



Adaptive Sports Foundation, Inc.

2022/2023

Volunteer Handbook

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www.adaptivesportsfoundation.org

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DISCLAIMER

All policies outlined in this handbook are for services as a volunteer of the Adaptive Sports Foundation, Inc. (ASF). The ASF reserves the right to revoke, change, or supplement guidelines at any time without notice. No policy is intended as a guarantee of continuity of benefits or rights. No tenure as a volunteer or employment for any term is intended or can be implied from any statements in this handbook.

1. Information in this handbook is for volunteers' information purposes only and should not be construed to be an employment contract expressed or implied.
2. This handbook states that all volunteers are on-boarded on an at-will basis and may be terminated at any time for any reason or for no reason, without notice.
3. This document is to be signed by all volunteers every season.
4. The policies in this handbook were developed to provide information regarding the ASF's program at Windham Mountain Resort (WM).
5. The word guest includes ASF students, parents and as well as customers of WM.

The Adaptive Sports Foundation Mission

The Adaptive Sports Foundation (ASF) is a non-profit organization that provides profound and life changing experiences for children and adults with physical and cognitive disabilities and chronic illnesses through outdoor physical activity, education, support and community.

The Adaptive Sports Foundation Vision

Empowering lives through adaptive sports.

Adaptive Sports Foundation Staff (alphabetical order)

Cynthia Francis	Administrative Support / Volunteer Instructor
Russ Funk	Seasonal Program Manager
Joanne Grunenthal	Finance Director
John Iannelli	Executive Director
George Johnson	Building and Equipment Manager
Kiera McMullan	Associate Development Director
James Mitchell	Events and Social Media Coordinator
Ginny Scahill	Reservations Manager
Tony Vasile	Program Manager

Adaptive Sports Foundation Board of Trustees

Vince Passione	Chairman
Gwen Allard	Board Member, Emeritus
Jim Barnes	Board Member
James A. Beha II	Board Member
Karen Elder	Board Member
Michael Fee	Board Member
Laurin Kleiman	Board Member
Glen Kunofsky	Board Member
William Lawson	Board Member
Robert Luckow	Board Member
Charlie McGuffog	Board Member
Eileen O'Connor	Board Member
Kevin O'Connor	Board Member
Thomas Ryan	Board Member
Kevin Sheridan	Board Member

Advancement and Development Advisory Board (please see link below)

<https://www.adaptivesportsfoundation.org/advancement-and-development-advisory-board/>

ASF WINTER PROGRAM INFORMATION

2022-2023

Gwen Allard Adaptive Sports Center

Open: Wednesday to Friday, 8:30am – 4:30pm and SAT/SUN/Holidays 7:30am to 4:30pm

Please refer to our web site at <https://www.adaptivesportsfoundation.org/covid/> for specific information regarding the Gwen Allard Adaptive Sports Center COVID-19 guidelines.

WINDHAM MOUNTAIN RESORT AREA INFORMATION

Operating Season: Mid-November to Mid-April

Saturday, Sunday and holiday periods 8:00am - 4:00pm

Monday - Friday, non-holiday 9:00am - 4:00pm

Weekend lessons Start

Sat., December 10 through Sunday, March 12.

ASF will be closed December 24 & 25, Jan 1st, 2023

Lessons are offered: Christmas week: (12/26-31), Martin Luther King Mon. (1/16), President's Mon. (2/20)

Mid-week lessons

January 4 through March 10

Wednesday thru Friday (non-holiday weeks)

Lesson Times

This winter the ASF will return both morning and afternoon lessons. Each daily lesson will be two (2) hours in length with staggered start times. The Race Team, Sliders and Jr. Sliders will also be divided in morning and afternoon lessons. You will receive an electronic notification regarding details of your lesson.

Lesson check in, ski/snowboard rentals and adaptive equipment fitting will all take place inside the Center.

