



# **Bike School Safety Manual 2023**

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# **MOUNTAIN BIKERS RESPONSIBILITY CODE**

- Stay in control at all times. It is your responsibility to avoid other persons and objects around you.
- Do not stop where you obstruct the trail or are not visible from above.
- As you proceed downhill or overtake another rider you must avoid the people below and beside you.
- When entering a trail or starting downhill, you should look uphill and yield to other riders.
- All riders must wear helmets.
- Please assist if you are involved in or witness a collision or accident and identify yourself to the Bike Patrol.
- Keep off closed areas and obey all signs and warnings.
- Stay on marked trails. Do not cut switchbacks.
- Stay off lifts and away from the Bike Park if your ability is impaired through the use of drugs or alcohol.
- You must have sufficient dexterity, ability and knowledge to safely ride and unload lifts. If in doubt, ask the attendant.
- Hiking in the Bike Park is not permitted.
- Do not feed, provoke or approach wildlife.

**KNOW THE CODE – BE SAFETY CONSCIOUS.**

**IT IS YOUR RESPONSIBILITY.**

## **Disclaimer**

This manual may be revised at any time. The procedures contained in this manual may require that action be taken periodically to withdraw some practices. Any deviation from the enclosed procedures is to be dictated by the circumstances of each situation and by the policies, procedures, and protocol of the resort.

## SAFETY COMES FIRST!

This safety manual outlines the safety guidelines of Bike School Programs. Our guidelines exist to ensure the safety and success of every participant in our programs, INCLUDING YOURSELVES. Guests come to us to learn how to mountain bike. It is our duty to ensure that this happens in a safe environment.

**This manual is to be carried with you at all times during work hours (digital or paper).** You are expected to know the policies and guidelines outlined in this manual. Failure to follow these policies may result in loss of employment.

The rules in this manual are the result of on-going consultation with lawyers, instructors and management.

### DUTY OF CARE

“Duty of care” is a legal term implying that when you take a child or group of children into your care **you are legally responsible for their well being.** You are the parent in absence of their parent/s and must act as a prudent parent would.

For adults, you are responsible for their well being and you are the professional making certain decisions for them.

**Willful neglect of “Duty of Care” will result in termination of employment.**

# Guide Expectations and PPE

## Guide Expectations

- ◆ You must be on time, dressed and ready to go for the morning meeting.
- ◆ Be prepared to teach whatever and wherever is required within the Bike School.
- ◆ Check your schedule regularly. Changes will follow the 1,2,3 rule when ever possible. You will be notified by phone of schedule changes less than **1 day** from a shift. You will be emailed with schedule changes less than **2 days** from a shift. You are responsible for knowing your schedule **3 days** or more in advance,
- ◆ Failure to turn up for work will result in disciplinary actions.
- ◆ While teaching a lesson, you must wear your personal protective equipment at all times.
- ◆ Sturdy rain gear is highly recommended.

## Bike Park PPE:

Full Face Helmet, Knee Pads, Elbow Pads, Full Finger Gloves and Eye Protection (Goggles or Glasses), Guide Pack (with basic repair kit/Basic first aid kit)

## Cross-Country PPE:

- ◆ XC Helmet, Knee Pads, Full Finger Gloves,
- ◆ Recommended Eye Protection (Goggles or Glasses)
- ◆ Elbow pads for Black/Double Black trails
- ◆ You must carry a Guiding Pack whenever you are teaching. It must contain:

First aid kit, spare tube or patch kit, pump, tire levers, spoke key, adjustable wrench, Hex wrench set or multi-tool, chain breaker.

# Class Cards, Safety Vouchers & Permission Slips

## Kids Class Cards

All students must be on a class card. This vital record helps us in student verification and emergency situations. The following must included on the class card:

- The coaches' **full name** must appear at the top of the class card.
- Student's First + last name, age and a general description (e.g. helmet color, shirt/shorts color...). Any allergies or medications.

