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# SNOWRIDER CHAPERONES

## WHAT IT MEANS TO BE A CHAPERONE

Chaperones are the heart and soul of any successful ski bus. They have the unique opportunity to create and foster positive relationships with their group not only as a mentor, but also as a role model. Our chaperones are selected not only for their ability to manage a youth group effectively and to create lasting relationships, but also to help get youth active outdoors. It's all about the kids.

## COMPENSATION

This is a volunteer position. Lift tickets, transportation, and ferry fees will be provided free for the chaperones. Chaperones can transfer their earned lift tickets to their dependent child.

## HOW TO APPLY

If interested in becoming a chaperone for ski bus, please fill out the volunteer application and background check and send to:

Program Coordinator  
South Whidbey Parks & Recreation District  
5475 Maxwellton Road  
Langley, WA 98260  
or scan/email to [programs@whidbey.com](mailto:programs@whidbey.com)

Expect to hear back by late November / early December. If you have any questions, please contact Carrie at (360) 221-6788 or [programs@whidbey.com](mailto:programs@whidbey.com)

## CHAPERONE MEETING

Chaperones must attend 1 mandatory pre-season staff meeting.

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# CHAPERONE DUTIES

## HEAD CHAPERONE REQUIREMENTS

Chaperones must commit to most of the 8 weeks (especially the first 2 weeks), be over 21 years of age, pass a criminal background check, and attend the mandatory ski bus meeting/training. Maintain a professional relationship with mountain, ski school staff, bus drivers, and ferry personnel.

## SUPPORT CHAPERONE REQUIREMENTS

Support chaperones must be available at least 3 weeks, be over 21 years of age, pass a criminal background check, and attend the mandatory ski bus meeting/training. Maintain a professional relationship with mountain, ski school staff, bus drivers, and ferry personnel.

## PASS CONDITIONS

Head Chaperone is in charge of checking the pass conditions each Saturday morning. If pass is closed, they must contact bus company, other chaperones and participants. Bus will only be canceled if pass or mountain is closed. Lessons are taught in all weather conditions.

## REPRESENT SWPRD

Remember as a volunteer you are a representative of South Whidbey Parks & Recreation District. Please be courteous and professional when dealing with participants, parents and organizations we deal with in the course of the program. There is a strict

no smoking, no drugs, and no alcohol policy. Under no circumstances may chaperones visit the bar while they are working with SnowRider. This includes even to go get food or check sports scores.

## MEET & GREET

Be intentional about assertively greeting parents and participants and introducing yourself. Make every effort to learn participants' names. Wear your SnowRider name badge clearly at pick-up and drop-off.

## SIGN-IN SHEETS

Make sure you know exactly how many people are on the bus and document every pick-up and drop-off. Only registered and paid participants may ride the bus.

## COMMUNICATION

Cell phones work best for contact, please provide a cell number. Contact info is below. At times, chaperones will divide up the participant phone list to convey important information, like late buses, closures, etc. Chaperones may need to speak with parents while up on the mountain and may receive calls. Chaperones will need to come to a safe spot to stop and return calls as quickly as possible. Additionally, most communication from the Program Coordinator will come via email, so it's essential that you have ready access to email.

## A LA CARTE RIDERS REGISTRATION

Any person that is taking a one day trip on ski bus should have pre-registered and be on the list. If there is room they may purchase a seat but MUST have form filled out and signed by parent. This includes persons taking another person's seat (seat transfers are ok).

## TICKET SALES & ACCOUNT RECONCILIATION

Chaperones will sell group lift tickets on the ferry and bus and will handle a lot of cash. Head Chaperone will need to account for the money brought in against the number of lift tickets sold/remaining. Head Chaperone will attach the cash bag to themselves, and turn in money at Group Sales at Stevens, and pick up lift tickets for following week.

## ORIENT RIDERS

Be available to help out organizing ski school when needed, especially the first two Saturdays. More details will be given about orienting riders and getting them to their lessons.

