



**DISABLED
SPORTS
EASTERN
S·I·E·R·R·A**

SUMMER VOLUNTEER MANUAL

(Revised June 2019)

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MAMMOTH LAKES



**DISABLED
SPORTS
EASTERN
S·I·E·R·R·A**

**We believe
the freedom and exhilaration
of outdoor challenges changes lives.
No one should be left behind simply because of a disability!**

**Disabled Sports Eastern Sierra is a volunteer-based nonprofit dedicated to changing
the lives of children and adults with disabilities and their families by:**

- * offering year-round outdoor sports and activities,**
 - * creating inspiring challenges,**
 - * providing expert instruction and adaptive equipment,**
 - * rallying the community to comfortably accommodate people with disabilities.**
-

Office Hours

Summer Office Hours:

8:30AM – 4:00 PM

Daily

(Times may vary based on programming)

DSES Office: 760.934.0791

Maggie Palchak Cell: 760.793.3023

Cassie Burgenbauch Cell: 760.914.2386

**Office hours may vary during due to weather, town events, program activities, or other related
affairs. Please call ahead if you are unsure of the current day's schedule!**



Board of Directors:

Karilyn Myers (Chair), Rick Taylor (Treasurer), Kathy Copeland, Brent Truax, Shields Richardson, Penny Bordokas, Stacey Adler, Carolyn Escoto, Patrick Gramuglia, Tom Mahr, Tom Schroeder

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Executive Director

Professional Ski Instructors of America (PSIA) Adaptive Level II,
Alpine Level III, AASI Snowboard Level II

Laura Beardsley

Deputy Director

PSIA Alpine Level 1, AIARE Level 1, BICP Level 1

Laurel Martin

Finance Director

LGT Certification, WSI Certification, Executive Masters of Business
Administration, Certificate of Excellence in Nonprofit Leadership & Management

Maggie Palchak

Program Director

PSIA Adaptive Level III, PSIA Telemark Level II, Nordic Level II, USSA
Coaches100, LGT Certification, BICP Level 1, WFA Certification

Katie Johnson

Executive Assistant

Cassie Burgenbauch

Program Assistant

PSIA Alpine Level 1, WFA Certification

Julia Huish

Summer Instructor

WELCOME VOLUNTEERS!!!!

Sports provide mobility, freedom of movement and optimal health. The increased self-esteem gained through our program enables individuals to pursue a more rewarding lifestyle by promoting their abilities versus their disabilities.

Volunteers play a tremendous role in our program. You are the backbone of our organization and spend enormous amounts of time with our students, boosting their self-esteem and preparing them for future challenges. Our goal is that volunteers are proud to be involved in such a worthwhile endeavor.

It is important that each volunteer realizes the responsibilities as well as the rewards involved in teaching individuals with disabilities. Some days may be a great deal of work while others may be easy. It's the hope of the DSES staff that each volunteer goes away a better individual because of the contribution they have made in changing the lives of our students.

Volunteers are in a unique position to promote positive public relations. You come in contact with many different people each day and it's important to spread the news about the achievements of Disabled Sports Eastern Sierra. We are proud to have you as such a big part of this program and know that you will be proud to be a part of this opportunity.

THANK YOU!!!

**...for all of your wonderful contributions to DSES and those we serve.
Our program exists because of you!**

CHALLENGE BY CHOICE

Within all programs of DSES, we utilize the *Challenge by Choice* concept. This means that you determine your level of participation in each event. There are several possible levels of participation and many helpful roles that you may take on within the team. During the course of the program, students and volunteers will encounter a variety of activities that will require their mind, body and teammates to successfully complete. Many opportunities to be creative and practice effective communication skills will arise.

If you are uncomfortable with any duty, please talk to a staff member.

ROLE OF THE VOLUNTEER

- Attend the program orientation and actively participate in the planning of the program when appropriate.
- Attend training sessions to fulfill training requirements.
- Show up on time, clean, cheery, appropriately groomed, well rested and ready to participate at the highest level.
- Wear appropriate attire for the day and a DSES volunteer nametag.
- Have knowledge of and abide by all DSES policies and procedures, and safety procedures.
- Share the responsibility for delivering a high-quality program. Encourage students to challenge themselves.
- Build professional rapport through superior communication skills with the staff, volunteers and students.
- Support the staff as they manage the big picture. Be aware of details and subtle student behaviors.
- Be aware of safety issues; sunburn, frostbite, dehydration, medical conditions, proper techniques, etc.
- Learn proficiency with student assessments.
- Demonstrate appropriate and effective use of all the DSES equipment.
- Help choose and set up equipment for students when appropriate.
- Help set up and clean up all aspects of the program and activities.
- Attend program debrief sessions and provide meaningful feedback to the staff.
- Attend to DSES logbooks and paperwork in a professional and timely manner.

