NATIONAL SPORTS CENTER FOR THE DISABLED







Welcome!





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Policy/Procedures
The Legal Stuff

Volunteer Training FY2027

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Participant Confidentiality

Participant Confidentiality

Volunteers may have access to **participant and medical information**.

All participant information is **confidential**.

Do not share participant information outside NSCD — ever.

Information may be shared **only with NSCD staff or approved personnel** who need it to do their jobs.

Participant Confidentiality

✅ DO	❌ DON'T
😊 Share how much fun you have volunteering for NSCD	🚫 Share identifying details (names, disabilities, diagnoses)
📸 Take photos to share appropriately	📵 Tag participants or diagnoses on social media
💬 Talk with **NSCD staff & volunteers** about needs and successes	📄 Leave intake forms unattended
📩 Return paper intake forms to your **Program Coordinator**	🎤 Speak to the media without approval from **Operations Manager or CEO**

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Mandatory Reporting + Safe Sport Concept

Mandatory Reporting

A report must be made when you:

- **Observe** mistreatment, **or**
- Have **reasonable cause to believe** mistreatment has occurred or is occurring, **or**
- Believe the person is at **imminent risk** of mistreatment

You do **not** need proof. Reports made **in good faith** are protected under Colorado law

Where and How to Report (Within 24 Hours)

✅ **Primary Requirement**

- Reports must be made to **local law enforcement where the mistreatment occurred**
- Must be made **within 24 hours** of observing or discovering the concern

✅ **Adult Protective Services (APS)**

- If the concern involves **mistreatment or self-neglect**, you may also report to:
  - **Adult Protective Services (APS)** in the county where the adult resides
- APS works alongside law enforcement and may investigate and coordinate services

🚨 **Immediate Danger**

- If the at-risk adult is in **immediate danger**, call **911** first

Mandatory Reporting

As a volunteer instructor, you are a mandatory reporter under Colorado law.

- **If you suspect child abuse**, you are required to **call the Colorado Child Abuse Hotline:**
  📞 **844-CO-4-KIDS**
- **If you suspect abuse of an at-risk adult, the county in which the at-risk adult resides.**
- Call **911** if there is an **immediate danger.**
- Abuse includes **physical, emotional, sexual abuse**, as well as **bullying, stalking, hazing, and harassment.**
- You must **also notify appropriate NSCD staff** if you suspect abuse or neglect.

If a volunteer is accused of abuse or a participant-contact violation:

- The **Program Director and CEO** must be notified.
- A formal investigation will occur, and actions may include **ending volunteer status.**

Colorado Child Abuse and Neglect Hotline Reporting System



How the hotline system works

•The main purpose of the hotline is to quickly report child abuse and neglect through the child abuse hotline.

•An in-take person will use a screening guide to interview callers who are reporting concerns of child abuse and neglect. They have been trained by the Colorado Child Welfare System.

•The in-take person will ask the county where the child resides. If you don't know where the child resides, they can still take the call.

•The hotline is staffed 24/7 365 days a year.

•All callers may remain anonymous and reports will remain confidential.

Definition of At-Risk Adults

- **At-Risk Elder:** Any person **70 years of age or older**.
- **At-Risk Adult (Functional Limitations):** Adults **18 years or older** who are unable to meet their own basic needs (**health, safety, or welfare**) or who lack decisional capacity due to **disability, dementia, or severe illness**.
- **Intellectual and Developmental Disabilities (IDD):**

Includes autism spectrum disorders, epilepsy, cerebral palsy, developmental delays, Down syndrome, fetal alcohol syndrome, and other similar conditions.

- **Compromised Adult (NSCD Definition):**

Individuals **18 years or older** who, due to a disability, are **not legally able to consent or sign for themselves**.

