New England Healing Sports Association

Volunteer Policies Handbook

Version History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/4/2019</td>
<td>1.0</td>
<td>Initial Handbook</td>
</tr>
</tbody>
</table>
Table of Contents

1. Introduction .................................................................................................................. 3
2. NEHSA Governance ..................................................................................................... 5
3. Program Offerings ....................................................................................................... 7
4. Volunteer Requirements .............................................................................................. 8
5. Background Requirements ......................................................................................... 9
6. Safety .......................................................................................................................... 10
7. General Policies .......................................................................................................... 11
8. Program Specific Policies & Guidelines ...................................................................... 15
9. Orientation & Training ............................................................................................... 18
10. NEHSA Benefits ....................................................................................................... 19
11. Lodge Policies .......................................................................................................... 20
12. Forms, Waivers, & Releases ..................................................................................... 21
1. Introduction

Welcome to New England Healing Sports Association, (NEHSA). By joining us, you have essentially joined a second family of compassionate, dedicated, and generous volunteers. Volunteers are the central pillar of NEHSA allowing us to provide over 10,000 hours of adaptive lessons a year. Involvement with NEHSA enriches the lives of our clients as well as all who work with them.

This handbook is intended to:

- Provide the policies and procedures set forth in order to ensure safe, consistent, and successful programming outcomes.
- Provide an overview of NEHSA as an organization and to help you understand your role within the NEHSA family of volunteers.
- Act as a clear, easy to reference resource for volunteer expectations and NEHSA policies

NEHSA’s History:

NEHSA was founded in 1972 as a non-profit organization run by and for individuals with disabilities who wanted to enjoy active and independent lives through participation in sports. The program first started at Haystack Mt. Ski Area in Vermont. In 1974, NEHSA made the move to it’s present home, Mount Sunapee Resort in Newbury, NH. The first lodge was constructed during the 1991-1992 season. In 1996, NEHSA partnered with the Boston VA Healthcare System to serve veterans with disabilities in the first New England Winter Sports Clinic. In 2005, NEHSA began year-round activities with full time staff.

In 2006, NEHSA first introduced water sport programming, including kayaking. January 13th, 2008 NEHSA became one of the founding members of the Paralympic Sports Club in agreement with the United States Olympic Committee. Summer of 2009 saw our very first New England Summer Sports Clinic partnering with New England VA’s. NEHSA begins partnerships with area schools and colleges to expand our NEHSA intern program in 2011. In 2012, kayaking was officially made a yearly program at NEHSA. NEHSA began construction on Phase 1 of building renovations in 2018. In 2019, NEHSA completed a long awaited renovation of the original lodge, effectively doubling it in size.
Our Mission & Vision:

NEHSA bears witness to the triumph of the human spirit by helping people with disabilities and their families enrich their lives through adaptive sports, recreation, and social activities.

NEHSA serves individuals and families through adaptive sports, promoting healing and accomplishment.

Our vision is a world with strong, supportive communities, providing full access to natural resources, an active lifestyle, and the highest possible level of independence.

Our Staff:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carly Bascom</td>
<td>Director</td>
<td>(603) 763-9158 Option 1 or</td>
<td><a href="mailto:Carly.Bascom@nehsa.org">Carly.Bascom@nehsa.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(603) 309-4959</td>
<td></td>
</tr>
<tr>
<td>Angela Neilson</td>
<td>Operations Manager</td>
<td>(603) 763-9158 Option 2</td>
<td><a href="mailto:Angela.Neilson@nehsa.org">Angela.Neilson@nehsa.org</a></td>
</tr>
<tr>
<td>Henley Sinner, CTRS</td>
<td>Program Coordinator</td>
<td>(603) 763-9158 Option 4</td>
<td><a href="mailto:Henley.Sinner@nehsa.org">Henley.Sinner@nehsa.org</a></td>
</tr>
<tr>
<td>Maria Fair</td>
<td>Bookkeeper</td>
<td>(603) 763-9158 Option 3</td>
<td><a href="mailto:Maria.Fair@nehsa.org">Maria.Fair@nehsa.org</a></td>
</tr>
</tbody>
</table>

Office Location:
1398 Route 103, Newbury, NH 03255

Mailing Address:
PO Box 2135, Newbury, NH 03255

Website: www.nehsa.org

Email: info@nehsa.org

Phone: (603) 763-9158

Fax: (603) 763-4400
2. NEHSA Governance

NEHSA is a member-based, 501(c)(3) non-profit charitable organization governed by a Board of Directors elected by the membership each year at the annual meeting held towards the end of our fiscal year. The functions of NEHSA are carried out by the Board of Directors, NEHSA Staff, and organizational committees authorized by the Board in accordance with procedures set forth in NEHSA’s organizational bylaws.

