

John Lawson **RD**

The Genesee valley Region is off to a great start. While Mother Nature has decided to take a summer vacation in December the region patrol activities have continued in preparation for the eventual appearance of winter. These events include the candidate final exam, in which the candidates all did exceptionally well. The Region refreshers and the new format for them went off well with a lot of very positive feedback. The Basic MTR class was conducted with a lot of enthusiasm and all the patrols have now finished their own on hill refreshers. Everyone is ready - all that remains is to get some snow.

I know everyone has worked very hard to get to this point. Thanks to all the patrol representatives and OEC administrators and Instructors at each area. It was obvious to me that a great deal of preparation went into the refreshers at your areas. It was your hard work that made it happen. A special thanks to Mike Lord and his IT crew. This group made the refresher format change possible. Something that I believe everyone in the region feels they benefit from. Mike also gets a mega pat on the back for running the candidate OEC class. Always a tough job that he managed to “squeeze in” while doing the other region OEC activities.

“But wait there is more!!” Check out the other program articles in this issue of the Valley Views and see what is scheduled for EVAC, S&T, and Sr. OEC to name a few. It will be a full year for region programs. Come join in the fun.

Bill Crocker also requires mention. If you were at the second region refresher you know Bill was given the Region Patroller of the Year award. Those of you who were at the first session can now congratulate this very dedicated, hard working patroller. Congratulations Bill!



Figure 1 –Bill Crocker receiving award from Skip Millor.

Again, the region crew is doing a great job and therefore making my job easier. Many events are now scheduled Valley Views

and up on the web calendar. Now all we need is the snow. Hopefully, by the time you read this, the ground will be covered – or better yet we will have had a work snow day. I hope for each of you a great holiday season. Enjoy them and your time with family and loved ones. Stay in shape and I’ll see you on the slopes.

REGIONAL ADVISORS:

Skip Millor **Awards**

This month Valley Views looks at the Genesee Valley Region’s Awards Committee. Bill Gamble interviews Skip Millor, Regional Awards Advisor, to demystify the awards process.

Bill: Most of us have no knowledge of how the Awards committee operates, who’s on it, when it meets’ and how it operates.

Skip: The committee is not quite a secret mysterious society. Our mission is to assist patrols in recognizing individual patrol members for outstanding contributions. If you go to the Region’s web site at www.nspgvr.org and click on the Awards button, you’ll see a list of those on the committee along with their patrol affiliation phone numbers and Email addresses. Meetings are called when we have applications to review.

Bill: What is the specific process for individual awards?

Skip: Individual patrollers generate award applications. It’s a three-step process.

Step one: Contact your PR and discuss the individual’s accomplishments. This step is very important because the PR must sign the application before it is sent to the Region’s Awards Committee.

Step two: Contact the Awards Committee member from your patrol.

Step three: Draft a letter of recommendation.

Bill: Where can you find a list of awards?

Skip: Go www.nspgvr.org, click on Awards and go to the line just below the list of Regional committee members that begins with List and Descriptions.

Bill: Since you mentioned forms, the forms appear complicated and most of us are not sure where to find all the information to fill out the forms.

Skip: This is where the process gets easy. Your Region Awards Committee rep will help gather the information and fill out the form for you. The committee rep has access to a lot of the data needed. Use the form as a guide for writing the letter of recommendation.

Bill: Do you have any tips on how to write the letter of recommendation?

Skip: Yes! Go to page 70 of the Fall 2001 Patrol magazine. The National Awards Advisor tells you what he looks for when he does the final review of all awards sent to the National Office.

Bill: Speaking of review, what is the review process?

Skip: The Committee and Region Director review all awards before they leave the Region. The applications go to Eastern Division where the Division Awards Advisor reviews and signs off the application before it goes to the Division Director and then on to National.

Bill: What happens if an award is rejected?

Skip: First off, we don't reject award nominations. We review the application to see if the criteria are met and if the letter of application amplifies and expands the information on the form. If this is not the case, we send the application and letter back to the PR with specific recommendations. In many cases information has been unintentionally omitted.

Bill: Where can we find the criteria for awards?

Skip: Chapter 10 of the NSPS Policies and Procedures has the criteria for awards reviewed by Division and the National Office. This information is available for review in the Members Forum section of www.nsp.org. The criteria for our Region awards are on our Region web site under Awards.

Bill: What if Division returns an application?

Skip: I haven't done my job at the Regional level. We have a good record and reputation with Division and National because of the diligence of the committee and past advisors.

Bill: Why do we have Regional Awards such as the Stevens and Doyle awards?