Types of Abuse

Child Abuse & Neglect
Physical Abuse
- Non-accidental injuries
- Bruises, burns, broken bones, head injuries

Emotional / Mental Abuse
- Verbal abuse (yelling, name-calling, criticism)
- Excessive or unrealistic demands
- Isolation or lack of emotional support or supervision

Sexual Abuse & Exploitation
- Any sexual contact or exploitation
- Includes exposure, fondling, assault, or pornography

Neglect
- Failure to meet basic needs
- Food, clothing, shelter, education, or medical care
- Placing a child at risk of serious harm

Abuse of Adults
- Adults can experience **all the same types of abuse** as children
- Adults may also experience **Financial or Material Abuse**, including:
    - Restricting access to money, benefits, or assets
    - Providing inadequate care for financial gain
    - Exploiting money or property
    - Misuse of power of attorney or legal authority

Signs and indications of Abuse

That you might witness or learn about as a volunteer

Neglect

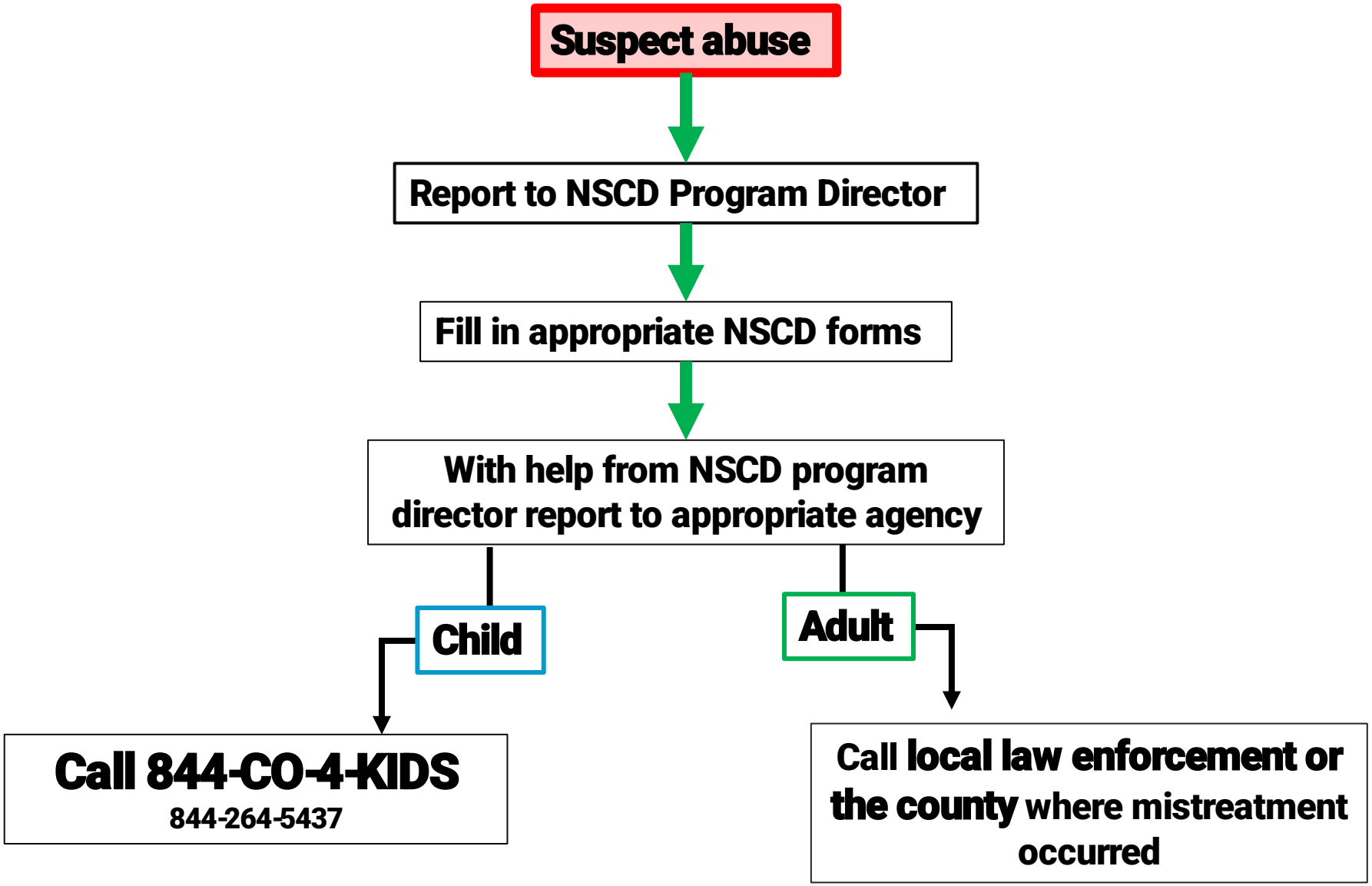
- Unusual weight loss, malnutrition, dehydration
- Excessive weight with medical complications that are not being adequately addressed
- Hoarding or stealing food
- Untreated physical problems, such as bed sores
- Lack of clothing or supplies to meet physical needs
- Failure to obtain medical attention when needed