VOLUNTEER APPLICATION

New and returning volunteers are required to submit an application, a signed Release of Liability, and Volunteer Program Manual Acknowledgement and Receipt to the DSES office staff each year. Background checks are required every two years. Each prospective volunteer must meet the following qualifications:

Summer Volunteer Qualifications

- Summer program volunteers may help lead activities, participate in events, work in and around the office, and assist with equipment maintenance or various other projects. Volunteers should have appropriate skills relative to the task at hand.
- Because we are in partnership with Mammoth Mountain Ski Area and they are providing us with lift tickets and other privileges, we must conform to their grooming standards. Mammoth is in the family recreation business and families tell Mammoth that they feel more comfortable in resorts where the employees and volunteers maintain a neat, clean cut, and conservative appearance. Therefore, men's hair must be cut above the collar. MMSA has now updated its policy on facial hair to the following: **Neatly styled, evenly cut, well-groomed full beards, goatees and mustaches which are closely shaped to the face - no more than ¾ inch/19 mm long - are acceptable.** Please note all volunteers must maintain a neat, clean and tidy appearance. No more than three earrings per ear can be worn and must be discreet. No facial piercings are allowed. Thank you for your cooperation in maintaining these standards. For more details, see the Mammoth Mountain Employee Handbook in the DSES office.
- Volunteers are encouraged to sign up and commit to at least 36 hours through the season.... preferably on a regular schedule, i.e. one half-day per week, for twelve weeks. Upon the completion of 36 hours you will be given your personalized DSES volunteer name tag

GENERAL INFORMATION

Volunteers involved with **Disabled Sports Eastern Sierra** represent DSES and Mammoth Mountain Ski Area. They should **maintain good working relationships** with all employees in all departments of Mammoth Mountain Ski Area (this includes, but is not limited to; the lift department, food service, climb/zip line staff, bike park rangers, etc.). If you have difficulties with another department member, please bring it to the attention of DSES supervisory staff as soon as possible. Your actions reflect on DSES and Mammoth Mountain Ski Area. Please keep this first and foremost in your mind.

Each volunteer must sign an Agreement and Release of Liability (attached to the volunteer application) prior to working or attending any training clinic. **Volunteers are responsible for informing DSES about any and all of their personal limitations and hidden disabilities, physical or otherwise, which may affect their ability to work, teach and/or ski/ride.**

Summer Training Information for Volunteers

Training will begin at the start of the season and will continue throughout the season. Training sessions will include but are not limited to; DSES policies and procedures, program details, technical training for various sports, adaptive teaching techniques, behavior management, procedures of DSES risk management, role of facilitator/volunteer, proper filling out of DSES paperwork and group management/people handling skills.

Volunteers will attend start-up orientation to familiarize themselves with the summer program, and participate in clinics throughout the summer to continue their education. Summer Training clinics will be held in June or as weather permits and through the season. Participants need to sign up for specific training dates in the DSES office prior to the training date.

Volunteer Incentives

- Volunteers earn a complimentary voucher for a summer all-day adult lift ticket (good for bike park pass or gondola ride) for every six hours of *on-site work* (*on-site means on MMSA Property*), unless you are doing community service hours or volunteering for school credit. Work includes: On-hill instruction, all training clinics, and office and administrative help pertaining to on-site daily operations. DSES would like to emphasize that even though vouchers are not earned for fundraising, town functions, and other non-DSES events, volunteer participation in these events is essential to the sustainability of our program. Please continue to track ALL of your hours, regardless of the duty. Please keep a separate personal tracking of hours volunteered, besides where you sign in and out at the office (just in case an error is made in our tracking!) DSES needs to have an accurate tracking of all hours for grant purposes. If you have any questions, please speak with a DSES staff member.
- **Lunch** - There is a 50% meal discount pass to use in uniform, in the cafeteria, on days you work a minimum of 3 hours. You need to wear the DSES uniform to receive this discount. You will be issued a discount card by DSES that you will return to the DSES office on the SAME day. This benefit is only for you (not for students or friends) and does not include alcohol. Please do not abuse this privilege or it will be revoked!
- **Volunteers in Good Standing** - DSES will accept volunteers in good standing to teach and/or assist the following season. 'In good standing' means "we want you back." Attendance, punctuality and compatibility are considerations of being 'in good standing.'

Assignments

- We request that every volunteer sign up and commit to work at least 36 hours during the season. We welcome and encourage you to volunteer more...as your schedule allows. There is an on-call option for any volunteers with flexible schedules willing to work on an on-call basis.
- Volunteer Instructors must arrive ready to work on any day they have committed to us. Please arrive at least 15 minutes before the lesson start time, and return to the lesson start location 15 minutes prior to lesson end time. This will give you time to talk to parents, review student files, assist students and complete progress notes.
- Volunteers typically work with an individual student, however, summer lessons often include group activities. A change of duties may be made by the DSES staff when necessary. This may include helping with another program, assisting with special events, equipment maintenance or administrative assistance, etc. We appreciate your flexibility.

Attendance and Punctuality

All volunteers sign in each day they volunteer to keep track of their volunteer hours. This tracking is very important for the future funding of DSES and for your personal benefits. Please be responsible and sign in and out each day you work. ***We suggest that you keep your own separate record.***

Sign up to work only when you are sure you can attend. Your cancellation may mean a confirmed student will not be able to participate that day. If you know in advance that you are going to be late, PLEASE **call** DSES as soon as possible so that other arrangements may be made. When situations necessitate an absence or tardiness without prior notice, please **call** DSES immediately. The voice-mail system at 760.934.0791 is operational 24 hours a day. For offsite lessons, please call staff cell phone. Attendance and punctuality will be considered before accepting a volunteer for any subsequent seasons.

If a student cancels with such short notice that a volunteer cannot be notified and arrives at DSES to teach, he/she will still receive teaching credit towards earning a voucher if they are available to help out in another capacity during the scheduled time (even if not used in another capacity).

Uniforms/Personal Appearance

Volunteers should maintain a neat and clean appearance, exercising a high standard of personal hygiene. Each volunteer is an ambassador of DSES. We ask that you serve as a good role model. Volunteers may not drink alcohol, smoke, chew tobacco, smell of tobacco or alcohol or use offensive language at any time in the DSES uniform.

For **summer programs**, uniforms will vary in accordance with the activity. Please wear a DSES volunteer shirt and/or other DSES logo wear and a nametag. If you do not have DSES logo wear, please see staff. **Helmets are required for specific activities such as cycling and climbing. PFDs are required for paddling sports and boating.** Soft-shell uniform jackets will be available as needed.