Skip: Regional awards fill the gaps not covered by National. They allow us to recognize those who have given lot of time and effort on the patrol and regional level.

Bill: Last question. What is the time cycle for awards?

Skip: Our committee is operational all year long. That means we will accept and review applications at any time. However, PRs like to have awards for presentation at year end banquets and picnics, generally held in May. That means we need to start the process early. Again, go to the Regional web site, click on Awards and go to the list of National and Regional awards for the dates paperwork must be in my hands to make the May deadline.

Sheila Fovel

Alumni

The annual NSP Genesee Valley Region Alumni Ski Day will be held on Friday, February 15, 2002 at Hunt Hollow. It is always a great day, no matter what the snow conditions are. Last year we had over 20 alumni and in spite of the afternoon rain, it was nice just getting together. A letter to all registered Alumni with all of the information will follow shortly.

Bob Smith

Lift Evacuation

In the Fall issue of Valley Views, Jeff Baker said to look forward to some new blood to take over as the new Lift Evac. Advisor. Well it looks like I get a fresh infusion to start another job in my Ski Patrol life. I look at it as a new challenge.

This fall I attended the Ski Industry Trade Show at Attitash/Bear Peak ski area in Maine. Some of the information that was presented concerned

Lift Issues: Doug Holler had a great hands-on session working with Throwing & Flipping; "Big Grips"; Preparing for odd situations (i.e. chairs on or under sheaves, awkward terrain, rapid response); and Adaptive Equipment. I brought the ascending equipment that we use at Bristol and demonstrated its use to the group. We also had a demonstration on how to use a potato gun to launch a haul rope over the lift cable.

One of the other sessions that was presented was

Fall Protection: Not only is it the law, your life may depend on it. This session explored OSHA's Fall Protection rules as they apply to the Lift Evacuation process. This session brought up the use of the self-locking carabiners. This brings up the point of now do we need to replace the screw lock carabiners for public and self-evac? As I looked into this, I contacted Don Garman, retired Hunt Hollow patroller, and Mary Davis, NYS tramway inspector. The information that I received was from the NYCRR32 (Industrial Code Rule 32) 32-4.58(4). Carabiners, if used, shall be of the locking type. Now this says nothing about self-locking, but it interpretation that I am getting is it's better to be on the safe side and go with the self-locking Carabiners for both public and self-evac. For those that would like to read the regulation for themselves, here is the web site: <http://regulation.healthandsafetycenter.com/s/Part11.asp#SectionNumber:11.9>.

One other area that may interest you on the subject is;

OSHA 29 CFR 1926.502 - Fall Protection Systems and Practices (d). I hope that this information is helpful. The NSP catalog has about the best prices on the self-locking carabiners. There is also a new Lift Evacuation Manual 4th Edition available from NSP, and Doug Holler is one of the reviewers.

On Saturday, December 8, I attended a sit-ski lift evac. session at Swain run by Steve Shelley and Dave Taylor,

with the help of Tom Rockwell. Tom is the PSIA adaptive skier instructor at Swain. This program is for persons with handicaps who use the sit-skis. The day started with a demonstration of the different types of sit-ski devices used at Swain by Tom. Then we headed out to the Quad lift and practiced the evacuation of the sit-skier. This exercise provided some very interesting information for the Swain Patrol. One of the sit-ski devices worked well with a small person, Judy Scott, but when Joe Menichino was in the sit-ski he was tipped up side down.



Figure 2 - Joe Menichino in the "dumped" position.

As Steve Shelley said: "well, we went on, as is the custom on the NSP, and found another way to 'accomplish the objective'".



Figure 3 - Joe with the improvised lifting hardware.

I think in the future that you will be seeing sit-skiers showing up at your areas. I hope that you will be prepared, as the Patrollers at Swain are, to handle any evacuation problems that may arise.

Think Snow! We need a lot of it.

Ed. Note – The following supplementary article on Swain's Adaptive Skier Evacuation Seminar was provided by Steve Shelley.

Adaptive Skier Evacuation

What's a bored ski patroller to do in this snow drought we have? Well, at Swain we've been wondering what it would be like to evac one of the adaptive skiers in a sit-ski, in the event of a lift stoppage. So we assembled a few of our evac team members on Dec. 8, along with our adaptive ski instructor Tom Rockwell, and Division Lift Evac Advisor Bob Smith, to familiarize ourselves with the equipment.

Swain has two styles of sit-ski. The first one we tried is equipped with lifting straps. As you can see with the picture of Judy, it works quite well.



