



THE BASICS OF INCIDENT INVESTIGATIONS

What Every Patroller Needs to Know to
Support their Resort

WHO I AM: MICHAEL BARBER

Director of Ski Patrol at Wintergreen Resort, VA

- Joined NSP @ WTG in the Fall of 2008
- Senior Patroller, 2019

- Manager, 2012-2018
- Director of Ski Patrol, 2018 - Current
- NSP Southern Division Asst. Director of Pro Patrollers, 2018-Current
- NSP Safety Team - Division and National

Firefighter/EMT - Intermediate

- Career, 9 Years.
- Volunteer, 17 Years.





WHAT TO THINK ABOUT...

- Preplanning
- Scene Preservation
- When Do We Investigate?
- Witnesses & Photography

THE PREPLAN

Who: EVERYONE

What: The act of planning in advance.

When: Starts before your Morning Sweep; and remains Continuously.

Where: The entire response area.

Why: Risk Mitigation. Preparation allows you to have an educated knowledge of potential risks.

How: Eyes Open. Know your terrain.



HOW TO PREPLAN

AIM IT

Steps of the Preplan

- Assess
- Identify
- Mitigate
- Inform
- Train

Details

- Response Areas
 - Maps
 - Subdivide Response Zones
 - Focus on Prominent known Hazard Locations
- Mitigation
 - Hazards (Natural and Man-Made)
 - Awareness Devices (Signs, Padding, Fencing, Etc.)

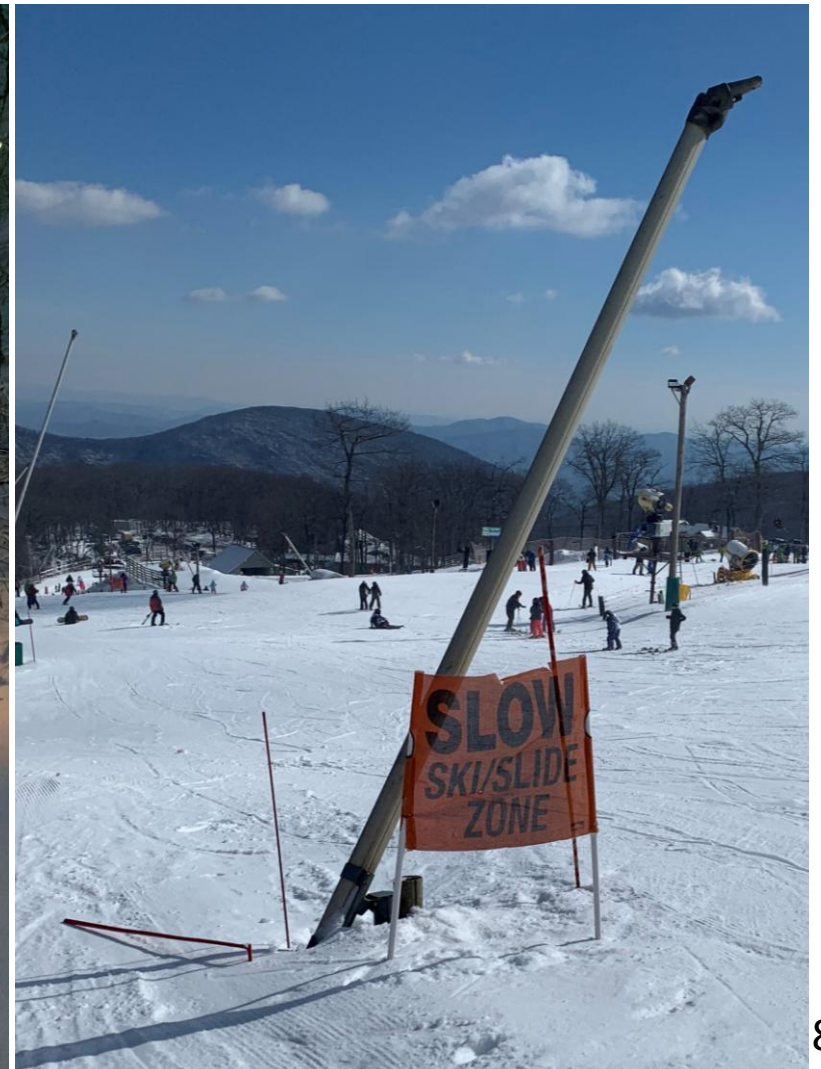


ASSESS



IDENTIFY

IDENTIFY HAZARDS





MITIGATE

MITIGATION





INFORM



TRAIN



AIMIT

Assess, Identify, Mitigate, Inform & Train



IT IS ALL IN THE DETAILS...

