



NAVIGATING THE 2020-21 SNOWSPORTS SEASON

PSIA



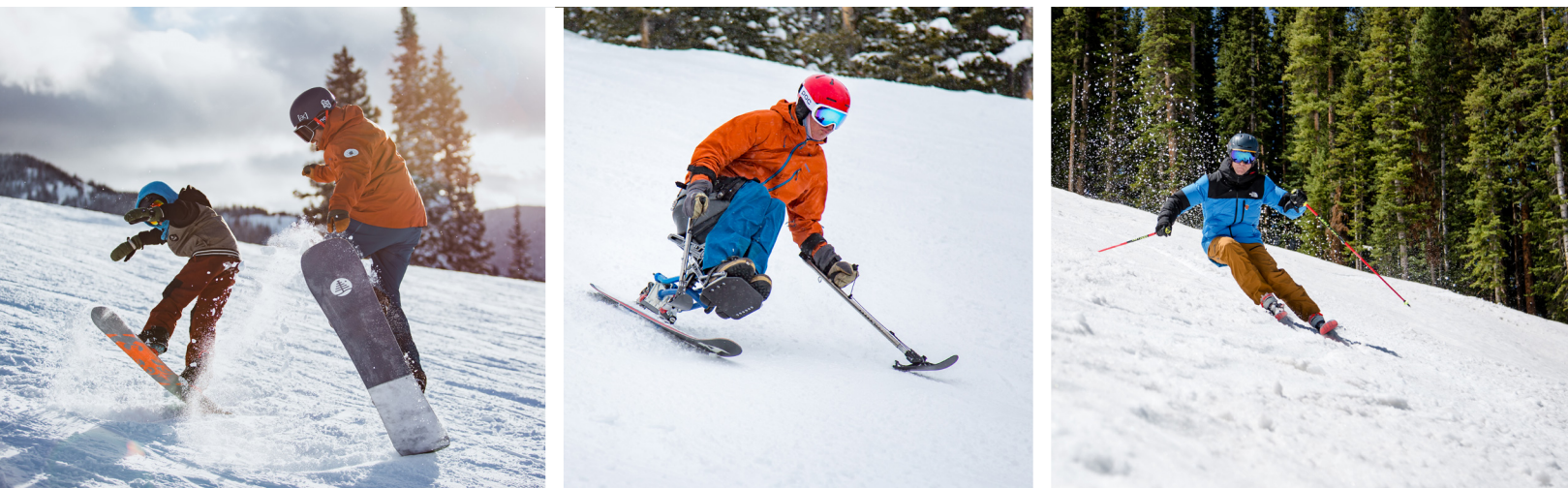
AASI

OUR COMMITMENT TO SNOWSPORTS EDUCATION DURING COVID-19

Safety, fun, and learning make up the core tenets of PSIA-AASI’s vision to “Create Lifelong Adventures Through Education.” Delivering on this critical foundation for successful lessons is more important than ever as we work together to maintain a low-risk learning environment for ourselves, our guests, and our colleagues—helping to ensure a healthy snowsports season for everyone this winter.

By following best practices and taking necessary precautions for healthy interactions, our guests and instructors can continue to focus on growth and development. The following snowsports education and teaching considerations are adaptable to all guests and learning environments. We hope that, as an educator, you’ll use it as a tool to help you deliver safe, and fun, lesson experiences in the time of COVID-19.

-Nicholas Herrin, PSIA-AASI CEO

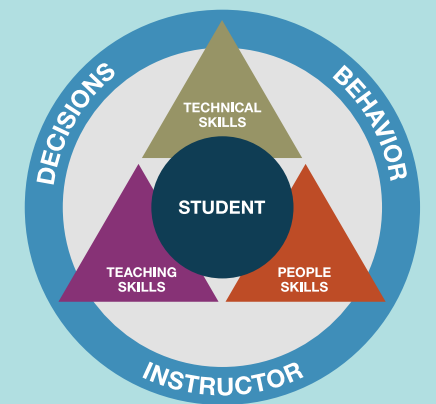


CONSIDERATIONS FOR INSTRUCTORS

The information presented here is intended to foster conversations around executing practical and successful lessons. PSIA-AASI recommends you also refer to federal, state, local, and Centers for Disease Control (CDC) best practices for updated information. The current and ever-changing information about COVID-19 reinforces adaptability as the key focus this season.