Figure 4 - Judy Scott in first Sit-Ski

Once tension was applied with the evac line, the other passengers had no problem sliding the skier off the chair. She remained upright when clear of the chair, and would have been easily lowered to the ground. The second style is another story! It has no straps, instead there is a lifting loop between the skier's legs, presumably an uncomfortable location for a male skier. So we tried it out with our Patrol Representative. (All great leaders won't think of asking their people to do something they aren't willing to do, right?) Once he was off the chair, wow, time to go back to the drawing board. The position was uncomfortable, but not as we expected it. With a little experimentation with web loops, we devised what we thought is a better way, and Joe remained upright and smiling! I should add that our policy is to have a sling around the person's chest, connected to a separate evac rope, in addition to whatever rig is the primary method, as

a redundant failsafe precaution. This would have kept Joe from being inverted.

To summarize, the day was perhaps not as much fun as skiing, but I think we are better prepared for adaptive skiers. Some closing thoughts: All these adaptive ski rigs are likely to be slightly different. If you can get a chance, try rigging them with your equipment in a non-aerial situation so that you will know what to expect. Be prepared with some extra straps and carabiners so that you can supplement the system the particular rig comes with. At Swain, there are always two people accompanying the sit skiers to get them on and off the lift, and to ski them down. They will be trained to prepare the sit skiers for evacuation. However, since these skis are available to individuals, you may have one who is skiing alone or with un-trained companions. Be prepared to go to the chair to rig the sit-skier for evac!

Steve Shelley

Jeffrey Baker **S&T**

I think it's fair to say that the season has started with less vigor than any of us would like. Have faith, better (and colder) days are ahead.

The first weekend in December found the S&T advisors gathered in a very green Rutland, Vt. to plan the 2001-2002 events and discuss some of the changes being made to the way we will all be training. The organizers of the program did an excellent job of switching gears, midstream, saving a sunny but otherwise bleak weekend.

The most visible change is the elimination of the Phase II training seminars in favor of a more intimate, Mentoring process. This is consistent with the changes being made in the OEC world. I believe the effort will be a relatively painless and seamless transition, bringing with it a new level of understanding not possible in a larger group setting.

The Ski and Toboggan program has a wide array of events offered this season and I encourage you to take a moment and consider joining in the fun. The dates and locations are listed on the Region web page.

The Senior Program is brimming with enthusiastic patrollers ready to dive in as soon as the slopes are white. It's not too late to join the group.

We will be staging two new Region level events to pull you out of hibernation. The Patroller Improvement seminars are intended for every patroller, from every mountain, at every skill level. The clinics are designed to give everyone an opportunity to come out and play around a bit, get answers to some of the world's most perplexing questions, share a few laughs and with a bit of luck, make us all better patrollers. The participants will decide the mornings'

events and with some guidance from the S&T staff dive into new territory. Simply contact me to sign up.

The S&T staff is looking for a few good instructors to augment the ranks. If you have been considering stepping into the instruction fray, this season is your chance.

As you can tell, there is a load of potential just waiting for you, so take a gander at the web page, find the program that suits your needs and get involved. It will be time well spent.

Richard Stearns **Student Patrolling**

The region Student Patrol is in its 4th year with three new students who, by the time you read this, will have completed the OEC program. Adam Gebhard, Jeremy Willetts both from Hornell and Wesley Buth of Corning. Congratulations also to Caitlin Wilterdink from Hunt Hollow. She completed the region OEC program this fall. It is quite an accomplishment for any High School student to balance the demands of school and a program of this magnitude.

I have received some inquiries from patrollers at Bristol and it appears that there is a good chance that a student program may be developing there as well. At this time I do not believe all the details have been worked out, but if you contact me I will be in contact with those involved at the area.

We will also be setting up some S&T sessions as the season moves on and we hope to include students from as many slopes as possible. There are also plans in the works for a trip to either the Eastern Division Student Seminar at Smugglers or the Certified Test at Gore this coming March. These trips are not only fun, but have been valuable learning experiences for the students.

The other event of note is the Winter "Camporee" that is being set up for the Scout Troops in the area. This has been a very popular winter event in the past. It will be held at Swain March 1st thru the 3rd. If you are involved in Scouting keep your eyes open for information through the Scouting Organization, or drop me a note and I will see that you get the information.

The student program is succeeding in producing some very enthusiastic, ambitious and highly qualified patrollers for the region. If you know someone that might be interested please feel free to contact me and I will answer any questions you may have. My e-mail is rstearns@rochester.rr.com or call me at 716-343-4463 evenings.

Joe Menichino **Certified**

I'll bet many of you are as anxious to hit the snow as I am. This is an unusual year considering the delayed startup and the fact that cold weather still is not in the forecast.