Lesson Details/Evaluations

The previous lesson evaluation/s will be accessed through the ASF online portal (details for login will be provided). It will be each volunteer's responsibility to be prepared by accessing lesson details in advance. You will also electronically enter details of your lesson when it is completed. This affords the next instructor real time updates of the previous lesson.

COVID-19 Protocols 2022 – 23 Winter Season

As in the past two seasons, we modified our programming to operate during a pandemic. We are planning for a return to our traditional programming, know one knows what the future will look like or what challenges we will face. The ASF will continue to adapt and change to reflect the guidance or protocols as outlined by New York State, CDC, Move United (member chapter) or any other identified organization.

We will continue to ask that each participant/family member and volunteer submit an ASF Health Assessment Questionnaire prior to each lesson/teaching day. An ASF Health Assessment Questionnaire must be completed and confirmed by ASF staff before access will be provided to the ASF Lodge area or, in the case of a volunteer, meeting a participant or any other ASF staff members or volunteer.

It is the responsibility of each individual to follow the guidelines and protocols so we can have a successful season. If you are NOT feeling well for any reason, or due to travel or other circumstances, you are subject to a required or recommended quarantine, PLEASE DO NOT come to the ASF. Let's all be the reason for a season! If you have any questions please contact the ASF at 518-734-5070.

1. ADMINISTRATIVE POLICIES

a. PURPOSE

The Adaptive Sports Foundation Volunteers Handbook has been established to communicate Adaptive Sports Foundation operational policy to volunteers and to provide a healthy working relationship between our volunteers, Windham Mountain (WM) management, and our guests. If you have any questions concerning the content of this handbook, please bring them to a member of the ASF Staff.

b. VOLUNTEERS/GUEST RELATIONS

The ASF is in the business of providing recreational services for people with cognitive and physical disabilities. The image we present to our students, their families and guests, and the impressions they take with them are important to our basic goals. All volunteers serve as ambassadors of ASF and WM, and are expected to be courteous and polite, and, above all, FRIENDLY, so that our students feel welcome. All volunteers must be familiar with all information, rates and programs offered. If you are unsure of, or do not know the answer to any guest's questions, please refer the guest to the appropriate Adaptive Sports Foundation's staff member or the WM Guest Services. In addition, as representatives of WM, ASF volunteers are expected to understand that WM is in the business of providing a recreational service to the public. WM considers customers to be guests. The image presented to all guests and the impressions they take with them will determine whether or not they remain guests. All volunteers are expected to be courteous and polite, and above all, FRIENDLY so that our guests feel welcome at WM and the ASF.

c. PROPRIETARY AND PRIVILEGED INFORMATION

All ASF intellectual property, including its name, logos, URLs, training materials, volunteer, donor and participant lists and other data and intellectual property are confidential and proprietary, and all Volunteers must refrain from use of any of such data or information for any purpose other than instruction unless permitted by the Executive Director. In addition, it is very important that Volunteers refrain from speaking or otherwise providing information to the press or others (unless authorized to do so by the Executive Director in writing) about individual participants or their families. This requirement extends to information concerning any accident or injury suffered by a participant or volunteer. Therefore, **AT NO TIME**, under any circumstances, is a volunteer permitted to knowingly converse with anyone from the media (news reporters, etc.) or anyone investigating an accident. If asked any question by anyone known to be from the media or anyone investigating an accident, please direct that person to the ASF office or to the WM Information Center.

d. SUPERVISORS

Volunteers are under the direct supervision of a daily supervisor regarding their job assignments, responsibilities to the guest, general courtesy, safety, benefits, and privileges. Direction will typically come from the Program Manager or other ASF management positions; however specific job assignments may occasionally come directly to you from any of the full time staff. In addition, direction may come directly to ASF volunteers from WM's General Manager or WM senior management.