The purpose of NEHSA is to provide year round sport and recreation opportunities for individuals of all ages and varieties of disabilities in order to improve quality of life, social engagement, physical fitness, and mental and emotional health. NEHSA is committed to including the family and friends of our clients, volunteers, and the community in our programming efforts to make sport-based recreation available to all.

Our Board of Directors:

Lou Pieroni- President
Mike Vulpis- Vice President
Rod Smith- Treasurer
Kendall Buck- Secretary
Don Hayes
Ralph Marche
Sue Mills
Sue Mitchell
Mike Moran
Bob Mullen
Mary Plummer- Honorary Board Member
Disabled Sports USA Chapter:

NEHSA is a member of Disabled Sports USA (DSUSA). As such, we are a part of one of the largest national organizations serving individuals with disabilities in the country. NEHSA’s chapter membership allows potential clients to easily find our location and research our program offerings. It also allows NEHSA staff and members the ability to apply for grant and specialized training opportunities through DSUSA. Lastly, NEHSA members are covered under the DSUSA liability insurance program.

As a member of DSUSA, NEHSA is responsible for adhering to DSUSA policies and guidelines including incident reporting, safe athlete training, and athlete tracking. If you have any additional questions about NEHSA’s DSUSA Chapter responsibilities, please contact the Program Coordinator.

NEHSA Membership:

NEHSA is a member-based organization. All athletes and volunteers are required to pay annual dues to become members of NEHSA. Dues fees are used to help cover the cost of our liability insurance through DSUSA. NEHSA’s fiscal year runs from June 1st to May 31st each year. Dues are to be paid prior to first volunteering with NEHSA. Dues for the winter season paid after March 1st will be applied to next year’s membership fee.

NEHSA Membership Levels:

*Individual* $45/year- This membership level is designed for individuals. It only covers one volunteer’s membership for the season. For our clients, 1 caregiver is also covered under their membership to assist on lessons during the winter and summer.

*Family* $70/year- This membership level is designed for NEHSA’s families. Membership covers family members as defined by the IRS (dependents under 26, family members living within the household as dependents, etc).

*Group* $150/year- This membership is designed for school groups, VA’s, and other professional organizations bringing large amounts of members for group events. Group membership covers teachers, staff, and caregivers associated with the group in addition to athletes.

*NEHSA Volunteers are required to pay dues yearly to remain in goodstanding.*
3. Program Offerings

Winter Programming: NEHSA’s winter season begins December 26th and continues until the snow conditions diminish, usually mid April. NEHSA provides stand up skiing, sit down skiing, snowboarding, and alpine race programming during the winter months.

Summer Programming: NEHSA’s summer season begins late June and continues into the early fall, usually late September. During the summer, we offer kayaking and stand up paddle boarding opportunities.

Veteran Programming: NEHSA is proud to offer veteran specific programming opportunities through our amazing partnerships with several New England VA systems. We currently partner with the Boston VA Healthcare System, White River Junction VA, Manchester VA, and Bedford VA. We provide week long sports clinics in both the summer and winter. Volunteers must apply through the VA application to be considered for these events. For more information, contact the Program Coordinator.

Venues: NEHSA provides winter programming at Mount Sunapee Resort, Okemo Mountain Resort, and Pat's Peak Ski Area. In the summer, NEHSA provides weekly lessons at the Sunapee State Beach and also travels to Lake Mascoma and the Connecticut, Concord, and Charles Rivers.

Equipment:

NEHSA utilizes a wide variety of adaptive equipment and techniques to ensure the safe and successful delivery of our sports programs. Below is a brief overview of our equipment.

Winter: Bi skis, dual skis, mono skis, slider, snowboard rider bar, tethers, tip clips, bungees, spacer bars, bamboo pole, and more.

Summer: Single and tandem kayaks, wide and narrow paddle boards, pontoons, hand and wrist adaptations, paddle pivot, sweet cheeks, air bag supports, and more.
4. Volunteer Requirements

NEHSA has many different volunteering opportunities. We are always looking for additional help with winter and summer lessons, in our shop, and in our front office.