The only good thing to come out of this delay is the chance to catch up on activities that get pushed off cause the skiing is normally so good. As a Certified you often get involved in all types of Patrol functions. One of my added interests is in chair evac. We realized at Swain that we had a growing Adaptive Skier program and yet no one had really concentrated on developing and testing the required specialized chair evac techniques. Last weekend at Swain we met with our PSIA counterparts and ran through a number of evolutions relative to chair evacuation of an Adaptive Skier in various sit ski devices. We tested three different arrangements and worked closely with PSIA Instructors to get things just right. Results were great except for the one device that obviously had a design flaw as you can see in Figures 1 and 2 in Bob Smith's article (that's me strapped in). The factory-supplied evac hook point was incorrectly designed. We redesigned the thing and got it right..... Not having any snow worked out well for us. We took the time and used it wisely to debug a process we may very well need in the future. I think all would agree we had a great time, even if it didn't include skiing. How does this relate to Certified? Only in the fact that my interest has been expanded beyond what most folks are used to seeing. Trying new stuff is a riot, and I can't wait to get together with folks from other areas to find out how they handle these scenarios. I can speak to them with confidence and from experience (having done it - inverted.....)

Anyway- below find a quick summary of the upcoming program plans for this season. I can't recommend the Windham school in January enough. Gordie Bell does a great job and a number of us are going down to instruct. Feel free to contact me if you plan to take on any of the pre-tests. Now is the time to start planning. Finally- the annual Certified meeting/Test is at Gore this year. An easy reach for those that want to come to watch/help/ and just see what's going on. Let me know if you are interested and I'll help with the arrangements.

Patroller School & Intro to Certified

Jan 26 and 27

Ski Windham, ENY

Gordie Bell – 717-637-7216, ggbell@blazenet.net

Certified Precourse

Feb 2

Ski Windham, ENY

Ted Davis – 518-743-4300 x150, tedd@skiwindham.com

Certified Precourse

March 2 or 3 (Final date not set yet)

Killington, SVT

Joe Kulina – 860-291-7789

March 22-24 Certified Test & Annual Meeting

Gore Mountain, ENY

Steve Barnes – 603-433-9556, Talyxst@aol.com

Mike Lord

OEC

With only a few more people to get through the OEC refresher for this year I guess my work is getting close to the low season time. The refresher format we used this year seems to have been welcomed by everyone in the region. The instructors, Instructor/trainers and I will keep collecting comments through the season so that we can tweak the system to make next year's refresher better than this year. Please keep your comments and suggestions coming in. I can see no reason at this point to go back to the way we use to operate the refresher and like the new format and had a good time. So look for the same next year. I would like to say thank you to all the members of the Genesee Valley Region for being so open minded and making the new format so successful.



Figure 5 - Some action at the OEC Refresher

The region candidate class is over, with all eighteen candidates passing with flying colors. Please take a minute to welcome these new patrollers when the snow finally comes and you see them out there on your shifts. They're a great bunch of people and I know they're going to be great patrollers for the future.



Figure 6 - Candidates and instructors relaxing after the test.

There's really not much else to say right now. Remember that the process for becoming an OEC instructor has changed to a mentoring process. If you're interested contact me or speak to your patrol's OEC person. Thanks again for all your support this year and have fun the rest of the season.

NEWS FROM THE PATROLS:

POWDER MILLS PARK

Is it snowing yet???? It's time to get a new season underway, as soon as the weather cooperates.

It's been the usual busy Fall getting ready. First off, I would like to welcome some new members to the Patrol. In addition to all of our returning members, Ken Wanek and Linda Pazral will be transferring over to our patrol. Todd Fogal joins us after successfully completing the OEC program as our only candidate this year. Please join me in welcoming all three to the patrol.

We held our On-Hill refresher on November 3rd this year. We had an excellent turnout of our own folks and were very pleased to welcome some of our friends from Bristol, Hunt Hollow and Swain this year. It turned out to be a great day for the event with a nice mix of a little stand up instruction, open book quiz ala the regional refresher format and lots of hands on work. In addition to those participating, we had a couple of "visitors". John Lawson was able to join us for coffee, visiting and to say a few words to kick off the day. Bill Gamble also came and took pictures which he has posted on the region web site. Bill does an exceptional job with both the web site and the news letter. You can go to <http://www.nspgvr.org/html/pmonhill.htm> to see the pictures he has posted of our on-hill refresher.

I think some of our guests were surprised to see that the patrol area and all the other "ski resort" trappings were not evident at the on-hill refresher.



