a person, this will only agitate and anger the guest further.
- Engage in any type of physical confrontation, as this is strictly prohibited and not endorsed by Calabogie Peaks.

As you know, you are going to be on your feet all day, and one of the most important tools is going to be your FOOTWEAR. Proper footwear is essential to a successful season at Calabogie Peaks, both for comfort and safety. Choosing the appropriate footwear is a big decision, but here are some helpful tips:

1. Choose something that will keep your feet warm and dry.*
2. Make sure you have room to wiggle your toes and add an extra pair of socks if needed.
3. There will be days where you will be “knee high” in snow, so choose a pair of boots that will be high enough to keep snow out.
4. CSA approved steel toe boots are not required, but are a good idea if you can find a winter pair.
5. Choose a boot with strong ankle support, as you will be twisting and bending.
6. Ensure there is sufficient tread on the bottom to allow you to safely maneuver around the hills.

If you feel that your tread is wearing thin or just isn't giving you the grip you require, Calabogie Peaks will loan you a pair of Ice Cleats for your shift, at no cost. These easily snap onto your winter boots. Talk to your supervisor if you have any questions, or for details.

**Snowboarding boots are NOT considered appropriate footwear for this position. These boots are especially designed for use in bindings of a snowboard. They do not provide adequate grip and support for the position of a Tube Park Attendant.*

Attendant - a person who operates a lift or supervises the loading or unloading of persons on a lift.

Berm - the opposing hill that decreases the acceleration of the tubes as they finish their ride.

Corral - the fenced area around the front of the Barn where the Tubes are gathered.

Lockout - a lockable disconnect to render the lift inoperable.

TSSA - Technical Standards and Safety Association - is the governing body that sets the operating & safety standards for elevating devices.