ALL NEHSA volunteers must:

- Be at least 14 years old
- Complete all membership paperwork and pay yearly membership dues
- Attend orientation and training pertaining to their role
- Be willing to work as a team
- Respect athlete and volunteer confidentiality
- Follow NEHSA policies and procedures
- Pass background check (see section 5)

On-Snow Volunteers must:

- Always wear a properly fitting helmet when skiing on any NEHSA ticket
- Ensure equipment is maintained in safe, working order
- Be able to ski blue terrain comfortably
- Be able to stay with the lesson during its entirety

Summer Volunteers must:

- Always wear a Personal Floatation Device (PFD) when in any level of water
- Attend early summer volunteer training
- Be comfortable around water
- Feel comfortable paddling in a variety of conditions including wind, rain, heavy boat traffic, and towing athletes

Shop Volunteers must:

- Undergo training before setting equipment for athletes, family members, or volunteers
- Pass Elan binding certification
- Be comfortable with fitting boots to clients
- Be able to commit to regularly scheduled volunteer days (exceptions may be made, contact the Program Coordinator)

Office Volunteers must:

- Have excellent customer service skills
- Feel comfortable handling money and transactions
- Be organized and have attention to detail
- Adhere firmly to HIPAA laws and regulations when working with files
- Be able to commit to regularly scheduled volunteer days (exceptions may be made, contact the Program Coordinator)

To remain in good standing with NEHSA, all volunteers must complete volunteer paperwork, pay yearly dues, and participate in one fundraising activity per year.
5. Background Requirements

NEHSA is dedicated to the safe delivery of sports programming for our athletes, volunteers, and staff. NEHSA requires all volunteers to undergo a background check to ensure the safety of our athletes, volunteers, and staff. This background check will be repeated every other season you are with NEHSA. Refusal to submit to the background check or the following background check results will result in the prohibition of joining or the termination of your NEHSA membership, access to our facilities, and involvement with our organization.

Exclusionary findings in background check results include but are not limited to:

- Abuse (physical, emotional, neglect, and/or sexual) against any person e.g., children, adults, and/or seniors
- Assault (including assault and battery, aggravated assault)
- Harassment and stalking
- Kidnapping or false imprisonment
- Criminal sexual contact
- Murder/manslaughter
- Alcohol/drug induced impaired driving
- Alcohol/drug distribution to a minor
- Property crimes (theft, arson, vandalism, shoplifting)
- Hate crimes
6. Safety

Incident Reporting:

Specific emergency responses will be covered in volunteer trainings for each NEHSA sport. As per our responsibilities as a DSUSA Chapter, NEHSA is required to fill out incident reports for accidents and emergencies involving our athletes, volunteers, and staff. Volunteers have a responsibility to report any incidents to NEHSA staff as soon as possible. Volunteers may be required to give a description of any incidents that may take place. NEHSA staff is responsible for completing official incident reports.

Weather:

- Lightening: If lightening is present, activities must be stopped immediately and shelter must be sought out. Activities may resume 30 minutes after the most recent strike.
- Dangerous Temperatures: During the winter and summer months, temperatures may fall or rise to dangerous temperatures. If this occurs, NEHSA may cancel lessons for the safety of our athletes and volunteers. Many athletes may be unable to effectively regulate their body temperature. Lesson cancellations due to temperature will be at the discretion of NEHSA Staff.

Required Safety Equipment:

- Helmets: All volunteers, athletes, family members, and caregivers must wear a properly fitting helmet at all times on snow during winter lessons.
- PFD’s: All volunteers, athletes, family members, and caregivers must wear a properly fitted PFD at any time they are in the water past ankle deep, even when not in a boat.

Concussion Policy:

Volunteers are responsible for reviewing and acknowledging DSUSA Concussion Awareness information. NEHSA athletes that have sustained a concussion must be symptom free for one full week and cleared by a medical professional before returning to sport participation.

Seizure Precautions:

Athletes with ANY history of seizures have a red file folder. Athlete seizure information is located in the Physical Packet. If seizures have been present within the last year, seizure precautions must be utilized. In some cases, exclusions to this may apply at the determination of only the Director. In the winter, athletes with seizures are required to utilize a seizure belt, unless they utilize a sit ski. All athletes with active seizures must have a 2:1 instructor ratio. In some cases, exclusions to this may apply at the determination of only the Director. If an athlete experiences a seizure on a lesson, proper incident reporting should be utilized and the athlete is required to obtain medical clearance before returning to NEHSA for sport participation.