Figure 7 – A station at the Powder Mills On-Hill Refresher

Since we have to turn the space back over to the county from April until Halloween, we end up tearing down and reassembling everything each year. We split the set up over 2 days this year. The fences and all of the patrol area are assembled and ready to go as soon as it is cold enough for Dan to send the snow cannons down. We just saved out the padding and a few other "mobile" items to set up once the area is ready to open. Thank you to all the

folks who dug post holes, strung fence, carted supplies, hung cabinets, etc. to set up this year. Many hands make for light work. Lastly, all of the dates for our upcoming meetings through the end of the season are posted on the region web site. The only exceptions being that since we are closed on Mondays, we are planning on two "unofficial" meetings down at Bristol (one in January and another in February). Those are posted on the duty calendar.

Looking forward to a great season.

Glenn Becker, PR

BRANTLING

Brantling patrollers "officially" kicked off the 2001-2002 season with their annual chicken barbeque fund-raiser, held in conjunction with the area's Open House and the Ski Club's Used Equipment Sale on November 4. With help of beautiful fall weather the event was a huge success for all concerned, and the patrol realized a profit of about \$500.00 on the BBQ. A tip of the patrol hat to the many patrollers who helped out that day, particularly chef **Kim Buell**, who not only cooked, but had a big hand in all aspects of the operation. With Kim being a vegetarian, customers can be sure that the chicken halves will be complete! And with the chicken dinners selling out early, **John Williams** did extra duty grilling up hots and hamburgers for the hungry crowd.

The following Saturday, November 10, we held the annual on-the-hill refresher under the direction of AR **Steve Mitchell**. We welcomed several visiting patrollers, including GV Region RD **John Lawson** and region communications guru **Bill Gamble**. Our special guest was old friend and long-time Brantling patroller **Jerry Sherman**, now Eastern Division Director.



Figure 8 - Jerry Sherman & friends at Brantling

OEC APD **Bob Hillegeer** directed an excellent first aid session, assisted by instructors **Terry Bruno**, **Kim Buell**, **Dennis Del Conte**, **Karen Merritt**, **Chuck Norton**, **Pete Peterson**, **Martha Rich** and **Marsha Wait**. In the afternoon Martha and Chuck ran a well-attended CPR refresher; our thanks go out to them for the extra effort. A number of patrollers also pitched in on the work party, busying themselves in the patrol room and with sled house improvements.

Our congratulations to **Merril Gray** and **Dawn Wright** on their successful completion of the Basic OEC Course. January will find Merrill on the schedule and Dawn busy with her S&T training. We lost several patrollers to retirement, but our biggest loss will be temporary, we hope. **Chris Van Staaldin** is spending the season in Washington State. A hearty Brantling welcome goes out to **Mike McManus**, a transfer from Hunt Hollow. And we "welcome back" **Larry Mooney**, who for several years was registered at Bristol but continued to dual patrol at Brantling, now devoting his expertise full time to the Big B. The welcome mat is still out if there are any Ski Valley patrollers looking for a new winter home. We're ready to go...all we need is SNOW!!!

Pete Peterson, Patrol Newsletter Editor

BRISTOL

Candidates and Transfers On behalf of the Bristol Patrol, I would like to recognize the excellent work of Mike Lord and all the OEC instructors that trained our new candidates in the Region program this fall. All candidates passed with the expected high level of proficiency. Our candidates also passed the follow-up evaluation at Bristol on December 1st. They were presented with their NSP membership cards at the December patrol meeting. Congratulations go to: David Curry, Brian Ferguson, Pam Gebbie, Gary Marks, Ann Peck, Jeff Simpson, Tim Webber, and Emily Weiss.

The Bristol patrol also welcomes Transfers Bonnie Andre, a dual patroller with Hunt Hollow and Andy Baisch from Ski Valley.

Radio Evaluation Bill Crocker and Scott Mundrick have recently completed an evaluation of some new radios to determine which to purchase for patrol use this season. Cost and performance (transmission, reception quality, susceptibility to interference) were key factors in the decision to buy radios manufactured by Kenwood (model 272GK). The radio costs \$450 and includes 16 channels, LCD, lapel mic, 1600mA NiMH battery and charger. The NiMH battery recharges in 50 to 80 minutes. If anyone would like more information, please contact Bill (585-385-1021 or pmsctour@aol.com).

FRS Radio Monitoring? We are considering the purchase of a couple of FRS public radios so that the patrol can monitor the public emergency channel 9. I'd appreciate information about experiences (good or bad) using these radios. I'm particularly interested in learning what ski areas in the USA or Canada are monitoring the emergency channel. I've been told that some areas have put up signs to alert the public that they monitor channel 9. If you have knowledge on this topic, please e-mail me at winb@eznet.net. Thanks in advance.