## CROWD CONTROL

Chaperones are responsible for the safety and supervision of students on the bus ride to and from the mountain. Chaperones must be willing to speak up and address inappropriate behavior. Chaperones must provide frequent check-ins and supervision of the back of the bus. The Chaperone seated in the back should be given their own seat/row if at all possible. Resolve and document any breach in the code of conduct or behavioral issues. Communicate with chaperones and other staff with a record of participant breaches and disciplinary actions taken.

## BE AVAILABLE

A chaperone must check in at Ski Patrol AND Ski School in the morning before lessons start and provide cell phone contacts to ski patrol for our participants. Then chaperones should alternate checking in throughout day, for students needing assistance. Chaperones should also be available at lunch time at a pre-designated spot. Then check before bus departs for students needing assistance. Notify other chaperones of any problems or situations. A chaperone should be available at the upstairs area of the Granite Peaks Lodge.

## EMERGENCIES & CONFLICTS

Resolve and closely monitor any medical issues should they occur. Be the point of contact for parents, staff, chaperones, family members, and the medical team. Coordinate any medical issues or emergency trips with other staff on the mountain. Ensure your ski bus can operate without you if you need to ride along with the ambulance. Communicate with other chaperones & Program Coordinator.

## BUS CONDITION

Please make sure buses are left clean and orderly and all lost and found is known to SWPR. Email descriptions of found items to Carrie and make sure items are available to be transferred to riders.

## DAILY LOG

Daily log forms are found in The Notebook. Chaperone will write a brief summary each Saturday i.e. major and minor problems, accidents, names of those involved, condition of bus before and after trip, time bus left parking lot time of arrival at pass, time departing pass, time of arrival on Whidbey, and any problems with bus. This will be saved in the notebook, but any incidents or concerns should be conveyed to Program Coordinator by Monday.

## INCIDENT REPORTS

Chaperones must fill out incident report for major incidents (listed below), file them in The Notebook, and notify the Park District as soon as possible.

- **Minor Incidents**            Bad attitude, swearing, etc. Deal with accordingly.
- **Major Incidents**            Repeating of above incidents, unacceptable behavior, smoking, drinking, drugs, dangerous behavior, harassment, etc. If parents are called or youth is talked to, fill out incident report and contact Program Coordinator immediately.

## ACCIDENT REPORTS

Chaperones must fill out accident report for any accidents occurring on bus or anytime during program. Contact Program Coordinator immediately for any major accidents. Turn in report as soon as possible to Park District.

## MAINTAIN RECORDS

Maintain (and keep confidential) The Notebook with all participants' and chaperones' emergency & medical information. This also includes all liability waivers and emergency contact information. Notebook includes incident and accident reports, daily log, account reconciliation, code of conduct forms, and attendance records. Save ferry tickets & receipts for busses. Chaperone must submit receipts each week.

## BUS CONDITION

Please make sure buses are left clean and orderly. Pass Lost & Found to next week's chaperones or bring to Park office. Notify Park Office of any expensive items.

## WEEKLY FOLLOW-UP

Pass The Notebook, any reports, and lost & found to the Coupeville chaperone for the following week, or bring to office. Return receipts to the office, notify of lost and found items.

## EMERGENCY DRIVERS

In case of emergency contact Carrie @ (360)914-0768. Drivers are only used as a last resort.

## CONTACT INFO (WILL BE UPDATED LATER)

- Carrie Monforte (Supervisor) \_\_\_\_\_ Cell (360)914-0768 Home (206)910-1343
- Clancy's Ski School \_\_\_\_\_ Francine Cell 425-422-0276 Office (425)348-3622
- South Whidbey Parks & Rec Office \_\_\_\_\_ (360)221-5484 FAX (360)221-7323
- Pass Conditions \_\_\_\_\_ Dial 511 or- [traffic.wsdot.wa.gov/sno-info/](http://traffic.wsdot.wa.gov/sno-info/)
- Weather Report \_\_\_\_\_ [www.atmos.washington.edu/data/zone\\_report.KSEW.html](http://www.atmos.washington.edu/data/zone_report.KSEW.html)