If a student is transferred from one class to another, it is imperative that **all details** are added to the new coaches' class card. The new coaches name must appear in the sign out spot on the original class card.

Please make sure to write neatly on your class card so it can be read easily.

At sign out each parent/guardian must sign the class card.

## Permission Slips

Children between 10 and 12 years old may leave at the end of the day if they have a pre-signed DFX permission slip which can be obtained by the parent/guardian from the DFX supervisor.

*You must attach the permission slip to your class card when you hand it in at sign out.*

## Safety Vouchers—Kids Daily program only

Each child (5-18) should have a safety voucher attached to their bike or hydration pack (printed out by sales). This ticket must have on it a parent/guardian's cell phone number, any allergies, and medications. Please check with parents that information is correct.

Whenever possible medication should be administered by the parent. However, for children that require medication during the day, a parent/guardian must pick up and fill out a form at the Sales desk.

The completed medical form and medication (in the original container) will be placed on the child if appropriate. We ask that parents let both the instructor and supervisor know that the child will be carrying the medication and go over any pertinent instructions.

Please notify your supervisor before administering any medication. Be sure to check the child's name on the form, read it thoroughly, and sign that you have read and understood it. After administering the medication, complete the back of the form and place it back on the child with the remaining medication or empty container so the parent knows it was administered at the correct time and dosage.

For adults, you can ask if they have any medical condition. They will administer themselves what they need. If they are unable to self administer call Patrol.

**Prescription Medication will be administered if:**

- ◆ medication is in its original container, with the pharmacist's label, marked with the child's name.
- ◆ the prescription is new/medication has not expired.
- ◆ The child has received the medication for 24 hours prior and the parents have not observed any unusual reactions.

**Over-the-counter Medication will be administered if:**

- ◆ a physician has recommended it in writing.
- ◆ the medication is in the original container.
- ◆ the medication has not expired.
- ◆ The child has received the medication for 24 hours prior and the parents have not observed any unusual reactions.

# Lift Loading Procedure

Courtesy is expected in the lift lines. You may use the guide/patrol entrance. Ask the validator to let your whole class into the line at the same time. Always be polite when entering the line up and when matching students up with public. You may only use the guide entrance when teaching, and with a class.

## Chair Lifts:

- ◆ **SAFETY BARS MUST BE LOWERED AT ALL TIMES**
- ◆ Guides will assist in the loading of bikes and will ride on the last chair with their students
- ◆ If bike fit is questionable use the hook to upload bikes. This can be coordinated with the lift attendant to get help for you or the student.
- ◆ **Peak chair:** Must have daily supervisor permission. DFX groups must be Advanced/Expert to ride the Peak Chair.

## DFX Chair Lift Loading Rules:

### CHILDREN MUST RIDE WITH:

- ◆ 7 years old + children can ride the chair with other kids of bike school (groups of 2) or a responsible adult.
- ◆ Children under 7 years old must ride **with a coach**, up to 3 children per chair. If more than 3 children you must use Gondola or get help from another coach.
- ◆ Children 13+ years may ride on their own
- ◆ **DFX Club:** children 7 –12 may ride any lift without an adult if they have completed their lift training session with their coach.

# Lift Loading Procedure Cont.

## Adults in the gondola:

Make sure that all students are comfortable with loading their bikes in the gondola PRIOR to entering the building. Each adult should load with their own bikes. Coaches should be in the last gondola used by the group.

## DFX Gondola Lift Loading Rules:

Coaches may take as many children/students as the gondola is allowed to carry.

Children under 7 need to have a least one adult with them in the gondola. Children older than 7 years can go together in groups of 2, preferably with an adult or coach.