Lift Chairs For Sale! Most of you are probably aware that the Bristol patrol is selling chairs from the original North Chair Lift for a \$50.00 donation. We still have about 60 to sell. Most of the proceeds will be used to purchase a new AED and trainer unit. Thank you to those patrollers that have already purchased chairs. If interested, please contact Gail Ferguson at Bristol (716-374-6000 x229) or e-mail me.

Win Beers, PR

HUNT HOLLOW

Even without snow there has been a flurry of activity at Hunt Hollow. The Club has finished this year's portion of the snowmaking expansion, which includes new snow guns on Lower Main Street. Also, in mid-September the Patrol began the construction of a new Aid Room in the lower level of the Patrol Building, which should be finished by the time you read this.



Figure 9 - Hunt Hollow's new First Aid Room

We were asked to move the Aid Room from the Main Lodge to the Patrol Building to allow the Rental Shop to expand. We have done all of the work ourselves and many patrollers pitched in and showed off their talents on this project. However, I want to especially thank Jack Starke, Tim Lawless, Chris Midgley and Bob Andre for all of their hard work. Without these four guys we would never have been able to do the job. So when you have a chance please stop in and see what we have been up to.

Our four candidates, Bob Andre, Jeff Konzal, Greg Palm and Caitlin Wilterdink, passed the Regional OEC class and have already started their OEC classes at Hunt Hollow. The entire Patrol is anxious to have the candidates up and running so they and the transfers, Rob Fischmann, Bob Hansen, Greg West and Scott Wild can increase the pool of possible substitutes for shifts.

Hope to see everyone on the slopes soon.

Andy Cruikshank, PR

NORDIC

Nordic Patrollers face the 21st Century: In my opinion...

With the beginning of a new season (provided we get snow), I tend to reflect on why I want to go out there again, and what I should do when I get there. The NSP and our Region provide us with excellent training and awesome leadership. National presented us with the concept of Value Added...this has haunted me.

As Nordic Patrollers we face a different public. The injury rate is almost non-existent, but the management of any injury or situation is far more perilous because of the vast terrain in which we find ourselves. Our contributions need to reach beyond "picking them up where they drop". We need to get them back home, make them feel safe out there, encourage them to keep going...these considerations led me to gather the following thoughts:

The Nordic ski patroller of the 21st century needs to recognize the changes that the ski industry is experiencing, and answer the call to fulfill a whole new image. Training in first aid, survival, and rescue are the basic tools that need to be the springboard from which to launch a fresh interpretation of the purpose with which to serve the public.

The patroller must now continue to expand basic skills, broaden the skiing experience, and embrace new and related areas of the sport. But a different face needs to appear on the Nordic patroller of the 21st century:

The first impression continues to be the calling card in any public relations encounter. The Patroller needs to represent a confident, welcoming, resourceful, and professional image. The demeanor must invite inter-action to help put the public skier at ease to ask questions or request assistance, be encouraging, and make them feel supported.

The manner, style, and ability of a Nordic Patroller is most easily displayed in their skiing ability. A patroller needs to ski with purpose, determination, poise, courtesy, and awareness. Maintaining a poise, a definition of authority, and clarity of purpose will cause the public skier to respect the Patroller's actions and communications.

The Patroller is a representative of a very large group of highly trained and respected peers. In a specific location, the Patroller also represents the area's management and, in an indirect way, authority in general. When dealing with the public, a Patroller needs to learn to balance these images relative to any given situation. The more familiar the Patroller is with the purpose of the mission, the management's principles and philosophies towards skiers, and has a high degree of confidence due to proper training, the more successful the patroller will be in managing public relations situations.

Learning to communicate when in positions of authority can be a long process. Patrollers do need to be conscious of communications skills. Patrollers should spend a lot of time listening for what it is the skier really needs to know. Knowledge of trail names, roads, landmarks, and names or titles of other responsible personnel are paramount.

A Patroller's degree of confidence is usually conveyed by the first impression; however, it must be projected throughout the entire contact with a skier. Once again, preparation and training help develop the skill of making a skier trust and listen to a Patroller. Learning not to over-explain, and keeping it simple and direct are two of the basics!

In working with its management, the Patrol needs to communicate the benefits it brings to the area by using examples and historical facts. These should include the number of contacts made with skiers, services provided, and indications of encouraging the use of certain areas due to the Patrol's presence. Positive support to the public will most likely result in some positive comments from the public which will help management see the added value of the Ski Patrol.

The members of the Genesee Valley Nordic Ski Patrol wish their fellow Patrollers a Happy Holiday and Merry Christmas!