Parking

Volunteers **do not** receive any parking privileges. Please park where the parking attendants direct you. You **may not** leave your car in the drop-off zone.

Use of Cellular Telephones

Please keep cell phones turned to vibrate during lessons and clinics. Please use only in case of emergencies OR DSES work related calls.

Equipment

For **summer programs**, volunteer instructors are encouraged to provide their own bikes. Kayaks, fishing and climbing equipment is generally provided by DSES while teaching. Any stickers or words on equipment must be in good taste and suitable for a family environment. All equipment needs to be labeled with your name. Rental and adaptive equipment are available for volunteer use only while teaching a lesson or in clinics.

Restroom Policies

You may help students out of their outer garments if they need it. Do this outside the restroom door, in public view. **Do not** take students into the restroom stall! If a student needs help once inside the restroom, find another staff member to enter the restroom with you. Do not enter the stall on your own; instead, talk the student through it. This is for your protection. If the student is of the opposite sex, find a DSES staff member or a volunteer of the student's gender to assist the student. Leave the stall door ajar while you are with a student handling a restroom situation.

Personal Conduct

Our primary product is guest service and our market is the public. Each volunteer of Disabled Sports Eastern Sierra is expected to conduct himself/herself in a manner that will reflect favorably on the image of DSES and the character and/or competence of the volunteers. Any volunteer who behaves unprofessionally, or who brings discredit in any way upon himself or herself, other volunteers or employees of DSES, DSES itself or Mammoth Mountain Ski Area will be terminated from the program.

Anti-Harassment Policy

It is the intent of DSES to provide our volunteers with the best possible working environment. It is the policy of DSES that there is no harassment of our Staff or Volunteers by co-workers, supervisors, or non-employees with whom we come in contact during the course of our working activities. Harassment serves no legitimate business purpose. DSES will not tolerate any harassment, including, but not limited to, harassment or discrimination based upon race, national origin, religion, gender, sexual orientation, pregnancy, age, marital status, physical or mental disability, mental condition, or veteran status. Examples of activities NOT constituting harassment include constructive suggestions, comments or interventions, and actions to terminate participation of athletes in the DSES program. DSES takes issues of harassment seriously, and will take immediate and appropriate steps to investigate and correct violations of our policy. DSES volunteers should report any instances of alleged harassment to the Executive Director. It is the policy of DSES to resolve issues of harassment in a prompt and consistent fashion, and to maintain the highest levels of confidentiality in all aspects of such matters.

Alcohol and Drugs

We are a Drug and Alcohol Free and Zero Tolerance Workplace. One of DSES's **highest** priorities is providing a safe recreational program for participants, volunteers and employees. The DSES policy on this matter is: **Disabled Sports Eastern Sierra strictly prohibits the use, sale, transfer or possession of drugs and/or alcoholic beverages, by its volunteers, on the DSES or Mammoth Mountain Ski Area premises while in the service of DSES, including your lunch break. DSES strictly prohibits volunteers from working in an impaired state. Failure to comply with this policy will result in immediate termination from the program.** Disabled Sports Eastern Sierra and Mammoth Mountain Ski Area support a tobacco/drug/alcohol-free lifestyle and workplace.

Smoking

Mammoth Mountain Ski Area and Disabled Sports Eastern Sierra is a smoke free environment. Smoking is not allowed at any time while volunteering for DSES or while wearing a DSES uniform – including during lunch or other personal breaks.

Disciplinary Procedures

Whenever a volunteer's behavior warrants disciplinary action, DSES staff will determine the appropriate action. Types of discipline may include verbal warning, written warning or termination from the program. The disciplinary action taken will depend upon the seriousness of the offense.

WHAT TO WEAR/BRING TO SUMMER PROGRAMS

Required:

- Drinking Water
- Sunglasses
- Sunscreen / Lip Balm
- Sun/Rain Hat
- Appropriate Pants / Shorts
- DSES Shirt and Name Tag
- Appropriate Footwear
- Small Day Pack
- Windbreaker / Rainwear (when needed)
- Helmet for specified activities

Optional Items:

- Map of Area
- Extra Layer of Clothing
- Compass
- Insect Repellent
- Binoculars
- Camera
- Cell Phone
- Hiking Poles
- Head Lamp
- Matches
- 1st Aid Kit
- Food/snacks

RISK MANAGEMENT

DSES is dedicated to provide a healthy and safe work environment for all its employees, volunteers, and interns.

- Safety and accident prevention for our employees is as important as the services we provide to our students.
- We are committed to the rules and guidelines as outlined in this program and expect them to be followed.

Along with our commitment to safety, our employees must make the same commitment and practice safe work habits at all times. Together we will make DSES a safe place to work and play.

SAFETY FIRST

Safety is the primary concern of DSES. Accidents may occur even though all the safety precautions are taken despite the comprehensive screening of students, training of staff and volunteers, and one-on-one instruction. Each staff member/volunteer/intern must act responsibly for his/her safety and that of fellow volunteers, guests, and disabled participants. All accidents, injuries or damage to equipment or materials must be reported to the DSES staff members as soon as possible. Each staff member/volunteer/intern must follow all safety regulations, rules, and practices prescribed by DSES. If volunteers or interns have questions or concerns about safety, they should speak to a DSES staff member.

Helmets are required to be worn by volunteers for all winter lessons and on-hill training/clinics as well as for appropriate summer lessons as determined by the DSES staff. Students are strongly recommended to wear helmets for all winter lessons as well as for appropriate summer lessons as determined by DSES staff. Personal Flotation Devices (PFDs) are required for all watersports and will be provided by DSES.