## **Village Gondola Loading Guidelines (kids programs):**

- ◆ Practice with your kids that they can move their bike around on the back wheel safely.
- ◆ Prep your kids to follow lift attendant's instructions when in lanes.
- ◆ Please ensure the lift attendant is ready to help before loading.
- ◆ 4 kids with their bikes per gondola, wheeling their bikes in on their back wheel
- ◆ If kids are younger than 7 they can load 3 kids per gondola with 1 Adult Single or coach
- ◆ Coach can help kids load with their bikes, then will load with the last few kids in the group.

## **Creekside Gondola**

- ◆ Practice with your kids that they can move their bike around on the back wheel safely.
- ◆ Prep your kids to follow lift attendant's instructions when in lanes.
- ◆ 3 kids with their bikes per gondola, rolling bikes in on **BOTH WHEELS**. 1st bike in backwards, 2nd forwards, 3rd backwards [This is the same for public] Kids sit on bench facing bikes [other bench will be folded up]



## Level & Terrain Guidelines

### Ignorance/lack of knowledge is not an excuse.

#### **You are expected to consider all the following factors when choosing trails:**

- Ensure your students are demonstrating skills and riding; Correctly, Consistently, Controlling the bike Comfortably, and with Confidence before moving on to the next trail, or moving them up an ability level.
- Warm up yourself and your class at the start of each lesson.
- Consequences can be much greater than on snow
- Never take a group on a trail you haven't ridden recently
- If you are not sure if students can do it safely - DON'T DO IT!!
- Ride at the speed/ability of the weakest student
- Time of Day - Fatigue of students and traffic levels will vary
- Timing - trails may take longer that you think, plan ahead
- Traffic—Amount of other trail users
- Weather - the condition of the trails and skill level needed will change when it's wet. Very hot and cold weather have an effect on your student's energy level
- Mental focus : If your student or yourself aren't in the right mental space for a particular feature or trail, adjust your plan.

#### **Trail Restrictions:**

Trail and skill progression should be followed as laid out in the DFX Daily , DFX Club and Adults progress cards. Failure to follow correct progression will result in disciplinary action for the coach.

If you feel your group is ready to move to the next level you must inform a supervisor before attempting trails.

# Purposeful Mileage & Safety of self

## The safety of our staff is our number 1 priority!

### **Here are a few things you can do to avoid incidents :**

- Avoid looking behind you as much as possible while coaching.
- Make use of the numerous skills park to reduce the amount of riding for yourself but all while keeping a high level of coaching.
- Take rest days when necessary. We try our best to manage your work load but please let us know if you need time off.
- Do a mental check in everyday before teaching to know if you are in a good head space.
- Stay up to date with the daily update. Review the trail condition indicating which trails to use extreme caution or avoid.
- Always have a focus on your own riding over your clients. Even when you are coaching, make sure you stay alert and focused on what you are doing.
- Keep checking with your energy level throughout the day and pace yourself accordingly.
- Avoid travel time where the group is just getting to a feature or a trail without a purpose. Find an exercise to do to keep your clients and yourself in the moment. Ride with purpose
- Remember to use a coaching approach. Not all features need to be demoed or repeatedly demoed. Sometimes it is safest to stand on the side of the feature and explain how to ride it before letting the client try it.

## Cross Country Trail Guidelines

- Trail and skill progression should be followed as laid out in the DFX and adult progress cards.
- In the event of an emergency it will take longer for help to arrive
- Know where you are going– it is your responsibility to learn the trails, and know exactly where you are on the trail at all times
- DFX Club Beginner and Novice groups - Must seek daily permission from supervisor to use the Bike Park  
**FOR ALL ADULT LEVELS REFER TO PROGRESS CARDS**

## Bike Park Level & Terrain Guidelines

### Beginner

**GOAL:** To learn basic downhill biking skills and ride Easy Does It confidently.

- **Qualifications:**

Must be off training wheels for a minimum of one year.  
Must be able to stand and pedal.

Must be able to use hand brakes (no coaster or pedal brakes).