Athlete/Athlete Abuse Prevention:

NEHSA is dedicated to ensuring the safety of all athletes. Volunteers will be required to undergo DSUSA Athlete Abuse Prevention training when it becomes available.
7. **General Policies**

**Mount Sunapee Policies:** Although NEHSA is not part of Vail Resorts, we are still an internal guest of Mount Sunapee Resort and must be respectful of mountain policies and procedures. Many of our policies are modeled after those in use at the mountain and are out of NEHSA’s control. If you have any questions regarding specific policies, please ask NEHSA staff.

**Scheduling, Absences, & Cancellations:** NEHSA volunteers essentially create their own schedules. We ask that each volunteer fill out a Volunteer Day Form (see section 12). This allows us to plan for how many athletes we can accommodate each day and if our office and shop have coverage. The Volunteer Day Form should be filled out as completely as possible for each upcoming season.

NEHSA understands that schedules change and life happens. If you need to change your schedule or cancel a volunteer date, it is your responsibility to notify NEHSA staff as soon as you know. You may call the office at 603-763-9158 or email info@nehsa.org. Failure to notify staff of expected absences on multiple occasions may result in termination of volunteer opportunities. Volunteers who cancel a volunteer day will not receive credit for that day.

Occasionally, due to weather or having too few athlete lessons for the amount of volunteers, you may be called off. This occasionally happens the night before a lesson or in the early morning of lessons. Volunteers are called off based on who is traveling the farthest. It is very important that you keep your contact information up to date so we can be sure to communicate changes to you quickly. Volunteers that are called off by NEHSA will still receive credit for the volunteer day.

**Confidentiality:** Any information that a volunteer, staff, or board member learns about NEHSA, its athletes, donors, or other volunteers that is not otherwise publically available constitutes confidential information.

Volunteers, staff, and board members may not disclose confidential information to anyone who is not a part of NEHSA or to other persons working with NEHSA who do not need to know such information to render services. The disclosure, distribution, copying, and/or electronic transmission of any confidential information is strictly prohibited. This is a zero tolerance policy.

Discussions regarding an athlete, volunteer, staff, board member, incident, operational issue, or event involving any participant should only be conducted in a private, appropriate location with an appropriate staff member and/or board member.

Confidential information includes but is not limited to:

- Participant Records
- Volunteer Records
- Staff files
**Conduct:** At NEHSA, we take pride in the kind, compassionate, and dedicated volunteers we are made up of. Our volunteers work hard and hold themselves to the highest standards of conduct.

NEHSA does not tolerate any form of abuse (verbal, physical, neglect, harassment, sexual, etc). This is a zero tolerance policy.

NEHSA requires volunteers to be responsible, respectful, and behave in a manner that is conducive to success and growth in our athletes. Volunteers become role models for our athletes, their families, and other guests at Mount Sunapee Resort.

Volunteers are to adhere to posted signs and follow “Leave No Trace”.

NEHSA is an internal guest of Mount Sunapee Resort, and as such our volunteers act as representatives of the mountain as well as NEHSA when on the slopes. Our volunteers also act as representatives of NEHSA when traveling to our other venues and locations throughout the year.

Volunteers are to understand:

- NEHSA has zero tolerance for all forms of abuse towards any individual, athlete, volunteer, participant, family member, staff, or board member by anyone.
- NEHSA programming should be conducted positively for a positive experience of our athletes. We understand that life happens and if something is going on that is keeping you from doing this, please inform the Program Coordinator for alternate assignment.
- Volunteers are to focus on their assigned lessons for the safety and enjoyment of their athlete. It is not our role to police other guests of Mount Sunapee Resort and other venues.
- Abusive, neglectful, harassing, assaultive, and other negative interactions by a NEHSA volunteer towards other guests, athletes, and staff, regardless of circumstances, will result in permanent removal from NEHSA and revocation of passes/membership.

**Appearance:** All NEHSA volunteers are required to dress appropriately for the sport they are participating in. Specific attire requirements can be found in Program Specific Policies (p. 16 & 17).

**Equipment:** Adaptive and specialized equipment is crucial to safely and successfully adapting sport opportunities for our athletes. At NEHSA we utilize a wide variety of adaptive equipment for our summer and winter sports. Volunteers are to be trained before utilizing adaptive equipment. This is to ensure that equipment is used and fitted to our athletes properly.

In some cases, especially during the winter, volunteers will be responsible for choosing adaptive equipment for their athletes. Lead volunteers will usually make these decisions in collaboration with athletes, but assistant volunteers should be encouraged to provide additional productive feedback and input, especially when it comes to the safety and comfort of athletes. Questions/concerns regarding equipment should be directed to NEHSA staff.