Physical Abuse

- Unexplained signs of injury, such as bruises, welts, or scars
- Injuries that don't match the given explanation
- Injuries that aren't compatible with the person's abilities
- Fear of being alone with caregivers
- Signs of being restrained, such as rope marks on wrists

Sexual Abuse

- Sexual behavior or knowledge that's inappropriate for the child's age
- Statements by the child that he or she was sexually abused
- Inappropriate sexual behavior with other children



Mandatory Reporter Flow Chart

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Safe Sport Concept

Safe Sport is:

Healthy Environment

- **Athletes train and compete safely**
- **Supportive surroundings**

Respect & Equity

- **Fair treatment**
- **Inclusive and positive culture**

Free From Harm

- **No harassment**
- **No abuse**
- **No exploitation**

Creating a Safe Sport Environment

Respect Personal Space
- Ask permission before touching
- High-fives and handshakes are appropriate

Maintain Safe Environments
- Never enter a bathroom with a participant
- Stay in public, visible areas

Communication Boundaries
- Be cautious sharing your phone number or email
- NSCD prefers no contact outside programs

Supportive Coaching
- Use positive reinforcement
- Give timely, constructive feedback
- Focus on goals and how to achieve them



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Medical Policies + Emergencies

Medication Administration

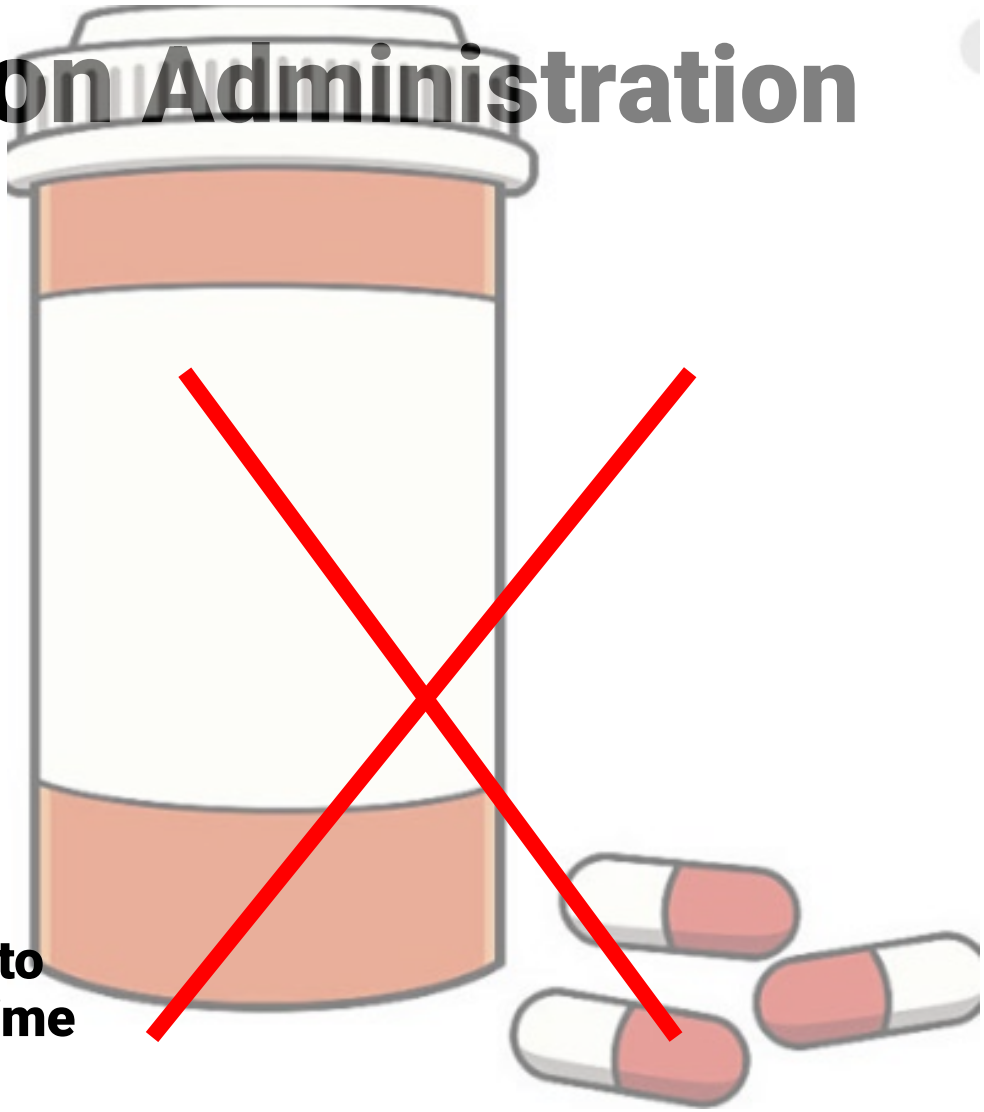
Medication Policy

Volunteers may NOT:

- **Provide or administer any medications**
- **This includes prescription, over-the-counter, oxygen, feeding tubes, etc.**

Participants must:

- **Self-administer their own medication**
- **OR arrange for a caretaker to administer it during lesson time**



Seizure Safety Requirements using a seizure harness