- **Trails:**

**The following Green trails ONLY**

CLC Skills Centre	Easy Does It
Crabapple Turns	Rod and Todd
Golden triangle	

If students are not able to descend Easy Does It use the following terrain in the Valley

Valley Trail	Fitz Trail
Flow Park	Lost Lake Loop

**Novice**

**GOAL:** Improve basic skills and progress to easy blue trails.

**Trails:**

**All Green and LISTED Blue trails**

World Cup Single Track

B Line

Ho Chi Min

**Intermediate**

**GOAL:** To ride more difficult, technical blues and develop appropriate skills. Introduce drop and jumps technique.

**Trails:**

**All Green and Blue trails.**

**\*\*\*Intermediate groups may NOT ride any black trails, jump trails, or do drops unless there is daily permission from a supervisor\*\*\***



**\*\*\*Students must have completed a Drop and Jump Progression before riding on any jump trails\*\*\***

**Strong Intermediate**

**GOAL:** To develop technical riding skills, improve drop and jumps technique, and riding at faster speeds.

**Trails:**

**All Green, Blue and single Black trails**

**\*\*\*Students must have proven technical riding ability before riding harder single black trails\*\*\***

## Advanced

**GOAL:** To develop dropping, jumping, and high speed cornering skills. To become comfortable riding double black technical trails.

### Trails:

**All blue and single black trails**

**Daily supervisor permission required for:**

Double Black Trails

Top of the World

Creekside access\*

\*If the group does not start from Creekside

## Expert

**GOAL:** To refine my skills on all trails at speed.

### Trails:

**Any trail except those restricted below**

Daily supervisor permission needed for all Pro Lines; including Crabapple Hits, D1, Dwayne Johnson, Bone Yard features, The Manager.

Permission will be given based on group dynamic, age and skill level as well as instructor skill level and experience.

## Prohibited Bike Park trails:

Any decommissioned trail, unmarked or unofficial trail.  
Any closed trail (unless permission from patrol)

# Accidents and Injuries

## INSIDE THE BIKE PARK

Most preventable accidents occur due to fatigue and very dry or wet conditions. Be sure to have a plan and keep choices appropriate to the weakest student in the class.

### 1 Secure Scene

### 2 Call Patrol (604-935-5555)

### 3 Call the Emergency Line (604-905-2234)

### 4 Document

### 5 Inform & Follow Up with Supervisor



### 1 Secure Scene

- ◆ Ensure the rest of your class stays together and is out of harm's way.
- ◆ Block the trail or feature if possible, send another person to slow down traffic.
- ◆ Assess the injury and move off the trail if appropriate
- ◆ Keep the injured student warm.
- ◆ Remain at the scene until patrol arrives.
- ◆ In cases of serious injury retain any witnesses and in cases of collision keep the other party at the scene until patrol arrives.

### 2 Call Patrol

**604.935.5555** (5555 from a mountain phone)

## PATROL (CONTINUED)

- ◆ Explain your exact location
- ◆ Details of the injury— name and age of student, mechanics of injury, type of injury
- ◆ Attend to the injury to the extent that you are trained and capable
- ◆ Remain at the scene until patrol arrives.

### 3 Call The Bike School Emergency Line.

- ◆ Call the Emergency Line as soon as possible. Have the student's IP number (on the safety voucher) and description ready. For both adults and children.

**604.905.2234**

- ◆ The emergency line will contact the parents/ emergency contact and make further arrangements once patrol have assessed the situation.

### 4 Document

- ◆ Write down pertinent information: time of day, injured part of body, students' first & last name, parent's phone number, where they are staying, trail conditions, weather and what happened.  
Use the emergency log to help you.

### Continue your lesson

Patrol will let you know when you may leave. They will take care of the student and their gear.

### 5 Inform & Follow-up

- ◆ For children inform parent at sign out if they have not previously been contacted.
- ◆ Fill out a Bike School Incident Report Form and review it with your supervisor. Talk with your supervisor about calling the injured student to see how he/she is doing.