All equipment used in lessons should be in proper working condition. At no time should volunteers utilize equipment that is broken. Broken equipment must be reported to NEHSA staff and an equipment service form must be filled out. Equipment must be extensively checked before returning to programming.
Certain equipment must be utilized by ALL volunteers, staff, and athletes. PFD’s are required at all times in the water and helmets are required at all times on snow during lessons. No exceptions.

Occasionally, volunteers may need to utilize NEHSA equipment for their own use on lessons (sit equipment or shorter skis/snowboard). Equipment should be utilized safely and respectfully. Failure to do so may result in the termination of the ability to utilize NEHSA equipment.

**Lesson Reports & Documentation:** Volunteers are responsible for documenting all lessons in the athlete lesson report forms. Lead volunteers are responsible for ensuring that lesson reports are completed by themselves or in collaboration with assisting instructor(s) assigned to that lesson. **Lesson reports are to be descriptive and complete, even when lessons are similar week to week.** It is important to do this so volunteers can easily see what is working for the athlete, the Program Coordinator can easily make volunteer/athlete pairings, and progress is documented for the athlete. Many outside organizations, especially the VA, require detailed documentation in order to justify equipment purchases and thorough lesson reports can help your athlete get funding for their own personal equipment!

**Restrooms:** NEHSA restrooms are for athlete use only during the winter season. Volunteers are asked to utilized restroom facilities in the basement of the Sunapee Lodge. Volunteers are not required to and should not assist athletes in the restrooms.

**Parking:** During the winter season, all NEHSA volunteers are to park in the back of lot 2, with the exception of our volunteers who require accessible parking spots. Occasionally, volunteer/employee parking may be moved to the Sunapee State Beach (around national winter holidays). Parking changes will be communicated to volunteers by NEHSA staff and must be adhered to. During summer programming, please be considerate of where you park at the beaches so that more accessible spots are saved for athletes.

**Pet Policy:** Volunteers are not to bring personal animals to NEHSA programs. During some special events and fundraisers pets may be welcome. Please contact NEHSA staff before bringing your animal to an event. Once the mountain is open for the winter, pets are not allowed at Mount Sunapee Resort, even in cars. **Service animals are the only exception and are welcome at the NEHSA Lodge.** Volunteers should be respectful of service animals and the wishes of their owners. Do not approach any service animals unless their owner has granted you permission. These animals are working and have a very important job to do.

**Radios:** Occasionally, volunteers may be asked to take a radio on lessons. In the winter, this is indicated with a red “R” next to the volunteer name on the lesson board. Radio assignments are at the discretion of NEHSA staff. Channel 1 should be used to communicate most frequently. Channel 2 may occasionally be used to communicate privately and it is the volunteer’s responsibility to respect that privacy. Radios are to be used to communicate incidents requiring ski patrol, equipment requests, and occasionally major condition reports.

**Fundraising:** In addition to your generous gift of time to NEHSA, we always appreciate when volunteers spread the word of our organization to potential athletes, volunteers, and donors. Contact the office if you would like materials to spread the word!
Throughout the year, NEHSA participates in many fundraising efforts. Volunteers are asked to participate in at least one fundraising event per year to maintain good standing with NEHSA. Fundraising opportunities are as follows:

**Summer:**

- NEHSA Golf Tournament: August
- NEHSA Pirate Paddle Light Parade: Mid August
- NEHSA/Portsmouth Elks Veteran Appreciation Paddle: TBD

**Winter:**

- NEHSA Ski/Ride-a-Thon: First Saturday in February
- NEHSA Community Challenge: First Saturday in March
- Thursday’s Child: Third Thursday in February
- Casino Fundraiser: Varies based upon Casino availability

**Alcohol:** Under no circumstances should alcohol be consumed within the NEHSA Lodge. NEHSA volunteers under the age of 21 are prohibited from consuming alcohol. During fundraisers, special events, and other circumstances where alcohol may be present, volunteers must refrain from drinking until all programming has ended. NEHSA asks that volunteers who may drink, do so in moderation and be respectful of individuals who may not choose to do so or who may be unable to partake.

**Smoking/Vaping/E-Cigs:** The NEHSA Lodge is a smoke/vape/e-cig free environment. Additionally, Mount Sunapee is largely a smoke free environment. If volunteers would like to smoke or vape, they are to go outside and to the rear of the building (side opposite the parking lot) and not smoke within 25 feet of any entrances.
8. Program Specific Policies & Guidelines

Winter

Volunteer Roles:

- Lead Instructor(s): Responsible for choosing adaptive equipment, ensuring successful adaptive programming, making sure lesson reports are completed
- Assistant Instructor(s): Assists lead instructors, provide insight and adaptations to ensure safety and comfort, be eyes on the mountain for other skiers and riders.