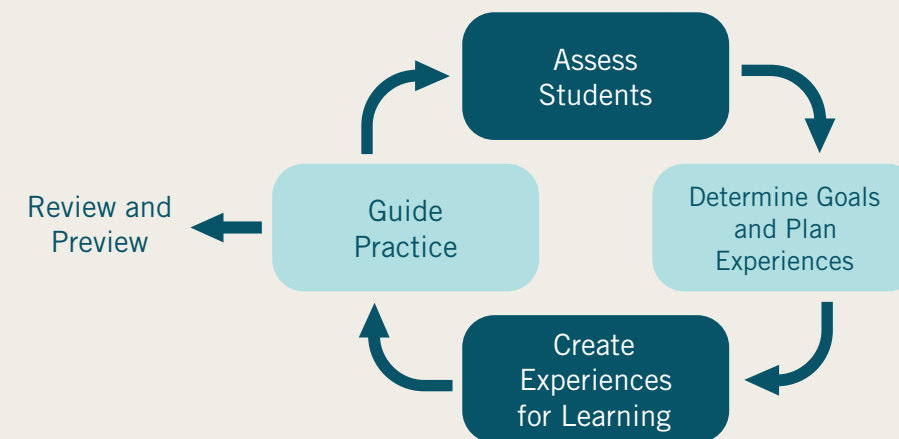
PSIA-AASI’s Learning ConnectionSM model is a developmental framework for instructors that emphasizes a balance of people skills, teaching skills, and technical skills in alignment with best health and safety practices.

Be prepared to adapt your lessons and communication style as needed to build a trusting relationship. This deeper connection is the key to safe, positive, and successful learning experiences.



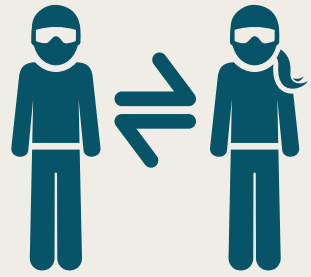
TEACHING/LEARNING CYCLE

Welcome and Introduction



Be mindful of your focus on people and teaching skills and adapt throughout the Teaching/Learning Cycle to communicate and build trust with your guests.

INSTRUCTOR CONSIDERATIONS



PEOPLE SKILLS: The Guest Connection
How to establish trust and communication from the start.



Welcoming Guests and Introducing Yourself:



- Take into consideration, and plan for, arrival strategies to prevent congestion when guests arrive.
- Be sure to consider how you will organize groups and manage physical distancing in the learning area.
- First impressions set the stage for success, and welcoming guests into a comfortable environment is more important than ever.
- Keep in mind that your students are in a new, and perhaps intimidating, environment and they may have pandemic-related concerns that aren't immediately apparent.
- Since your face will be covered, use your whole body to communicate and be sure to verbally express emotions that might not be seen through facial expressions. Verbal communication is extra important to continually check for understanding.

Assessing Students and Planning Experiences:



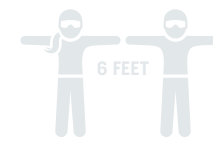
- Talk with your student(s) about how the lesson will take place. Reinforce the importance of physical distancing protocol and how you will work together to ensure a healthy learning environment.
- Ask your guests about their comfort level with the pandemic and discuss ways of adapting your interactions throughout the day to accommodate them.
- Promote and facilitate self-awareness, self-management, and social awareness to set the stage for a relaxed and fun learning environment.



TEACHING SKILLS: The Learning Experience
How to best adapt your lesson to minimize risk.



Planning Experiences for Learning and Guiding Practice:



- Prepare for the likelihood of spending more time outside. So, emphasize proper clothing.
- Understand physical distancing practices and plan for independent learning to take more time.
- Consider shifting to increased independent learning and structure group handling accordingly.

Distanced Teaching Considerations:

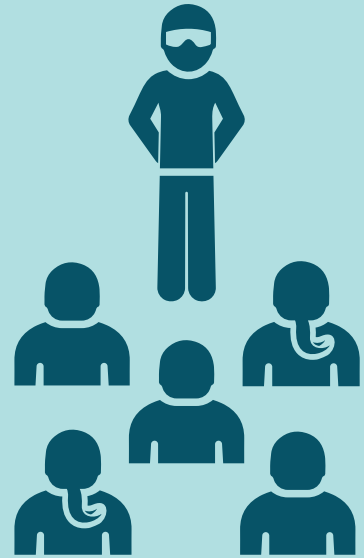


- Wear your face covering when working with guests and staff.
- Practice how to best articulate your message, knowing you will be wearing a face covering. Use more verbal and non-verbal communication and encourage your students to do the same to express their emotions. Continually validate your non-verbal assumptions with verbal clarifications.
- Check in with your student(s) frequently to confirm and review their understanding and preview next steps.
- Be sure to establish foundational skills at the start of the lesson. Examples include: how to get into/adjust bindings, how to get up from a fall, speed control, and how to independently load and ride lifts. This will give the guest added confidence when you can't be nearby.
- Select the appropriate terrain so your students don't get overwhelmed or in a situation where they need hands-on assistance.