# ACCIDENTS & INJURIES continued

## OUTSIDE THE BIKE PARK

### 1 Secure Scene

### 2 Get Help

### 3 Call the Emergency Line

### 4 Document

### 5 Inform & Follow Up with Supervisor



### 1 Secure Scene

- ◆ Ensure the rest of your class stays together and is out of harm's way.
- ◆ Block the trail or feature if possible, send another person to slow down traffic.
- ◆ Assess the injury and move off the trail if appropriate
- ◆ Keep the injured student warm.

### 2 Get Help

- ◆ If the injury is life threatening call Patrol immediately. They will help coordinate a rescue with the emergency services. **If you are near a public road and comfortable to do so, call 911.**

Patrol 604.935.5555

- ◆ If the injury is non life threatening call the Bike School Emergency phone and they will help coordinate assistance.

604.905.2234



## Get Help (continued)

- ◆ Explain your exact location
- ◆ Details of the injury— name and age of student, mechanics of injury, type of injury
- ◆ Attend to the injury to the extent that you are trained and capable
- ◆ Remain at the scene until help arrives. This may take some time depending on your location.
- ◆ Your supervisor or emergency phone will arrange any additional support needed.

**3**

### **Call The Bike School Emergency Line**

- ◆ Call the Emergency Line as soon as possible.

**604.905.2234**

- ◆ The emergency line will contact the parents / emergency contact and make further arrangements as needed.

**4**

### **Document**

- ◆ Write down pertinent information: time of day, injured part of body, student's first & last name, parent's phone number, where they are staying, trail conditions, weather and what happened.

Use the emergency log to help you.

**5**

### **Inform & Follow-up**

- ◆ Inform parent at sign out if they have not previously been contacted.
- ◆ Fill out a Bike School Incident Report Form and review it with your supervisor. Talk with your supervisor about calling the injured child to see how he/she is doing.

# ACCIDENTS & INJURIES

## **Teach your students what to do if the Coach is injured:**

- Ask an adult for help
- Teach them how to use the radio/cell phone to contact help
- How and when to call patrol
- What to tell patrol/adult;
  - Location
  - Type of injury
  - Coach's name

## **Procedure if you get injured at work**

If you need medical assistance make sure you call Patrol and get the help you need. Depending of the severity of the injury you will be recommended to go to the First Aid Room or the Medical Clinic.

1. Get help (Call Patrol)
2. Head to the First Aid Room/Clinic
3. Call a supervisor
4. Modified duties if possible

# SEPARATED student

## 1 Quickly Search and Scan the area

Where did you last see the missing student?

What other route/trails could they have taken?

Where was your group headed?

## 2 Get the rest of your group in a safe spot (for kids you can get another coach to watch them if in the area)

## 3 Call the BIKE SCHOOL EMERGENCY PHONE

604.905.2234

**Let them know where you are and who is separated.** If another coach is in the area they will come and help.

## 4 Retrace your steps to the place you last saw the student Ask any nearby riders if they have seen a person in need. Keep in contact with the Emergency Phone and inform them when the student is found.

## 5 For children, Inform the parents at the end of the day

Let all the parents of the group know about the incident. Assure parents that the children followed your separated child procedure and give them the details of how you managed the situation. Be sensitive with how you deliver the information (this is scary for parents!) Take time to answer any questions.

## 6 Follow up with your supervisor

## IF YOU FIND A STUDENT FROM ANOTHER CLASS:

Keep them with your class and call the Bike School  
Emergency Phone immediately.

## USING THE ROAD — BIKE PARK

**\*\* IMPORTANT :FOR 2023 Guides and Groups must not be using the road due to high levels of large construction Traffic. Heavy loads that are unable to stop !**

**If you need help please call the Emergency Phone 604 905 2234 and we will create a solution. \*\***

If you have a mechanical or cannot continue on the trail at all anymore follow the steps below.