Skiing/Snowboarding Disciplines: NEHSA provides adaptive instruction in stand up skiing, sit down skiing, snowboarding, 3&4 track skiing, snow slider, guiding athletes with visual impairments, as well as utilizing specialized teaching techniques for athletes with autism, developmental and cognitive disabilities, and specialized approaches for athletes with anxiety, depression, and PTSD.

Skier/Rider Responsibility Code: All volunteers should abide by the skier/rider responsibility code:

- Always stay in control, and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail, or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to help prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

Lift Protocols: All volunteers are responsible for knowing how to properly load, ride, and unload the lifts safely. All athletes are required to be accompanied by a volunteer when riding any lift. Volunteers should utilize the NEHSA load line only when on a lesson. When conducting terrain assessments without athletes, utilizing an earned ticket, or free skiing, volunteers must use the regular lift lines. Failure to do so may result in disciplinary action. All volunteers must respect and follow the instructions of lift attendants.

Everyone on a NEHSA lesson is required to utilize the chairlift bar. The lift bar is to be lowered before the lift leaves the loading bay. The bar shouldn’t be raised until the chair is within the last tower before the bullwheel.

When assisting athletes in sit ski equipment, the safety clip is to be clipped before the lift leaves the loading bay. Safety clips shouldn’t be unclipped until the chair is within the last 2 towers before the bullwheel. In some cases, exclusions to the use of a safety clip may apply at the determination of only the Director.

When assisting athletes in sit equipment or the snow slider, no more than 2 volunteers should ride the lift with the athlete. At no time should more than the maximum riders try to squeeze onto the lift. Additional instructors should try to stay close to the lesson, but may need to ride separately and may need to wait before loading. Instructors that are with athletes, but are separated from their additional
instructors should wait at the top of the lift, clear from the active unloading area, until everyone is present before proceeding with the run.

Occasionally, lone NEHSA instructors may be approached by Mount Sunapee Learning Center staff to accompany their athletes on lifts. **When NEHSA instructors are on a lesson, even when riding alone, you are NOT to accompany Learning Center athletes on lifts.** When skiing on your own, it is at your own discretion to accompany these athletes.

**Attire:** In the winter, all NEHSA volunteers are required to wear a red NEHSA Jacket and their helmet. Helmets are to be worn at all times when skiing on any NEHSA ticket. Jackets should be used for lesson days only. NEHSA Jackets are available for purchase at $200 and include name embroidery. Additional embroidery may be available at an additional cost. We have a wide variety of NEHSA Jackets to borrow if you don’t want to purchase a NEHSA jacket. Please remove your ticket and hang up your jacket at the end of the day. All volunteers are responsible for dressing warmly and comfortably.

**Helmets:** At any time when skiing on a NEHSA ticket, during volunteer days or utilizing an earned pass, all NEHSA volunteers, athletes, family members, staff, and board members are required to utilize a properly fitting helmet. Helmets should be properly buckled at all times. No exceptions.

**Seizure Belts/Precautions:** Athletes with seizures are required to utilize a seizure belt, unless they utilize a sit ski. All athletes with active seizures must have a 2:1 instructor ratio. Seizure belts are to be clipped before the lift leaves the loading bay. Seizure belts shouldn’t be unclipped until the chair is within the last tower before the bullwheel. In some cases, exclusions to this may apply at the determination of only the Director. If an athlete experiences a seizure on a lesson, proper incident reporting should be utilized and the athlete is required to obtain medical clearance before returning to NEHSA for sport participation.

**Hand/Foot Warmers:** Hand and foot warmers are for athlete use only. These are donated to NEHSA and are very important to our athletes who may be unable to adequately regulate their body temperature. Please limit the use of these to 2 packs per athlete. Occasionally exceptions may be made for volunteer use, please ask NEHSA staff before taking warmers.

**Personal Equipment:** NEHSA Volunteers are responsible for ensuring that their equipment is in good working order and is appropriate for the lesson they are on. Additional information regarding the care and storage of personal equipment can be found in NEHSA Benefits (p. 19) and Lodge Policies (p. 20).