e. SCHEDULING

Volunteers are required to submit training and work schedules for the appropriate season. Changing commitment requires that the volunteers inform the ASF administrative staff by either phone, email, or in person. If the volunteer is canceling less than 48 hours prior to a scheduled volunteer day, the volunteers **MUST** call the office. Volunteers scheduled to work should **NEVER** assume that the area is closed. If in doubt, call the ASF or check the WM web site. **PLEASE DO NOT E-MAIL WORK CANCELLATIONS FEWER THAN 48 HOURS BEFORE A SCHEDULED WORK DATE. Please call the ASF at 518-734-5070.**

f. ABSENCES

When you are unable to report to work as scheduled due to illness or an emergency, you **MUST** call the ASF office as soon as possible and speak with the Administrative Supervisor or leave a message. Please **DO NOT EMAIL** messages to cancel workdays within 48 hours of the scheduled workday. **UNEXCUSED ABSENCES OR TARDINESS MAY BE GROUNDS FOR DISMISSAL.**

g. CONFIDENTIALITY OF STUDENT INFORMATION

The ASF, in the normal course of business, maintains certain personal information of our guests, staff and volunteers including phone numbers, addresses, email addresses, credit card information, medical information, etc. Our guests' information must remain confidential and be used only for its intended purposes in accordance with ASF business. Volunteers are strictly prohibited from using any personal information of guests and employees. Contacting, for personal reasons, a guest or volunteers from information obtained from the ASF records is an example of a violation of this policy. Out of necessity, ASF volunteers have access to medical information specific to our guests. Instructors must respect student's privacy and may never copy personal health information nor discuss or disclose any information contained in a student health record.

h. PAUL R. CAREY INSTRUCTOR LOUNGE

The instructor lounge and locker room will be open for this season. This area is restricted to **ONLY** volunteers. Friends and family members are not permitted to occupy this area without permission from the Executive Director.

i. UNIFORM POLICY AND GROOMING STANDARDS

A uniform is provided by the ASF and must be worn at all times while on the job. **UNIFORMS MUST NOT BE WORN OFF DUTY.** The definition of **ON DUTY** is when volunteers are teaching assigned ASF students, working in the lodge during designated times, etc. **The uniform jacket is not to be worn during training sessions.** Uniforms may also be worn while attending professional improvement seminars or certification exams with PSIA, AASI, USSA USASA or similar organizations. You are responsible for

clothing signed out to you and are liable for damage to ASF property and will be charged accordingly for repair or replacement. Uniforms are distributed by the administrative and program staff at the ASF. Each staff member will be provided with two name tags which must be worn at all times while on duty. It should be worn in the area of the right breast pocket. Outdoor uniform pants must be black or khaki, no exceptions. Pants must be worn at or above the hip bones.

j. GROOMING AND CONDUCT STANDARDS INCLUDE:

Must be neat and clean – shower daily, nails clean, overall approachable appearance.

Facial hair – If volunteers have facial hair, it must be neatly trimmed and maintained.

Piercings – must not detract from overall presentation; will be handled on a case-by-case basis.

Tattoos that are considered offensive by your supervisor must be covered during working hours if your job assignment involves contact with guests. The ASF Staff will determine and regulate what is appropriate. All volunteers are expected to refrain at all times from conduct that could reasonably be expected to reflect poorly on ASF or its programs, participants, staff or directors.

k. ADAPTIVE SPORTS FOUNDATION EDUCATIONAL ASSISTANCE PROGRAM

This program is designed to financially assist instructors of the ASF in attending a PSIA-E, AASI or similar organization's educational event. Detailed information on this program is available from the Program Supervisor or Program Administrator.

l. VOLUNTEER OF THE YEAR

Created to recognize volunteers of the Adaptive Sports Foundation for service above and beyond. Categories often include Rookie of the Year and Volunteer(s) of the year.

m. SERVICE PINS

Volunteers who have completed 5 years of service and every 5 years at ASF will receive a service pin and normally will be presented at our volunteer annual meeting.

n. PARTIES

Typically, the Adaptive Sports Foundation will host a social for all volunteers and staff members sometime during the season. Please participate if possible.