**1**

### **Determine where you are on the road**

Note the red and white km marker on the road

Use a trail crossing or obvious land mark

**2**

### **If you are with children, call the Emergency Phone.**

Let them know that you have an unfixable mechanical and that the child will go down with patrol.

They will arrange to have someone with Patrol at the bottom of the hill.

**3**

**604.935.5555**

### **Call Patrol**

Inform patrol dispatch of your location and that you need an extraction. Give them a clear location. Tell them how many people will need to be extracted. Once the child is with Patrol, continue with the rest of the group.

# IF YOU SPOT A FIRE

## 1. Scene Safety

Ensure the safety of yourself and others.

Get out and stay out of the hazard area.

## 2. Gather information

### For a wildfire/forest fire

- Location, where is it?
- Does it threaten people or infrastructure?
- Fuel type- trees, grass, brush?
- Size and rate of spread?
- Wind- direction, speed?
- Water- nearest source?
- Access- road, air?

### For a building fire

- Which building?
- Is the building in the valley or on mountain?
- Which part of the building?
- How big is it?

## 3. Communicate

If you have a mountain radio, or phone, use numbers below

Or go to the closest phone. Find either a person or a nearby building.

**By Phone, in the valley:** 911

**By phone, on mountain:**

WB Fire Phone. 604-938- FIRE(3473)

WB Patrol. 604-935-5555

**BC Forest Service** (Forest Fire Hotline):

1-800-663-5555 Or from a cell phone: \*5555

# WILDLIFE PROCEDURES

## Black Bear Safety

Talk to each new group about what to do if they encounter a bear so they are prepared.

## What to do if you encounter a Black Bear.

- ◆ **Stay calm.** Give clear instructions to your group.
- ◆ **Try to move the bear on:** Stand tall and face the bear, shout firmly “Go away bear!”
- ◆ **Be aware of cubs:** If you see a cub the mother bear will not be far away. Do not get between a mother and her cub.

## If the bear doesn't move on.

Talk in a calm voice and back away from the bear, preferably in the direction you came from. Never turn your back and always make sure that the bear has an escape route.

## If a bear attacks.

In the very unlikely event that a bear should attack you, **fight back**. Stand tall and kick, punch and hit at it with whatever weapon is at hand, concentrate on the eyes and nose.

**If you are ever charged by a bear or notice unusual behaviour by a bear contact your Supervisor/Manager immediately.**

# WILDLIFE PROCEDURES

## **Cougar Safety**

Talk to each new group about what to do if they encounter a cougar so they are prepared.

### **What to do if you encounter a Cougar.**

- ◆ **Stay calm and keep the cougar in view.** Keep your group close together. Give clear instructions to your group.
- ◆ **Back away slowly, ensuring that the animal has a clear avenue of escape.** Make yourself look as large as possible. Keep the cougar in front of you at all times.
- ◆ **Never run or turn your back on a cougar.** Sudden movement may provoke an attack.

### **If a cougar shows interest or follows you.**

**Respond aggressively.** Maintain eye contact with the cougar, show your teeth and make loud noise. Use your bike as a barrier/weapon or arm yourself with rocks or sticks as weapons. Crouch down as little as possible when bending down to pick up things off of the ground.

### **If a cougar attacks**

**Fight back** if a cougar attacks. Convince the cougar you are a threat and not prey. Use anything you can as a weapon. Focus your attack on the cougar's face and eyes.

**After any cougar sighting/encounter contact your Supervisor/ Manager immediately.**

## **Safety Representative:**

If you see any unsafe areas, situations or behaviours, please report them to your Supervisor or Safety Representative.

Safety Representative information can be found on the Safety boards in the employee locker rooms.

## **My Safety Rep is:**

*Maddie Leger*

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## **NOTES:**

**4545 Blackcomb Way  
Whistler, BC V0N 1B4  
Canada**