Safety Responsibilities:

DSES Staff:

The staff is the foundation of the safety program because they are responsible for the actions of those they are supervising. It is especially important for staff to set a good example in use of safety equipment and safe work practices.

DSES Staff will:

- Be familiar with workplace hazards and organization's safety policies, programs, and procedures.
- Provide complete safety training to all employees/volunteers/interns before the assignment of duties.
- Consistently and fairly enforce all company safety rules through a progressive disciplinary program for safety violations.
- Perform periodic inspections to ensure that working conditions and equipment are safe.
- See that all injuries, no matter how minor, are treated and reported immediately.
- Complete incident forms for all injuries and submit completed form to DSES staff member.
- Investigate injuries to determine cause, and then take action to prevent reoccurrence.
- Attend safety meetings with Mammoth Mountain Ski Area as necessary.

Employees/Volunteers/Interns:

Everyone working for DSES as an employee, volunteer or intern has a safety responsibility to themselves, our guests/students, and to their co-workers. Each person is responsible for reporting unsafe conditions, acts, or procedures to the staff immediately for corrective action. If the problem is not corrected in a timely manner report the problem to the Executive Director.

DSES staff, volunteers and interns have the following rights under this program:

- To be advised of occupational safety and health hazards and receive training on safe work conditions, practices and personal protective equipment.
- To be provided information on safety hazards and able to request information or make safety suggestions without fear or reprisal.
- To refuse to work under any condition which the person feels is unsafe without fear or reprisal.

DSES staff, volunteers and interns must remember that they control, more than anyone else, the ability to work safely and free of accidents. DSES staff, volunteers and interns have a duty to comply with the following requirements to make the workplace safe for themselves and fellow co-workers:

- Everyone must attend a Policies and Procedures clinic so that they will know the codes of safe practices for the general work area, and for their job.
- Comply with safe work practices and use personal protective equipment required for your job.
- Immediately correct any unsafe acts or conditions, and report the situation to a staff member.
- Report accidents, injuries, and unsafe conditions to a staff member, no matter how minor.

Remember our program supports *Challenge By Choice* (See page 4 for details).

RIDE WITH CARE: BIKE PARK RULES

Mammoth is working hard to provide you with the safest experience possible. There are natural and man-made obstacles and hazards that require you to be alert and vigilant. Using common sense and following the tips and rules listed below will make your trip safer and more enjoyable.

- 1. Stay in control and be able to avoid other trail users.**
- 2. Uphill traffic has the right of way on a two-way trail.**
- 3. On downhill trails the slower rider in front has the right of way.**
- 4. Be courteous to other riders and move out of the way when it is safe for you.**
- 5. Obey all trail markings and signs to ensure your safety.**
- 6. Do not stop in the middle of a trail or where you cannot be seen from above.**
- 7. Do not shortcut trails; please tread lightly. Park Passes will be revoked for riding off the trail.**
- 8. Protect yourself against the elements by wearing gloves and protective clothing. Helmets are required at all times for mountain biking. Temperatures can vary radically with altitude change. Use sunscreen to protect from high altitude sun.**
- 9. Start out easy. Bodies tire more quickly at Mammoth's high elevation.**
- 10. Staying hydrated is key to your comfort and safety – drink plenty of fluids.**
- 11. Watch out for hikers and motor vehicles.**
- 12. Pets are not allowed on bike trails (leashed pets allowed on gondola & hiking trails).**
- 13. Seek shelter during thunderstorms. Stay off ridge tops and away from the tallest trees, lift towers, power-line poles, signposts and large rock outcroppings.**
- 14. Do not ride alone. First aid, mechanical assistance and trail information is available at the Adventure Center or by dialing 3706 or 0 on any Emergency/Information phones (marked on the trail map)**

Important Safety Rules

- ◆ Routinely communicate the safety theme to students. You are a role model and should practice safe habits at all times.
- ◆ Be careful where you take your students. Choose terrain/situations that are appropriate for their ability. Do not allow yourself to be manipulated into taking a student on terrain beyond their abilities. If you are not sure if your student is ready for more advanced terrain, seek advice from a DSES staff member. If no one is available, always err on the conservative side!
- ◆ If there is an injured person, make sure the injured party is safe and send another person to summon Bike Ranger (760-934-0706) for medical or technical assistance as needed. If off-site, telephone DSES staff person, the office and/or 911 as appropriate
- ◆ When calling Bike Rangers or 911 inform them of the exact location of the incident description of the injured person and nature of the injury.
- ◆ Try to find witnesses. Keep witnesses around until help arrives or write down their pertinent information.
- ◆ *Avoid incriminating statements* such as "too bad you fell on that sandy spot," or "a lot of people have fallen at that location, someone should have closed off that area." Instead of making any comments, listen carefully to the comments made by the injured person and witnesses. You may be asked to record these statements later.

- ◆ If you or your student is injured, contact DSES immediately. Proper Incident reports must be filled out by the volunteer. In filling out incident reports please remember to be:
 - a) Complete - fill in all lines, boxes, spaces, etc.
 - b) Thorough - you may be asked to recall an incident five years later.
 - c) Accurate - don't guess, don't speculate, just give the facts.
 - d) Legible - the report needs to be readable and understandable, and in black ink.
 - e) Timely - fill out the report immediately after the incident occurs.
 - f) Review – have a staff member at DSES review for completeness before turning in.

There are a number of inherent risks to outdoor summer programs and include but are not limited to: dehydration, sunburn, altitude sickness, natural hazards such as rocks, roots, dead overhanging branches, cold water immersion, drowning, wild animals (large and small), lightening, weather, inappropriate participant or staff behavior and poisonous plants.