2. Windham Mountain Courtesies

As an ASF volunteer, WM extends the following COURTESIES to you. These courtesies are offered at the discretion of WM and ASF may be revoked at any time. Each department head at Windham Mountain Resort has the right to refuse a request during busy or inappropriate times. ASF volunteers may receive pass courtesies based on their level of seasonal commitment.

a. VOLUNTEER DESIGNATIONS

TYPE I Volunteer

Type I Volunteers must donate **14 teaching days, attend the Homecoming Meeting and participate in 4 training sessions, depending on the number of years you have taught at ASF, for the 2022 – 23 season.** Type I Volunteer benefits include a season's pass, seasonal locker at ASF, 6 complimentary tickets if no dependent pass/s issued. These complimentary tickets are to be used on "non-working" days for use **ONLY ON GREEN DAYS (2022-23 season).** Any earned tickets that are not used will not transfer to another season.

TYPE II Volunteer

Type II Volunteers donate a minimum of **8 teaching days, attend the Homecoming Meeting and participate in 4 training sessions for the 2022 -23 season.** Type II Volunteer benefits include lift ticket for day of work when needed to perform a role and earn a complimentary day each day they volunteer which are to be used on "non-working" days. Any earned tickets that are not used will not transfer to another season.

Windham Mountain is allowing the ASF a fixed amount of complimentary tickets to be used per day. You may request up to 2 earned tickets per day regardless of the number you have. Please understand your requests will be honored in the order in which it is received. Understand that WM has certain blackout days in which no earned tickets will be honored.

b. VOLUNTEER CATEGORIES

Discount on season passes for Dependent Immediate Family* (after the first year of instruction, for type 1 volunteers who completed their commitment the previous year). Complimentary lift tickets are for the personal use of the volunteer, a family member or a friend and are NOT TRANSFERABLE.

Misuse of these tickets is grounds for immediate dismissal and prosecution under the New York State Theft of Services Law. They must be picked up at the ASF desk during office hours but NOT between 9:00 AM and 10:30 AM. In order to request a ticket, volunteers must have their season pass or WM ID card with them.

c. SNOWSPORTS SCHOOL LESSONS

Discounts are available on season long programs for Type I volunteers and their dependents.

d. MOUNTAIN TOP ADVENTURE PARK

All volunteers may be extended the courtesy of 8 passes for 50% off to the tubing park during **slow** periods. Passes are for use by the volunteer and his/her immediate family. This usage is also based on availability and, due to limited inventories, some restrictions may apply.

e. RETAIL DISCOUNTS

Windham Mountain Sports is located on the Garden Level of the Lodge. All ASF volunteers receive a twenty (20%) percent discount on non-sale merchandise, equipment service, repair, and demos (this does not apply to Boot Lab custom work). Proper ID is required.

f. FOOD DISCOUNTS

Volunteers (**only the volunteer- no family or friends**) may receive a discount on food at WM restaurants as follows: 40% off Mountain Express (cafeteria), Wheelhouse, and Creperie. 20% off Seasons & Rockin' Mexicana (discounts may not be available at all locations during busy periods). There is no discount on alcohol or sushi.

g. EMPLOYEE I.D.

All Type I ASF volunteers will receive an employee I.D card. For Type I volunteers, your season's pass is your ID card. You must present your Pass or ID card at the time of purchase to receive your employee discount. The employee ID cards are for employees only and are not transferable. Neither dependents nor friends may use your ID card.

h. EMPLOYEE PARKING

To provide the best services and conveniences for our guests, all employees and volunteers will be required to park their vehicles in the designated employee parking lot during our busiest times. Whenever possible, shuttle bus service will be available to and from the parking lot to the Adaptive Sports Center during holiday periods and on weekends from December 10th to March 12th.

This season there will be no parking available on the weekends/holidays at the ASF lodge for the 2022 -23 season.