As instructors, we are in this together. The more everyone works together as a team and understands how to deliver lessons, the better we can support each other out on the snow. Take the time to learn your resort protocols so that you can determine how best to balance and integrate them into the Learning Connection model.

SNOWSPORTS SCHOOL CONSIDERATIONS

Lesson Products and Group Size:



- Evaluate each resort lesson product to assure you can maintain physical distancing and PPE (Personal Protective Equipment) requirements. Adapt the product(s) as needed in order to meet these requirements and guest expectations.
- Take into account who the guest wants to isolate/group with. Will this require multi-discipline lessons, lessons with all ages, and family lessons?
- Consider group size and accommodating friends/family to set up the guest experience for success. For example, determine in advance the optional number of students in every group. Creating a small group will help your instructors meet physical distancing best practices and provide an optimal experience for all students.
- Train instructors on any new lessons/products so they know what is expected and can deliver on guest expectations.
- Assess your arrival strategies and determine ways to prevent congestion when guests arrive, with regard to both indoor and outdoor facilities. Take into consideration new indoor facility screening procedures.
- Be sure to consider your staff's level of comfort working with groups and help ensure their safety for group lessons, including children's lessons.
- Assess students' skill level and their ability to be independent on the mountain during the lesson. For example, are there opportunities to include their parents in the lesson or have them close by to assist if needed?



Instructor Training:

- As a snowsports school, how are you adapting your instructor training to create a comfortable, low-risk work environment for them and their social and emotional state?
- Consider creating opportunities in which your instructors feel comfortable expressing how they feel about working in the era of COVID-19.
- Assess the environment and facilities to which your staff will be exposed. Where will instructors be expected to interact? How can you mitigate risk in the workplace to set your instructors up for success?
- Minimize group interaction within indoor facilities.
- What type of additional training or SOP (Standard Operating Procedures) needs to be adapted, changed, or eliminated when it comes to lunches, bathrooms, hot cocoa breaks, etc.?
- How can the learning area be set up to enhance physical-distancing best practices and support independent learning?
- Explore alternative lesson delivery such as: independent learning through stations, session-format learning, and friend/family grouping scenarios.
- Take into consideration new protocols in other resort departments like Lift Operations and Food & Beverage. Be sure to educate the instructor(s) on any protocol they need to be aware of so they can create a positive guest experience at all touch points across the resort.
- Consider pre-arrival communications and, when possible, incorporate your instructors into the process discussions.



ADDITIONAL TRAINING RESOURCES



For Snowsports Schools and Instructors:

PSIA-AASI e-learning courses are a great way to help instructors prepare for the season remotely and encourage alternative avenues of education while physically distancing.

E-LEARNING Courses:

[Course for New Instructors](#)

[Delivering Beginner Alpine Experience](#)

[Delivering Beginner Cross Country Experience](#)

[Delivering Beginner Snowboard Experience](#)

[Junior Instructor Certificate Program](#)

[Alpine Level I Prep Course](#)

[Snowboard Level I Prep Course](#)

For Guests:

Take advantage of PSIA-AASI direct-to-consumer videos that you can send to guests to encourage learning before they arrive for their lesson. They can also view all of PSIA-AASI's videos at youtube.com/user/TheSnowPros

YouTube Videos to watch at home before you arrive:

[Beginner's Guide to Cross Country Skiing](#)

[Beginner's Guide to Skiing](#)

[Beginner's Guide to Snowboarding](#)

[How to Get On a Chairlift](#)

[How to Get Off a Chairlift](#)

[How to Put On Your Cross Country Skis](#)

[How to Put On Your Skis](#)

[How to Put On Your Snowboard](#)

[How to Get Up On Your Own](#)

[What to Wear Skiing & Snowboarding](#)

In conjunction with the National Ski Areas Association (NSAA), PSIA-AASI encourages snowsports schools, area operators, and instructors to develop best operating practices that prioritize the health and safety of their guests, staff, and communities. Please review [**NSAA's Ski Well, Be Well**](#), created for ski area personnel and associations to help advocate for a return to winter operations. This document offers recommendations for adapting the teaching environment to protocols that align with Centers for Disease Control (CDC) regulations. We encourage snowsports educators to review the additional [**Guidelines for Safety**](#) provided by the CDC. Click [**here**](#) for all PSIA-AASI COVID-19 updates.