Holger Stave, PR of GVNSP and Region Nordic Advisor.

SWAIN

Swain patrollers have completed all their pre-season chores, including the successful on-hill refresher, three CPR refreshers and two work partys. We also have three Candidates who have passed their Basic OEC training and are in on-hill training. All we need now is snow!

All of us at Swain were deeply saddened by the passing of area founder Dave Robinson. Nick Schiavetti provided the following tribute, garnered from several sources.

W. L. Gamble, Ed., for the Swain Patrol

In Memoriam

Dave Robinson, founder and former owner of Swain Ski Center, died November 14, 2001 at the age of 80. Born November 21, 1920 in Rochester, NY, he was a member of the New England Antiquities Association, the Society of the Genesee and other historical societies, past member of the Canaseraga American Legion, Lions Club and Canaseraga School Board. He was a writer for the NEARRA Journal and the Crooked Lake Review. He is survived by his wife, Bina of Swain, NY; son, Andrew (Sonja) Robinson of Swain; 3 daughters, Challice Robinson of Swain, Jean (James) Townall of Coatesville,

PA, Janet Robinson of Swain; 7 grandchildren. A Memorial Service was held Saturday November 24 the Canaseraga American Legion. Memorial donations may be made in his memory to the Canaseraga Ambulance or Comstock Hospice.

Dave was a graduate of the University of Rochester, and following graduation, he completed basic and officer training in the Marine Corps Reserve, but wound up serving in the Army Transport Service and the Merchant Marine during World War II. He was lucky on one occasion that the tanker he was on was the only one in the convoy that was not sunk by German U-boats.

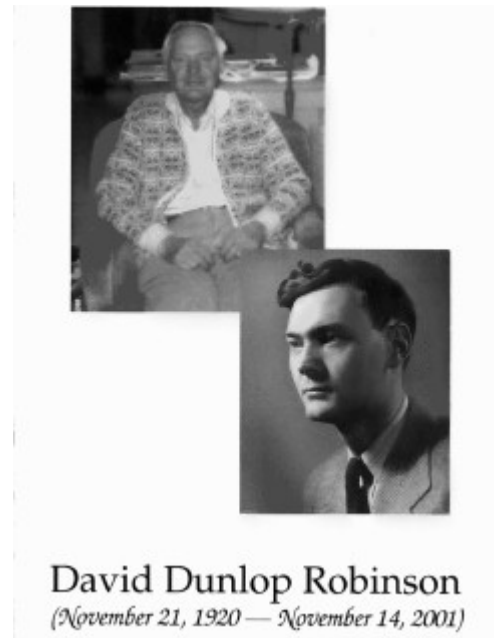
After the war, he was employed by Eastman Kodak Company doing production work in a dark room but wound up in an engineering group where he was responsible for new plant site selection and later managing a film processing plant for Dynacolor.

Meanwhile, Dave and Bina had devoted all their nominally non-working hours to their dream of developing a ski area like Bousquet's in Pittsfield where Bina grew up. Extensive site-selection work (long before Dave wound up doing that for Kodak) led them to Swain because of the superior snow-holding qualities of its north and east exposure. The original "worthless" side hill land was bought from Erma Gleason Babcock and John Brewer. They set out with hand tools to clear trails and slopes but contracted with Gail Coombs to winterize two sections of a barn on the property to serve as a base lodge. Swain entrepreneur Fred Blakely took an interest in the project and installed a motor from his sawmill to operate the first tow when the defective motor they had bought from a "friend" failed on the first day of operation. The savvy sawmill crew had it in place and operating within two hours. At first, the area was open only on weekends, but after the Dynacolor operation ended, the couple moved into a house minus one outside wall with Challice, 4, Jeanie, 3, Andrew, 2, and Janet, 1. Anything was possible if you were willing to work long and hard enough for it.

Dave did impossible things like installing a heavy steel I-beam over the midsection of the base lodge basement without any assistance at all. He often worked the night through in the area's first opensided Sno-Cat in order to provide the best possible skiing conditions for the following day.

Dave was responsible for the development of a ski patrol at Swain as well as the business side of the area. He recruited Dick Clark to be the first patrol director and named the Clark slope after him following Dick's untimely death of heart attach at Swain. After he retired and sold the area in the 1970's, Dave and Bina continued to ski daily at Swain right up through last season. His stroke toward the end of May was sudden and entirely unexpected and November brought the end of his life while he was at peace back in his home at Swain.

We miss him very much but are thankful for his earthly presence and for the legacy that he has left for us at Swain. Without him, there never would have been the slopes that we have all loved and enjoyed for so many years thanks to his efforts on our behalf.