**Summer**

**Volunteer Roles:**

- **Safety Boater:** Responsible for eyes on the water, assisting in emergencies, providing additional support when needed. This volunteer is the very first on and the very last off the water.
- **Lead:** Responsible for leading the group, setting appropriate pace, and choosing safe routes. Athletes shouldn’t pass in front of the lead when paddling in a group.
- **Sweep:** Responsible for making sure everyone is staying with the group and no one is falling behind. Helps to ensure everyone gets safely off the water.
- **Side Walk:** Side-walks with participants who may be unable to paddle close to shore. Provides sensory stimulation and floating experiences. Substantial water shoes are required when side walking.

**Water Safety:** During summer instructor training, specific water safety will be covered including rescues. Volunteers should be sure to adhere to safety guidelines, stay near shore, and make safe route choices. NEHSA regularly encounters boat traffic and wakes are possibly encountered. Safety should be paramount at all times.

**Attire:** During summer months, orange NEHSA shirts are awarded to volunteers who have completed kayak training and are to be worn on volunteer days. Volunteers are required to wear some kind of footwear and a PFD. Volunteers should dress comfortably, but modestly in summer months.

**PFD's:** PFD's (Personal Floatation Devices) are required whenever any athlete, volunteer, caregiver, or family member is any further than ankle deep in water and at all times when in kayaks and on paddleboards. PFD's must be fully zipped/buckled at all times. No exceptions.
9. Orientation & Training

At NEHSA we are proud to offer many different training opportunities for all of our volunteers. We believe that learning is an everlasting and evolving endeavor and want to promote these opportunities for all volunteers. NEHSA training opportunities include the following:

- New Member Orientation: Held in November, this orientation allows new volunteers and athletes to learn all about the programming opportunities that NEHSA offers.

- Volunteer Clinics:
  - Winter: Preseason training clinics during the weekends leading up to opening day. Clinics cover everything from teaching approaches to specific adaptive equipment. Clinic schedule and descriptions are announced late October/early November.
  - Summer: Volunteer Instructor training is a one day all inclusive on and off water training to cover water safety and adaptive paddling approaches. Takes place in mid-late June depending on water temperature.

- Additional Training Resources
  - PSIA/AASI Certification: National certification in adaptive disciplines is available and encouraged. Ask NEHSA staff if you are interested in more information and certification opportunities.
  - DSUSA Training Opportunities: NEHSA encourages volunteers to try to attend valuable training opportunities such as the Hartford Ski Spectacular and other DSUSA trainings.
  - DSUSA Handbooks: Collection of adaptive sport handbooks for review online.
  - PsychArmor: Free online civilian training for those working with our nation’s service members.
10. **NEHSA Benefits**

**Membership Voting:** NEHSA Memberships allow one (1) vote per membership in the Annual Meeting for board elections. This means one vote per individual membership, family membership, and group membership. Memberships with multiple members should choose one representative to cast their vote in the annual meeting.

**Earned Tickets:** During the winter season, NEHSA volunteers earn one (1) non-transferrable lift ticket for each full-day they volunteer. Earned tickets may be redeemed after 4 full days of volunteering. Earned tickets are tracked by NEHSA Staff.

**Season Pass:** Season pass awards are at the discretion of Vail Resorts each year and specific details and awards are subject to change. Winter NEHSA Volunteers who have paid their dues for the year and have volunteered for 23 full days during the ski season will be granted a season pass for the following winter season. Specific season pass benefits will be communicated to volunteers as soon as they are established with Mount Sunapee Resort each year.

**Season Pass Deferment:** Season passes may be deferred for up to 1 season at the discretion of the Director. It is the volunteer's responsibility to communicate deferment concerns at the beginning of the winter season. During the deferred season, NEHSA dues must be paid to receive a deferred pass upon the volunteer's return.

**Discounted Tickets:** NEHSA members with a family membership may purchase additional lift tickets at a discounted rate for family members listed within their membership (immediate family members as defined by the IRS and within the household). Ticket discounts are established yearly with Vail Resorts and are communicated to the membership.

**Equipment Storage, Transportation, & Maintenance:** NEHSA allows storage of personal equipment and occasional transportation of volunteer equipment in the summer and winter seasons. Please see p. 20, NEHSA Lodge Policies, for details.
11. NEHSA Lodge Policies

With the completion of our beautiful new lodge renovation, we want to ensure that it is well kept for athletes, volunteers, and staff for years to come!