*** A First Aid Kit will be carried at all times by a lead supervisor during the summer program as well as by staff members and by volunteers as needed. ***

Water safety

- ◆ Read and obey all rules and posted signs.
- ◆ Children or inexperienced swimmers should take precautions, such as wearing a U.S. Coast Guard-approved personal floatation device (PFD) when around the water. Children 18 and under need to wear a PFD when in a boat. *All Students, staff and volunteers must wear PFDs when kayaking.*
- ◆ Watch out for the dangerous “too’s” – too tired, too cold, too far from safety, too much sun, too much strenuous activity.
- ◆ Set water safety rules for student based on swimming abilities (for example, inexperienced swimmers should stay in water less than chest deep).
- ◆ Be knowledgeable of the water environment you are in and its potential hazards, such as deep and shallow areas, currents, depth changes, obstructions and where the entry and exit points are located. The more informed you are, the more aware you will be of hazards and safe practices.
- ◆ Pay attention to local weather conditions and forecasts. Stop swimming at the first indication of bad weather.
- ◆ Use a feet-first entry when entering the water.
- ◆ Make sure sunscreen is put on!

INSURANCE AND LIABILITY

Worker's Compensation

Volunteers of Disabled Sports Eastern Sierra are not employees, and therefore are not covered under Worker's Compensation Insurance for accidents occurring during volunteer service.

Liability Insurance

Volunteers are covered by Disabled Sports Eastern Sierra's General Liability Policy.

Health and Accident Insurance

DSES is not able to offer health or accident insurance to volunteers. All volunteers are encouraged to purchase their own individual health and accident insurance.

CONFIDENTIALITY

All records and files of DSES are the property of DSES and considered confidential. No volunteer is authorized to copy or disclose any file or record. Confidential information includes all letters or any other information concerning transactions with participants, participant lists, and payroll or personnel records of past or present volunteers, financial records, all records pertaining to purchases from vendors or suppliers and documents concerning operating procedures. All telephone calls, letters, or other requests for information about current or former volunteers should be directed to a staff member who can assist in providing the appropriate information

ACCIDENT RESPONSE PLAN

Response Plan For A Minor Injury:

1. The Lead Instructor will assess the condition of the injured person. As a volunteer you can help by managing the uninjured students/clients.
2. If appropriate, the injured person will be removed from the immediate scene and given basic first aid. Continue program activities in a routine fashion when possible. Keep our clients occupied and nurtured. Any injury can be stressful to those who witness it so be sensitive to this possibility.
3. The instructor/volunteer will complete a DSES incident report. Reports will be turned into the program manager and then forwarded to the Executive Director within 24 hours of the incident.

Response Plan for a Major Injury:

★ As a volunteer/instructor/guide it is your job to remain calm, follow instructions from DSES staff members and help manage the students/clients who are uninjured.

1. The Lead Instructor or volunteer will assess the condition of the injured person and remain with the injured person until relieved by the supervisor or until emergency response personnel arrive on the scene. The injured person should not be moved from the scene unless the risk of further injury is present.
2. The Lead Instructor or volunteer will assign someone, preferably another staff member, to call for help at **911** if needed. If cell service is not available, the staff member giving first aid will remain with the injured person, and send another staff member will be sent to the nearest facility or phone.
3. The Lead Instructor or volunteer will provide first aid according to his or her level of training.
4. The Lead Instructor or volunteer will assign another staff member or responsible party to move the remainder of the group away from the injured person and continue program activities.
5. The Lead Instructor or volunteer and program manager will assist emergency response personnel as directed. Find out where the injured person is being transported.
6. The Lead Instructor or volunteer will inform a DSES staff member of the incident as soon as possible.
7. In the event that a member of the injured person's family or their caretaker is not present, a member of DSES staff will initiate emergency contact. In the case of a fatality, a member of the police department will initiate emergency contact with the family.
8. Do not act as a spokesperson to the media. Refer all questions regarding the incident to the Executive Director or Summer Program Manager.
9. Do not discuss the incident with people other than your supervisors and the police if necessary. Protect our student/client confidentiality rights!

Emergency Situation Do's and Don'ts

Do:

- ◆ Cooperate with authorities
- ◆ Remember what you saw and heard
- ◆ Comfort and listen to other victims / survivors
- ◆ Be responsive and non-judgmental

Do Not:

- ◆ Interfere with emergency response personnel
- ◆ Blame or judge victim / survivors
- ◆ Hypothesize, diagnose or panic
- ◆ Attempt to provide assistance beyond your abilities or training
- ◆ Leave the victim / survivors alone
- ◆ Disturb a potential crime scene
- ◆ Act as a spokesperson to the media; refer all questions regarding the incident to the Executive Director.
- ◆ Do not make or agree to statements about the situation to anyone around the scene.

LIFTING AND TRANSFERS

Safety First!

- Do not lift anyone if you are not comfortable!
- Person being lifted knows best!
- Ask them before touching them.
- Be Gentle, do not throw legs or arms around.

Rules for Lifting:

- Decide how and where it will happen ahead of time.
- Wide Based Stance
- Neutral Spine-tightened abs
- Stand close to person to be lifted
- **LIFT WITH YOUR LEGS, NOT YOUR BACK!**
- Move while keeping a neutral spine, not rotating or twisting your back.