When Required

- Mandatory if a participant has reported a seizure within the last 5 years
- Encouraged for anyone with a seizure history

Staff Check

- Supervisor or Program Coordinator must verify equipment

Safety Equipment

- Seat strap attached on lift
- Wiggle Belt used as needed



Departure Checklist

- **All instructors must complete departure checklist at the reception desk before receiving participant's lift ticket.**

Guest Name:				Date:	Sup/Coord Initials:		
Instructor Initials	Stand Lesson	Y	N	Instructor Initials	Sit Lesson	Y	N
	Seat Strap				Seat Strap		
	Harness				Fixed O/R Policy		
	Allergies (Food/Other)				Tethering Vest		
	Tip Retention				Allergies (Food/Other)		
	Assists/Reins				Equipment Form		
	Ski Bike						
	Waiver				**Waiver**		
	Other:				Other:		

Program Emergency

Definition Any incident that occurs **outside of the NSCD office**

On-Hill / Program Emergency

Critical Injury

- Life-threatening condition
- Unconsciousness (past or present)
- Significant blood loss
- Acute fracture or amputation
- Major burns
- Loss of sight
- Significant head injury
- Any condition requiring immediate medical attention

First Aid Injury

- Minor scratches
- Small cuts
- Minor burns
- Splinters
- Other minor injuries not requiring medical care

Emergency Checklist (On-Hill & Program)

✅ DO

☐ **Notify NSCD staff and Ski Patrol immediately**
☐ **Secure the scene to prevent further injury**
☐ **Reassure the injured participant that help is coming**
☐ **Assist Ski Patrol / EMS only if directed**
☐ **Stay with the injured participant until relieved by NSCD staff**
☐ **Allow NSCD staff to contact the guardian (minor or compromised adult)**
☐ **Consult with NSCD staff to decide whether programming continues or ends**
☐ **Complete incident and/or witness report ASAP**