Lodge Hours:

- **Winter Season: December- April**
  - Monday-Friday: 8:00 AM - 4:00 PM
  - Saturday-Sunday: 7:30 AM - 4:00 PM

- **Summer Season: Late June-August**
  - Monday-Friday: 9:00 AM - 4:00 PM
  - Saturday & Sunday: Closed
  - Due to varying programming, please call ahead

- **Shoulder Seasons: April, May, Early June, September, October, November**
  - Monday-Friday: 9:00 AM - 3:30 PM
  - Saturday & Sunday: Closed
  - Due to varying events, please call ahead

**Equipment Storage & Personal Belongings:** In the winter, NEHSA allows the storage of 2 sets of skis/snowboards per person at the NEHSA lodge. Boots, boot bags, winter clothing, personal jackets, and other personal equipment is only to be kept in the lodge while out on lessons, not for the duration of the winter season. Occasionally, exceptions may be made when volunteering for multiple days in a row. This is at the discretion of NEHSA staff. Otherwise, please take your personal belongings home with you at the end of the day or store it in your vehicle.

In the summer, volunteer boats may be stored in our trailer that stays at the Sunapee Beach. Occasionally, we may be able to transport volunteer kayaks to certain events. Storage and transportation of boats are based on a first come/first served basis. Additionally, the transportation and storage of athlete equipment and boats will always take precedence.

**Volunteer Areas:** NEHSA volunteers should prepare for lessons in the basement of the lodge. Accessible volunteer storage is available on the main level of the lodge for our volunteers who need it. Please let NEHSA staff know if you need accessible storage options as space is limited. NEHSA volunteers are asked to keep out of private offices especially those on the first and second floors. Office volunteers are the only volunteers that should be in the main office. Volunteers not working the shop should limit time spent in the shop besides when they are actively getting equipment for their athletes. Please be respectful of our new lodge and properly dispose of all trash.

**Bathrooms:** NEHSA restrooms are for athlete use only during the winter season. Volunteers are asked to utilized restroom facilities in the basement of the Sunapee Lodge. Volunteers are not required to and should not assist athletes in the restrooms.
12. Forms, Waivers, & Releases

NEHSA Membership Form 2019/2020

DSUSA Concussion Training

Volunteer Screening 2019/2020 (Must be resubmitted every 3 years)

DSUSA Waiver & Media Release 2019/2020

Winter Volunteer Day Form 2019/2020 (Updated October Each Year)

Summer Volunteer Day Form 2019 (Updated April Each Year)

Volunteer Youth Form (Required for Volunteers 14-15 years old)

State of NH Parental Permission Form (Required for Volunteers 16-17 years old)
New England Healing Sports Association (NEHSA)
Volunteer Handbook Acknowledgement & Receipt

At Will Letter of Understanding

DSUSA Concussion Awareness Training Acknowledgement & Receipt
2019/2020

I __________________________________________________________________________ have read the NEHSA Volunteer Handbook and I understand that the contents of it are presented as guidelines and policies in process and they are in effect as the date of publication of this manual. The NEHSA Boards of Directors reserves the rights to modify, revoke, suspend, terminate or change any or all policies or procedures, in whole or in part, with or without notice. The language in this handbook is not intended to create, nor is it to be construed to constitute, an employment contract between NEHSA and any one or all of its volunteers. NEHSA’s board of Directors is the sole interpreter of all policies stated in this handbook based on feedback through the NEHSA membership and its’ insurance requirements.

I have read this document and understand that NEHSA is an “at will” volunteer organization. I understand that “at will” means:

TERMINATION OF VOLUNTEER SERVICES

Volunteering privileges at NEHSA are not a permanent arrangement; the right to volunteer within the organization is not of any specific duration. A volunteer may be terminated at any time, either by the Director or by a member of the Board of Directors, upon notice, with or without any cause if there are violations of the NEHSA handbook, zero-tolerance policies, or Mount Sunapee Rules and regulations.

A volunteer does not quire a “property right” in his or her volunteer position. Both the Volunteer and NEHSA are free to terminate volunteer services at any time, upon notice for any reason or for no reason at all.

I __________________________________________________________________________ have read the policies and procedures outlined in this handbook and understand them fully. If at any given time I feel I do not understand the policies or procedures of the organization, I understand that I may contact the Director, NEHSA Board President, or NEHSA Board Vice President. I understand that if I fail to sign the document my membership privileges will be revoked or not reinstated, whatever the case may be.

I __________________________________________________________________________ have read and understand the DSUSA Concussion Awareness Training Document.

Volunteer Signature: __________________________________________________________________________

Date: __________________________________________________________________________