3. ASF SAFETY POLICIES

a. PROCEDURE FOR A MAJOR EMERGENCY AT WINDHAM MOUNTAIN RESORT (WM)

In the event of a major emergency at Windham Mountain (fire, power outage, etc) instructors with students or course conductors with training groups must report back to the Adaptive Sports Center ASAP with their students/trainees. Upon arrival at the Center, the instructor must report in with the ASF Staff. It is extremely important for the ASF to account for ALL instructors and students. ASF volunteers should remain at the Adaptive Sports Center awaiting further instructions from ASF management.

b. PROCEDURE FOR A MAJOR EMERGENCY AT ADAPTIVE SPORTS CENTER

In the event of a major emergency at the Adaptive Sports Center (fire, power outage, etc.) all instructors who are scheduled for the day, either with students and/or training groups, must report to the Windham Base Lodge Patio (RACHEL the PIG) and check in with the Program Supervisor. If neither are available, please check in with a paid staff member. It is extremely important that we make sure all students and instructors are accounted for. Once checked in, wait for further directions from ASF staff.

c. PROCEDURE FOR A STOPPED LIFT/LIFT EVAC

If a lift stops for an extended period of time while you are with a student, please call to notify the ASF front desk 518-734-5070. Notify ASF of any particular urgency such as a student is especially cold or scared or has a medical issue. If an evacuation is necessary, you will be notified by Ski Patrol or ASF. Ski Patrol will direct the evacuation. REMAIN CALM, follow the direction of the ski patrol, assure your student that you are familiar with the procedure, let them know they will be fine and talk them through the process.

d. BINDING CHECKS

The ASF provides a voucher to each ski instructor for one pair of bindings to be checked free of charge each season.

e. HELMET USE

All volunteers must use a helmet when teaching and training for ASF or when otherwise engaged in Adaptive Sports Foundation on-snow events.

f. ACCIDENTS/INJURIES

If you are injured while on duty and performing your job for the ASF, you are eligible for Workers' Compensation insurance coverage. This coverage does not include injuries sustained while free skiing/riding. All injuries MUST be reported to your supervisor immediately, whether or not the injury required medical attention. The injured volunteer is required to complete a Workers' Compensation Accident Report Form within twenty-four (24) hours of the accident. If you are unable to do so, it becomes the responsibility of the supervisor to provide the required information on your behalf. The Accident Report includes copies for the doctor or emergency room, the office file, the volunteers and the insurance company.

If your student is in an accident or becomes injured, please follow the guidelines found in the Safety Quiz and call the ASF Lodge immediately.

4. SUGGESTION AND COMPLAINT PROCEDURE

a. GENERAL

ASF requires directors, officers, staff and volunteers to comply with all applicable laws and regulations, observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives of the ASF, we must adhere to all legal requirements and practice honesty and integrity in fulfilling our responsibilities.

b. REPORTING RESPONSIBILITY

It is the responsibility of all directors, officers and staff and volunteers to report legal, behavioral or ethics violations or suspected violations in accordance with this Whistleblower Policy.

c. NO RETALIATION

No director, officer, employee or volunteer who in good faith appropriately reports a violation of law or an ethics violation in the manner prescribed in clause d. below shall suffer harassment, retaliation or adverse employment consequence. A staff member or volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable staff, volunteers and others to raise serious concerns within the ASF prior to seeking resolution outside the ASF.

d. REPORTING VIOLATIONS

ASF has an open door policy and suggests that employees and volunteers share their questions, concerns, suggestions or complaints with the Executive Director. In most cases, the Executive Director is in the best position to address an area of concern. However, if you are not comfortable speaking with the Executive Director, or you are not satisfied with the response, you are encouraged to speak with the Chairman of the Board.

RECEIPT AND ACKNOWLEDGEMENT:

By entering the codeword **BISKI** in the ASF Handbook Acknowledgement form, I am indicating that I have read, understand and agree to the Terms and Conditions covered in this handbook.

LINK to ASF Handbook Acknowledgement form:

<https://www.waiverfile.com/b/AdaptiveSportsFoundation1/Waiver.aspx?formid=19e3a331-1cc1-4953-b76a-87adeb00d9de>