Calendar

As of 12/16/01

<u>EVENT</u>	<u>DISCIPLINE</u>	<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>	<u>CONTACT</u>
Senior S&T Clinic - S, M & LR Turns	Senior S&T Candidates	January 10	7:00 - 9:30 PM	Hunt Hollow	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Advanced MTR Class	Any Interested Patroller	January 12, 13, plus two evening classes 12/10 & 1/7		Finger Lakes National Forest, Seneca Lake	Kevin & Tricia Campbell H: (315) 462-6490 soups@rochester.rr.com
Senior S&T Refresher	Seniors	January 12	9:30 - Noon	Swain	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior OEC Begins	Senior OEC Candidates	January 15	7:00 PM	East Rochester Ambulance Base	Bob Finger 585-396-5847 r.w.finger@worldnet.att.net
Powder Mills MRB Meeting	Powder Mills MRB Members	January 17	7:00 PM	Glenn Becker's House	Glenn Becker H: 585-924-5113 Glenn.Becker@usa.xerox.com
Senior S&T Clinic - Patroller Skiing Skills	Senior S&T Candidates	January 17	7:00 - 9:30 PM	Brantling	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Region Officers' Meeting	Region Officers & PR's	January 20	8:00 AM	Hunt Hollow	John Lawson H: 585-248-5093 jlawson@rochester.rr.com
Senior S&T Clinic - Sleds	Senior S&T Candidates	January 24	7:00 - 9:30 PM	Hunt Hollow	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior S&T Clinic - Free Skiing Skills (Bumps)	Senior S&T Candidates	January 27	9:30 AM - Noon	Bristol	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior S&T Clinic - Sleds Inside Handles	Senior S&T Candidates	January 31	7:00 - 9:30 PM	Swain	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior S&T Clinic - Sleds (Tail Rope)	Senior S&T Candidates	February 2	9:30 AM - Noon	Brantling	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior Refresher Program	Seniors	February 3	9:30 AM - Noon	Bristol	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior S&T Clinic - Pre-evaluation Critique	Senior S&T Candidates	February 7	7:00 - 9:30 PM	Swain	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Division Toboggan Enhancement Seminar	Interested Patrollers	February 9	9:30 AM - 5:00 PM	Bristol	Jim Nickerson 585-654-9821

Senior S&T Clinic - Sleds Outside Handles (Bumps)	Senior S&T Candidates	February 14	7:00 - 9:30 PM	Bristol	Jeff Baker H: 585-943-5837 jeff@newenergyworks.com
Alumni Ski Day	Alumni	February 15	9:00 AM	Hunt Hollow	Sheila Fovel 585-266-7389 sfovel@nixonpeabody.com
Senior S&T Clinic - Sleds (Bumps)	Senior S&T Candidates	February 17	9:30 AM - Noon	Hunt Hollow	Jeff Baker 585-943-5837 jeff@newenergyworks.com
2002 Senior OEC Evaluation	Senior OEC Candidates	February 24		Brantling	Bob Finger 585-396-5847 r.w.finger@worldnet.att.net
Region Toboggan Enhancement Seminar	Interested Patrollers	February 24	9:30 AM - 12:30 PM	Hunt Hollow	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Senior S&T Clinic - Pre-evaluation Practice	Senior S&T Candidates	February 28	7:00 - 9:30 PM	Swain	Jeff Baker 585-943-5837 jeff@newenergyworks.com
2002 Senior S&T Evaluation - One-day	Senior S&T Candidates	March 3	8:15 AM - 5:00 PM	Bristol	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Region Officers' Meeting	Region Officers & PR's	March 7	7:30 PM	Bristol	John Lawson H: 585-248-5093 jlawson@rochester.rr.com
Region Ski/Snowboard Enhancement Seminar	Interested Patrollers	March 17	9:30 AM - 12:30 PM	Bristol	Jeff Baker 585-943-5837 jeff@newenergyworks.com
Powder Mills General Meeting	Powder Mills Patrollers	March 21	7:00 PM	Glenn Becker's House	Glenn Becker H: 585-924-5113 Glenn.Becker@usa.xerox.com
Region Officers' Meeting	Region Officers & PR's	April 11	7:30 PM	Bristol	John Lawson H: 585-248-5093 jlawson@rochester.rr.com

Check out the GV Region web site at <http://www.nspgvr.org> regularly for updates to the calendar and other news items, as well as occasional coverage of Region events.

CHECK OUT OUR WEB SITE AT:
<http://www.nspgvr.org>

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