❌ DO NOT

☐ **Move the injured participant** unless the environment is unsafe

☐ **Provide first aid** unless First Aid / CPR / AED certified

☐ **Administer medications** of any kind

☐ **Make statements about the incident** (other than reassurance)

☐ **Go to the hospital** unless designated as **Patient Advocate**

☐ **Discuss the incident** with participants, volunteers, media, or others

NSCD Injury Response Volunteer Quick Guide

First Aid Injury	Critical Injury
Examples •Minor cuts or scrapes •Bruises, soreness •No head, neck, or severe pain	**Examples** •Head or neck injury •Severe pain or bleeding •Loss of consciousness •Anything that feels serious or uncertain
What to Do •**First Aid–certified NSCD staff** provide care •Monitor the injured participant •Communicate with NSCD staff	When in doubt, treat as CRITICAL **Immediate Actions** **1. Call 911 / Ski Patrol** **2. Notify NSCD**
Decision **With input from NSCD staff:** ✅ **Return to Programming** ⛔ **End Programming**	**Decision** **With input from NSCD staff:** ✅ **Return to Programming** ⛔ **End Programming**

NSCD Injury Response Volunteer Quick Guide

Volunteer Role

✅ Stay with injured party
✅ Secure the area
✅ Assist Ski Patrol **only if directed**

❌ Do NOT provide medical attention unless First Aid / CPR / AED certified
❌ Do NOT transport injured party
❌ Do NOT go into ER with injured party

✅ After ANY Injury Complete Incident Report and/or Witness Reports ASAP

When Calling Ski Patrol / 911 — Be Ready to Share

☐ **Current location**

- Ski run name
- Where on the run
- Nearby landmarks or identifiable features

☐ **Age or approximate age** of injured participant

☐ **Need for immediate medical attention**

- Loss of consciousness
- Difficulty breathing
- Excessive bleeding

☐ **General description of injury**

- Knee, shoulder, back, head
- Seizure or similar condition

☐ **Diagnosis / disability information**

- *Only if relevant to the situation*

☐ **Affiliation with NSCD**

- Participant, volunteer, or staff

IMPORTANT NUMBERS:

- **WP Ski Patrol:** 970-726-1480
- **NSCD Volunteer Office:** 970-726-1546
- **Equipment Shop:** 970-726-1545
- **NSCD Supervisor on Duty:** 970-531-5880
- **NSCD Mountain Director:** 970-726-1544
- **NSCD Main number:** 303-515-NSCD (6723)

LOST STUDENT POLICY

- **NEVER** leave a student on their own or alone. For a student, this can be a very scary, or even dangerous experience. And it is important that you react quickly.
- Good lesson preparation is the first step to take in the unlikely event that an instructor becomes separated from their student. Before you go out onto the mountain you should know the following about your student:
- First and last name
- Program or group name
- Height, weight, hair/eye color
- Ability to communicate
- Clothing including the color of helmet, jacket, pants, boots, anything notable
- In your lesson preparation, have a game plan of what to do in case you get separated. Set a meeting place so the student knows where to go in case of separation and let them repeat it to you to check for understanding.

LOST STUDENT POLICY

- If you become separated, look for participant for 5 minutes in the general vicinity of where you became separated. Then look carefully while skiing to the nearest lift shack and call 1500 on your radio, or the equipment room at 970-726-1545.
- When calling the equipment room, provide the following information about the student:
- Name
- Thorough description including height, weight, hair/eye color, ability to communicate, color of helmet, jacket, pants, boots, anything notable.
- Time of separation, Last known location (name of the run and approximately where on the run using landmarks if possible).
- Tell the lift operator and ask them to notify the lift operator at the top. Ride the lift back up, looking carefully from the chairlift. If you see the missing participant from the chairlift, report their position immediately to the equipment room.
- If unable to locate student from chairlift, keep searching as you return to the last point seen and rendezvous with the snowmobile sent to assist. Search for 15 minutes more.
- Call equipment room to notify Ski Patrol dispatch.

