

Castle

Operations Manual



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Castle Operator Responsibilities

- Oversight of safe and successful operation of the T-Bar lift and unload terminal
- Stop the lift if a passenger falls during unload
- Supervise the top of the hill operations, communicate issues to base station
- Communicate restarting the lift to base station
- Execute emergency response procedures as necessary
- Understanding of Emergency Medical Response Protocol
- Assess hazards at all times and stop unsafe conditions as found
- Enforce all safety rules and regulations set forth in this document (*including behavioral, passenger riding etiquette, and sliding enforcement*)
- Identify immediate maintenance problems and report them to the appropriate Board-level contact

Opening the Castle

1. Drive up Guilford Street to Hillcrest Terrace and follow Hillcrest Terrace to the end of the street. Park in the Cul de Sac and walk down to Castle. Arrive 15 min early for a shift. Unlock the door using the key box and code **1945**. Making sure you scramble the code after returning the key to the box.
2. Install safety gate cord just before the upper terminal
3. Reset all stop buttons (inside and outside castle)
4. Place the “drop t-bar” sign at designated unload area based on snow conditions
5. Perform safety checks with the Base Operator. **Safety checks include Castle safety gate, Castle inside switch, and Castle outside switch. As well as safety checks for the Base Station and Loader. (See Base Station Procedures) ALL SAFETY CHECKS MUST BE COMPLETE BEFORE PASSENGERS CAN BE LOADED.**
6. **Start a new castle shift report.**
7. Unlock window
8. **In the event of a medical emergency, notify Ski Patrol. If there is no ski patrol on duty, the base operator is in charge. Follow Emergency Medical Response Protocol.**

During a shift

1. Monitor riders unloading at the terminal. Encourage safe practices.
2. Alert riders to move quickly out of the way of unload area using PA speaker as needed
3. Stop the lift as needed to allow riders to clear the unload area. **Alert Base of situation**
4. Stop the lift for riders that have fallen anywhere in visible lift line
5. Dispatch patrollers to potential medical/behavioral incidents via 2-way radio as needed

Operator Shift Change

1. Inform volunteer relieving you of your shift of any pertinent info for their shift.
2. Communicate to oncoming volunteer if any zones of the hill are closed and where the unload spot is for that day

Closing the Castle at end-of-day

1. Once all passengers are off lift the base will take care of stopping the lift where desired
2. Base operator will communicate when the last rider is on the lift and give a description
3. Take the “drop t-bar here” sign inside the castle
4. Retrieve the safety gate cord and put it inside the Castle.
5. Turn heat to 50°F or low. Turn the inside lights off and lock the door. The outside light on the Castle facing uphill will remain on. **Verify key box code is scrambled.**
6. Take bagged trash at the end of the day to outside of the Warming hut at the end of the day, or have Patrol ski it down if possible. Take the bagged trash to the dumpster at the skating rink, if full. Partial trash can be dumped in trash cans outside of bathrooms.

Emergencies

911 ADDRESS: 24 Memorial Park Drive, Brattleboro, Vermont

- **Robbery Alarm:** familiarize yourself with the panic button labeled “**HELP!**” mounted on the wall. This is a silent alarm that will directly notify emergency dispatch. When pushed, Police Officers will respond. A call-back from the alarm company will occur after 10 minutes since the alarm was pushed. In the event of a robbery, discreetly activate this button to notify authorities. (*We recommend a second adult volunteer remain in base station until closing procedures are complete*)
- **Medical Emergency:** In the event of a medical emergency, Ski Patrol is in charge. Always obtain the exact location of the patient. Wait for the instructions from Ski Patrol to activate 911 and request EMS to the Ski Hill. If Patrol is not on duty, call 911 and keep the patient warm. Ski Patrol will transport the patient via sled to the base area. Ambulance personnel should remain at the base and await the patient there. Emergency vehicles should stage at EMS STAGING location, located at the front gate of Ski Hill at the base. If patrol is unable to transport for any reason, the Base Operator will be notified and EMS personnel will be requested onto the hill. EMS personnel can use the snowmobile as needed only at Ski Patrol discretion. Refer to **Emergency Medical Response Protocol.** Notify on-call Director.

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- **Fire/Smoke/Hazard:** In the event of a fire, smoke, or other hazard; call 911 and request the Fire Department to respond. Shut down the lift and evacuate persons from the hazardous area. Use fire extinguishers as safe to do so. Notify on-call Director.
- **Police:** For events requiring police, determine if this is an emergency or non-emergency police matter. In an emergency, dial 911 and report the situation. For non-emergencies, dial 802-257-7946 and report the situation and what resources you require. Notify on-call Director.
- **Tramway Passenger Injury:** If a passenger is injured while on the tramway lift, follow **Emergency Medical Response Protocol** to treat the patient. Notify on-call Director. State of Vermont Tramway Injury Report form is required.

Complete respective incident reporting forms and always alert the on-call Director

Rules/Other

- All volunteers share the responsibility of ensuring passengers are riding the lift safely. Make overhead announcements and/or stop lift as needed. Common problems include: kids riding the lift side to side, high fiving between lift riders and downhill skiers/snowboarders, as well as joining the lift anywhere other than the loading area. These easily can cause broken Ts and mechanical problems, leading to interruption of service and expensive repairs.
- **If lift is stopped, communicate with the loader and/or castle before restarting. If lift cannot restart, ensure everyone's buttons are disengaged, safety gate is connected at top of hill, and lift is being started at lowest speed (green arrow).**
- No dogs on the hill at any time.
- No smoking on the hill (or within 200 feet of a minor).
- No disk golf while lift is in operation on or around the Ski Hill.
- No walking or cross country skiing across the skiing/riding area.
- Sledders must stay to the left of the trees/boundaries at all times. Questions about sledding from the public can be directed to the Recs & Parks Department.
- All snowboards and skis must be attached to the person in order to ride the lift.
- No metal shovels on the lift except by authorized personnel only.
- Features (i.e. jumps, rails) are only permitted on the terrain park, and can only be installed by the authorized personnel.
- Base station operators may rescind a customer's day ticket if they are not abiding by the LMPSS, Inc. code of conduct, or after reasonable warning, at base operator or ski patrol's discretion. Castle operators should communicate to Base Station unruly conduct happening at the top of the hill. Utilize Ski Patrol as needed

Any questions about these rules should be directed to any Board Director

FAQs

What do I do if the safety gate gets taken down by a t-bar?

Reset the safety gate cord, verify the t-bar has retracted into the lift, and alert base it is clear to restart

What do I do if a t-bar won't retract?

Use the long pole with a hook on it to push the t-bar back into the lift box.

How do Castle volunteers earn hours for vouchers?

Every two hours of volunteering equals a voucher lift ticket. These credits must be claimed in the volunteer voucher binder in the Base Station. Castle volunteers can either stop down at the end of their shift or communicate with Base Operators to have them get logged.

Can on-duty volunteers take a break and take a few runs on the hill?

Yes. So long as the station the volunteer is assigned to is covered with a trained volunteer, a volunteer may ride free during their shift. The Base Operator must issue the volunteer a COMP ticket. *All riders of the lift must possess a lift ticket at all times.*

What if the oncoming volunteer does not show for their scheduled shift?

Alert the Base Operator, and they will notify the on-call. If passengers are on the lift, the Castle must **NEVER** be left unattended.