PROGRAM GOALS

At the conclusion of each session the participants will be able to demonstrate one or more of the following:

- Knowledge and understanding of specific skill they participated in.
- Ability to develop and maintain a behavior that supports an action plan for leading a healthy active life.
- Improved knowledge of skills related to activity just completed.
- Knowledge and understanding of local natural environment.
- Develop motor skills.
- Improve overall physical fitness including but not limited to: cardiovascular and muscular endurance, muscular strength and flexibility, thereby reducing chances of secondary health problems.
- Improve social skills.
- Gain confidence, self-esteem and self-discipline.

SUMMER PROGRAMS

CLIMBING WALL/ZIPLINE/ROCK CLIMBING

Purpose:

Students will enhance their life skills as well as learn about the health benefits of an active lifestyle in a healthy outdoor environment.

Program Description:

Rock climbing allows athletes to challenge and engage themselves physically, mentally and emotionally while enjoying the benefits of fresh clean mountain environment. We offer climbing opportunities on both a manmade climbing wall and on natural rock. Zip line rides offer a fun thrilling opportunity to challenge yourself while gaining a bird's eye view of the area.

HIKING/OUTDOOR EDUCATION/SCENIC GONDOLA RIDE

Purpose:

The hiking program introduces wilderness experiences in a safe and effective manner while promoting outdoor skills, environmental education and awareness as well as independence. Hiking provides a wonderful outdoor activity in which many people can participate.

Program Description:

Hiking is generally more vigorous than a walk and occurs in a natural setting. Hiking is an effective cardiovascular activity and promotes fitness and strengthens muscles. This program gives students the opportunity to explore the outdoors with other participants of the same age. Environmental education will take place on the trail when the trip leaders introduce local plants, trees, geology, and surrounding scenery. Education includes elements of natural history as well as Town of Mammoth Lakes and Mammoth Mountain Ski Area history. These programs will encompass Leave No Trace ethics.

HORSEBACK RIDING

This program will be implemented in conjunction and collaboration with Freedom In Motion, a North American Riding for the Handicapped Association, Inc. (NARHA) certified therapeutic riding center.

Purpose:

The focus of the riding program is to enhance relationships between the student and their bodies, their instructors, interns, and volunteers, and most importantly the horse. Benefits include strengthening communication, social and physical skills

Program Description:

DSES believes that horseback riding helps all people realize benefits that reach far beyond their actual time on a horse. Therapeutic riding offers highly effective therapy for people with disabilities especially children. The rider will work on exercises to develop strength, coordination, balance and self-confidence. Horseback riding trains multiple muscle groups and promotes natural and rhythmical movement. Participants will learn basic grooming and horsemanship skills. These skills promote independence and a sense of responsibility and are fundamental to the therapeutic horseback riding experience. Riding provides physical conditioning, recreational activity, and social interaction and helps to build self-esteem.

PADDLE SPORTS

Purpose:

Introduce a new activity to clients that will promote outdoor skills and independence. Paddle sports offer the freedom of being on the water and is a great equalizer for people with lower limb disabilities and spinal cord injuries.

Program description:

This program introduces basic paddling sports (i.e. kayaking, rowboat and canoes) and basic paddling skills as well as Stand Up Paddleboarding (SUP). It offers an excellent opportunity for families and groups to recreate together. Trips will be offered in the Eastern Sierra region and specific sites will be determined based on permit and boat availability. Boating excursions may be implemented in collaboration with appropriate commercial based companies.

CYCLING (ROAD & MOUNTAIN)

Purpose:

The cycling program focuses on promoting physical fitness, confidence, socialization, independence and fun.

Program Description:

Bicycling and hand-cycling are lifelong skills and sports that promote mainstream participation in a recreational world enjoyed by thousands of non-disabled citizens. People with a wide variety of disabilities participate in each ride and family members and friends are also encouraged to come along. Hand cycles, tandems, bicycles or tricycles will be used as appropriate for athlete's physical and cognitive abilities. A variety of terrain allows for enjoyable outings while challenging individuals with disabilities to get out and participate in yet another exciting activity with friends and family.

FISHING

Purpose:

Introduce a new activity to clients that works on refining fine motor skills, while discovering patience while attempting to catch fish.

Program description:

The fishing program will take participants to local lakes, rivers, and streams where they will be introduced to the art of spin cast or fly fishing. Clients will learn to decide what flies, lures or bait to use and how to tie them to the line. Participants will learn to properly cast a rod and effectively reel in the line with and without a fish. Proper fish handling skills will be given along with catch and release techniques. All rules and regulations from the California Department of Fish and Game will be observed.

TENNIS

Purpose:

The tennis program introduces and develops tennis skills. Tennis provides a wonderful outdoor activity that many people can participate in (stand up and wheelchair).

Program Description:

Tennis (stand up or wheelchair) generally requires some vigorous activity. It is an effective cardiovascular activity and promotes fitness and strengthens muscles. Tennis is a great way to develop hand eye coordination skills, improve reaction time and develop coordination in a fun environment.

GOLF

Purpose:

Introduce a new activity to clients that can help to improve strength, balance, coordination, range of motions, hand-eye coordination, independence and social skills.

Program description:

The golf program will encourage participants to use their abilities to adapt and gain confidence and independence, both on the golf course and in their everyday lives. Golf can enhance the physical, mental, social and emotional well being of developmentally and physically challenged athletes.

LESSON PROGRESS NOTES

Each day that a volunteer teaches they are required to complete lesson progress notes. It is important to evaluate your student and provide a clear image of their ability and participation in the day's activities. Please be specific and thorough when filling out progress notes. Be sure to address topics such as the student's goals and learning style, any skill focus, the progression and or exercises used, level of independence, weather and terrain conditions, any suggestions for future lessons and any other information that would be useful. Provide the information that you would want to have, to develop a clear picture of the student's capabilities. Please write legibly in ink and ask for guidance if you need it.