Volunteer Policies

When you are wearing your NSCD volunteer vest:

- You represent NSCD and are an ambassador for our community
- Please act accordingly
- **No drinking or smoking while on duty.**

When you are volunteering with NSCD:

- Please do not bring under-age children with you
- Family members under age 16 are not permitted to participate in lessons.

Lifetime Pass Requirements

To qualify for a Lifetime Pass, volunteers must:

- Complete **10 Winter Park Resort ski program OR Nordic days per season**
- Maintain this commitment for **15 consecutive years**

Please note:

Front Range programs, summer programs, and special events **do not count** toward this requirement.

Volunteer Commitment

- 10 days
- Receive season pass if you don't have your own IKON pass.
- We don't offer buddy passes.
- Training days do not count toward the volunteer commitment.
- Ski volunteer days must be completed at the Winter Park Resort.
- Passes will be distributed on the first day of on-mountain training.

- 5 days
- Receive a pass loaded with 10 days.
- You will receive a day pass for each of your training days.
- If you volunteer more than 5 days, we will give you a day pass for your volunteer day and a free day.
- Ski volunteer days must be completed at the Winter Park Resort.
- Your passes are NOT transferrable.
- Please contact us if you can't fulfill your commitment.


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AND ANYTHING IS POSSIBLE.
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Questions?

NSCD Volunteer Insurance & Liability Overview



Volunteer Injuries During NSCD Training or Programs

NSCD insurance **does not** cover medical expenses for volunteers.

Volunteers must have their **own health insurance.**



Injuries to Others During Programs

NSCD's **Liability Insurance does protect volunteers.**

If a volunteer is named in a liability case, NSCD's **liability insurance and legal resources** will support and protect the volunteer.

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Reviewing Participant Information/Progress Notes

Volunteer Training 2027

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Writing a Great Note

SMART Goal writing process

- **Specific**: What needs to be accomplished? What steps need to be taken to achieve it?
- **Measurable**: How will you track progress to see that you are getting closer to the objective?
- **Achievable**: Is this objective a realistic goal?
- **Relevant**: Is this objective relevant to overarching goal?
- **Time-Bound**: When does this objective need to be completed?

SOAP Notes writing process

- **Subjective**: This section includes the participants self-report. ASK THEM!
- **Objective**: This section includes facts. Objectively, for our goal, how did we do?
- **Assessment**: Based on the facts and self-report, how did the lesson go?
- **Plan**: Does the plan still work. What increment of the goal should be worked on next time?

Accessing Participant Information

We will be providing training “on the job” for progress notes and how to access them through Salesforce. Please ask your coordinator if you have any questions.

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Personally Identifiable Information (PII)

Personally Identifiable Information

WHAT IS PII?

Today we want to bring everyone's focus to the topic of protecting **Personally Identifiable Information (PII)**. This is a**ny information relating to an identified or identifiable individual.**

PII requires a **higher degree of care** in the collection, protection, use and disclosure than other less sensitive types of personal information. PII is very broad and **some people have a higher expectation of privacy than others.**
Some EXAMPLES OF PII include:

- **FIRST & LAST NAME (or first initial and last name) in combination with any of the data below:**

Social security/insurance number (SSN/SIN)	**Credit &/or debit card information, including 16-digit # with expiration date; and *especially* the 3-digit CVV (security code on back of card)**
Date of birth & Age	**Email Address/Telephone Number**
Driver's license number	**Marital Status**
Home or other physical address	**Income**
Bank Account Number	**Citizenship/Passport No.**
Biometric Data (incl. height, weight, fingerprints)	**Health information or medical records**

Source: Alterra Mtn. Co. Privacy and PCI Training – 2019/2020

PARTICIPATE. VOLUNTEER. DONATE.

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Thank you!