...You are the FIRST step to Safety!

WHEN DO WE INVESTIGATE?



Use YOUR Mountain's Protocols

- PD or Mountain Management may have a list
- Examples:
 - Man-made Objects
 - Light Pole
 - Fence – High Speed Impact
 - Equipment Strike
 - Snowmobile or Groomer
 - Snowgun
 - Any Collision Resulting in Serious Injury

INCIDENT TYPES

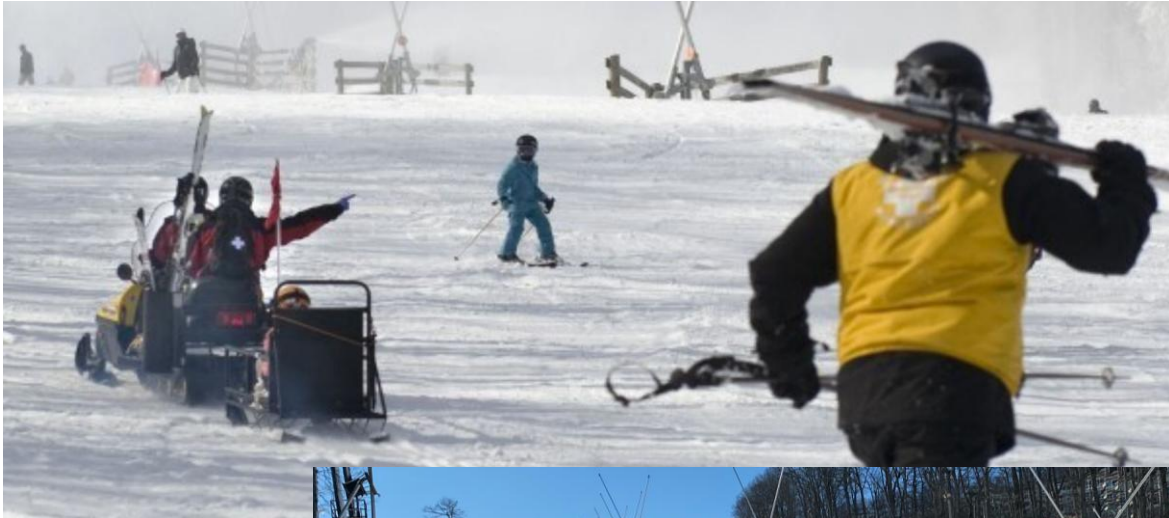
- Lifts
- On Premise
- On Snow
- Terrain Park
- Tubing Park



SCENE PRESERVATION

- Do Not Disturb a scene after the injured employee/guest has been moved
 - This includes patrol equipment used during the incident
- Maintain Blocking
 - Hold a blocking position until a supervisor releases you
- Use Trail Diversion
 - Consider closing a trail or using fence to divert traffic on an
 - Does Mountain Management needs photos or to repair something?

SCENE PRESERVATION



WITNESSES ENGAGEMENT

- Be polite to to the Guest!
- IMPORTANT!!
 - **Ask them if they will be willing to remain on Scene** until you can speak with them.
- Invite them back to the Patrol Room
 - To fill out a witness statement
 - Warm/Dry Space
 - Do Not Promise Compensation (passes or otherwise) without a Manager's approval.

PHOTOGRAPHY OF AN INCIDENT

- Who has Photography/Videography?
 - Bystanders (before/during)
 - Patrol / Management (after incident)
- You may ask a bystander if they will share the video with Patrol
 - Know who to send the files to... Your Patrol Director?
 - DO NOT have them send it to your personal device.
- Know your mountain's protocol for taking photos!!

PHOTOGRAPHY

Good



Bad





SUMMARY

The Basics of Incident Investigations



- PREPLAN (AIM IT)
- WHEN TO INVESTIGATE
- SCENE PRESERVATION
- WITNESS & PHOTOGRAPHY

We Are A Family... Protect us all!
Patrol, Mtn Staff & Guests.

Assess, Identify, Mitigate, Inform & Train


AIM IT






THANK YOU

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