SPECIAL NOTES

Volunteer Suggestions and Complaints

Suggestions concerning the operation of Disabled Sports Eastern Sierra, the care of our students and families and other matters important to the welfare of volunteers and students are greatly encouraged. Since volunteers are in daily contact with our students, they may have thoughts and ideas concerning the improvement of one or several phases of our operation. Volunteers are encouraged to write down suggestions and bring them to the attention of the DSES Staff.

Volunteer Recognition

Many of the students write thank you notes to the volunteers, especially the children. These will be mailed or distributed to the volunteers, as is practical.

Tips: A student or their family member may wish to recognize your efforts and offer you a tip. Please accept graciously. This is their way of thanking you personally for your hard work, dedication and donation of your valued time and heart.

We host various volunteer appreciation events throughout the year. These events are open to "frequent flyer" volunteers in good standing. Sign up for events and lessons now and join us for the fun year round!

FUNDRAISING

Help out whenever you can! The Internal Revenue Service has designated Disabled Sports Eastern Sierra as a non-profit, 501(c) (3) organization and we rely on donations to operate. Donations are tax deductible as allowed by law. Numerous fundraising opportunities are available; if volunteers have any suggestions on how to generate additional resources, they should share these ideas with the Executive Director. We have fundraisers planned throughout the year and hope that you will help make them fun and successful!

We sell DSES **Logo wear** to raise funds. Your efforts in selling DSES logo wear to students and friends of DSES are greatly appreciated.

Easy ways to donate to DSES!

Want to help out your favorite Disabled Sports Program, but funds are a little tight right now? Here are some easy, virtually free ways to help out our organization!

1. Got old cell phones? Recycle them by bringing them in to our office and we will recycle them for money!
2. Got old ink cartridges? Recycle them by turning them in directly to your local Staples store and give them our phone number (which is also our Rewards Account Number). We will receive \$2.00 credit for each cartridge (with a 20 per month limit).
3. Goodsearch.com-This new search engine allows you to search the internet as you normally would, yet when you [click on their sponsored links](#), \$.01 goes to DSES for every link you click on! You can even download it to your web browser tool bar! Check it out! You can also shop as you normally do through [Goodshop.com](#) and each retailer donates a different percentage of your order directly to us
4. Got a Ralph's card? You can sign up so that your everyday purchases benefit DSES! Visit [www.ralphs.com](#), click on community contributions, then click on participants. Have your card handy and register your card with DSES by following the easy directions. If prompted our NPO number is 83981.
5. Do you shop on Amazon? Go to [smile.amazon.com](#) and choose to support Disabled Sports Eastern Sierra and a portion of the proceeds of each sale will be donated to DSES! You can still use your regular Amazon account and help out DSES at the same time!

Coming soon: information on registering your Albertson's card as well other free ways including donating your frequent flyer miles to DSES!

Workplace Giving

If your employer gives to the Combined Federal Campaign, the United Way or another workplace giving program, you and your co-workers may be eligible to designate DSES as the recipient of your charitable gift. Your gift can be doubled, or even tripled, if you or your spouse works for a company with a matching gift program. All you need to do is obtain a matching gift form from your human resources department, fill it out and mail it to DSES, PO Box 7275, Mammoth Lakes, CA 93546.

INTRODUCTION TO DISABILITIES

Developmental and Cognitive Disabilities (Down Syndrome, Autism, ADD, Mental Retardation, Cerebral Palsy etc.)

A developmental disability is one that is present at birth or arises during childhood. It can have a cognitive component, a physical component, or both. A cognitive disability is one that arises later in life and is related to learning impairment or attention. Developmental and cognitive disabilities may involve below average intellectual functioning accompanied by impaired adaptation in learning, social skills, and/or maturation. These are general terms for a wide range of conditions resulting from a variety of causes including chromosomal abnormalities, errors in metabolizing certain nutrients, problems with the mother during pregnancy (rubella, viruses, toxins), and certain postnatal events such as trauma, poisons, poor nutrition, and socio-cultural deprivation.

Autism Spectrum Disorder (Pervasive Developmental Disorder - PDD, Asperger's Syndrome)

A complex developmental disability which typically appears during the first three years of life and affects a person's ability to communicate and interact with others. Autism is a spectrum disorder which affects individuals differently and to varying degrees. Both children and adults with autism show difficulties with verbal and nonverbal communication, social interactions, and leisure or play activities. Autism is one of five disorders which fall under the umbrella of PDD (a category of neurological disorders characterized by severe and invasive impairment in several areas of development). Autism is a sensory integration disorder which can affect interpretation of sights, sounds, smell and touch. Routine can be important and resistance to change common among people with autism.

Cerebral Palsy (CP)

A group of chronic conditions affecting body movement and muscle coordination caused by damage to the immature brain (the large majority of cases are diagnosed at birth). Cerebral palsy is not progressive and is also not communicable. In addition to physical impairments, people with CP *may* have sensory deficits and/or intellectual impairment. The three main types of CP are Spastic (stiff and difficult movement), Athetoid (involuntary and uncontrolled movement), and Ataxic (disturbed sense of balance and depth perception).

Down Syndrome

Down Syndrome (trisomy 21) is one of the most frequently occurring chromosomal abnormalities occurring in approximately 1/700 live births. People with Down Syndrome will have low muscle tone, excessive ability to extend joints (be especially aware of cervical instability) and some level of intellectual disability. They may also have speech and language delays, delayed physical and cognitive development, temper outbursts, higher risk of wandering off, a tendency to throw themselves down on the ground, seizures, and heart defects.