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Now The Fun Stuff

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Winter Programs at Winter Park Resort

Alpine Skiing and Snowboarding

Learn to apply the beginner progression on green terrain, understand how to assess our students both physically and cognitively, and get familiar with beginner movement analysis. (4 clinics for new stand ski / snowboard.)

Alpine Sit Ski and Ski Bike Volunteers

Learn about the beginner progression for all sit skis. Learn about fitting, transferring, and assessing our students. Understand the different progression types and how they are applicable. Understand when it is appropriate to seat assist. (4 clinics for new ski bike instructors 5 clinics for sit ski instructors)

Nordic at Devil's Thumb Ranch

- **Learn how to teach Nordic progressions, adapt equipment, and guide the visually impaired in Nordic skiing.** One yearly full day training clinic

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Year-Round Programs

- **Road Biking (Front range)**

  Learn how to set up equipment and effectively lead a road biking lesson in this hands-on training. Explore various adaptive bike models and seating adaptations designed to accommodate different disabilities, ensuring an inclusive and accessible experience for all riders.

- **Mountain Biking (Winter Park-summer only and Front range)**

  Gain hands-on experience with adaptive mountain bikes, power-assist pedaling, and customized seating adaptations. Learn how to confidently support a mountain biking lesson on various local trails while implementing essential safety practices to ensure a safe and enjoyable ride.

Rock-Climbing (Front range)

Learn how to set up equipment, belay, and support a rock-climbing lesson. Gain insight into our specialized seating adaptations designed for climbers with different needs.

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Year-Round Programs

Air Rifle (Denver)

On-site training provided. Master the fundamentals of running a successful air rifle program. Gain hands-on experience with various Air Rifle models and sight systems while learning essential safety protocols for working with new shooters.

Archery (Denver and Winter Park)

On-site training provided. Learn the essentials of setting up and managing an archery range in this hands-on training session. Gain proficiency with different bow models and sight systems while mastering best practices for range safety and organization.

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Summer Water Programs

- **Kayak/Canoe/Paddle (Front range and Winter Park)**

  Learn about our various kayak models and seating adaptations to best accommodate participant needs. Support participants in understanding essential water safety skills and navigating flatwater environments.

- **White Water Rafting Guide (Front range and Winter Park)**

  10-Day, 50-Hour On-River Training (Required) – Comprehensive training mandated by the State of Colorado, covering boat rigging, water reading, safe rapid navigation, boat flipping, rapid swimming, river safety protocols, and swift water rescue techniques. **First Aid & CPR certification required.**

- **White Water Rafting assistant / Shuttle Driver (Front range and Winter Park)**

  Single day training with skills check-off. Learn how to help load and unload raft equipment, properly fit personal floatation devices for individuals participating in the raft program. Vehicle and trailer training required.

- **White-Water Kayaking (Front range)**

  Learn to utilize adaptive equipment and support the facilitation of a whitewater kayak lesson. Gain knowledge about different kayak models and seating adaptations to best assist participants. Additionally, learn essential safety procedures to ensure a secure and enjoyable experience on the water.

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Summer Programs

- **Sailing (Cherry Creek Reservoir)**

  Previous sailing skills recommended but not required. Learn how to transfer participants into boats using lifts as needed. Develop proficiency in water safety rules and essential safety procedures to ensure a safe and supportive environment on the water.

- **Adaptive Horseback Riding (Winter Park)**

  Single day training with skills checkoff: Understand how to facilitate lessons at the Adaptive Riding Center at Snow Mountain Ranch. Educate volunteers on various adaptions for different abilities to successfully ride a horse. Sidewalk with participants in the arena while they navigate their horse around small obstacles.

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Summer Programs

- **Overnight Camping (Denver and Winter Park)**

  Only a few opportunities this year. This orientation is the only requirement – On site training for setting up tents, Setting up fire pits, and assisting with overall scope of overnight camping can will be provided.

- **Day Camps (Denver and Winter Park)**

  Orientation training is necessary to be able to assist in day camp programing. Other on-site training will be offered based on the participants and type of programming offered.