Learning Disabilities (Apraxia, ADHD, Dyslexia, Aphasia, Dyspraxia, Auditory/Language Processing Disorder)

Learning Disabilities are a group of disorders that affect a broad range of academic and functional skills including the abilities to speak, listen, read, write, spell, reason and organize information. A learning disability is *not* indicative of low intelligence. Causes of learning disabilities include a deficit in the brain that affects the processing of information. Learning disabilities can be categorized either by the type of information processing that is affected or by the specific difficulties caused by the processing deficit.

Spina Bifida

A developmental anomaly characterized by defective closure of the spinal column through which the spinal cord and meninges may or may not protrude; the level of the defective closure will determine the functional deficits in the lower limbs. Persons with spina bifida may have shunts inserted in their heads to drain off excess fluid build-up, spinal fusion or stabilizing rods and latex allergies.

Spinal Cord Injury (SCI)

Spinal cord injuries are a complete or partial severance of the spinal cord generally due to trauma. SCI's can be complete-with no motor or sensory function preserved below the point of injury, or incomplete-with some motor and/or sensory function preserved below the point of injury. Persons may be classified as paraplegic or quadriplegic depending on the level of injury. The spine is divided into several regions: cervical, thoracic, lumbar, and sacral (with cervical being the most severe or highest level of injury and sacral the lowest or least severe). SCI's leave one susceptible to issues of pressure sores, spinal stabilization devices, bladder and bowel control, thermoregulation and autonomic dysreflexia (a life threatening hypertensive crisis).

Multiple Sclerosis (MS)

Multiple Sclerosis is an auto immune condition in which the immune system attacks the central nervous system leading to demyelination or sclerification (scarring) of the myelin sheath. MS affects the ability of nerve cells in the brain and spinal cord to communicate with each other. Nerve cells communicate by sending electrical signals down long fibers, called axons, which are wrapped in an insulating substance called myelin. This sclerification may cause fatigue, weakness, problems with coordination, balance and speech, visual impairment, tremors, numbness, cognitive impairment, depression and unstable mood. MS is characterized by brief remissions and relapses.

Visual Impairment (VI)

Visual impairment is the partial to complete loss of visual acuity, visual field, ability to distinguish colors or any other function related to sight. A visual impairment may disrupt the central field of vision, peripheral vision or the entire field of vision. Most people with visual impairments retain some vision. Visual impairment is the consequence of a functional loss of vision, rather than the eye disorder itself. Eye disorders which can lead to visual impairments include retinal degeneration, albinism, cataracts, glaucoma, muscular problems, corneal disorders, diabetic retinopathy, congenital disorders and infection. Visual impairments can also be caused by brain and nerve disorders.

Muscular Dystrophy (MD)

Muscular dystrophy is a group of genetic, hereditary muscle diseases that weaken the muscles that move the human body. Muscular dystrophies are characterized by progressive skeletal muscle weakness, defects in muscle proteins and the death of muscle cells and tissue. Most types of MD are multi-system disorders with manifestations in body systems including the heart, gastrointestinal and nervous systems, endocrine glands, skin, eyes and other organs. MD is progressive and degenerative.

Amputations

Amputation is the removal of a body extremity by trauma or surgery. Some congenital amputations or anomalies may also fall under this category of disabilities. Common amputations include above knee (AK), below knee (BK), above elbow (AE), below elbow (BE). It is important to be aware of the cause of the amputation (trauma, disease related...) and possible other effects. Phantom pain, protection of the residual limb, prosthetic fit are also important factors to consider with amputees

Traumatic Brain Injury (TBI)/Cerebral Vascular Accident (CVA)

Traumatic Brain Injuries are a penetrative or concussive injury to the brain. Cerebral Vascular Accidents (also called strokes) are the result of a disturbance of blood supply to the brain. TBIs and CVAs manifest differently depending on the location of the injury. TBI's and CVA's can cause paralysis or paresis (generally affecting one side of the body more than the other). Other symptoms may include speech impairments, intellectual impairment, loss of coordination, balance and spatial awareness, lability (unpredictable mood changes) and memory or learning issues. When working with people with TBI's be aware of secondary injuries and of the risk of seizures.



I have read the Disabled Sports Eastern Sierra’s Volunteer Summer Program Manual (“manual”) and understand the policies and procedures fully. Disabled Sports Eastern Sierra reserves the right to modify, revoke, suspend, terminate or change any or all policies or procedures, in whole or in part, with or without notice. The language used in this manual is not intended to create, nor is it to be construed, to constitute a contract between DSES and any one or all of its volunteers. Disabled Sports Eastern Sierra is the sole interpreter of all policies and procedures stated in this manual.

I acknowledge that I am a volunteer and not an employee of Disabled Sports Eastern Sierra, Mammoth Mountain Ski Area or any of the sponsors of this program. I receive no compensation for any volunteer services. I acknowledge that I am **not** covered by Workers Compensation Insurance for accidents occurring during volunteer activities.

I have been accepted as a volunteer of Disabled Sports Eastern Sierra and just as I may voluntarily leave at any time, my volunteer service may be terminated at any time and for any reason.

I HAVE READ THE VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY

Volunteer Signature

Date

Volunteer Name (please print)

IN CASE OF AN EMERGENCY, PLEASE CONTACT

NAME

PHONE

RELATIONSHIP

CELL

WORK

I hereby agree to submit any written material about DISABLED SPORTS EASTERN SIERRA (DSES) which is intended for publication in print or online to DSES for prior authorization and editing. I understand that DSES is developing and establishing their brand and is interested in maintaining accuracy in representation and use of their name.

Volunteer Signature

Date