



hot dog mountain

## General Opening Procedures for the Mountain Top TERRAIN TEAM @ Grand Geneva.

**MISSION:** *To provide fun and exciting terrain at all levels rivaling the best in the Midwest bringing back the "HOT DOG" mentality that once defined the hill.*

Our features in the Park, how we conduct ourselves, and our interactions with those at the Mountain Top all make a big impact. Be sure to wear your Park hoodie so you are identifiable as an employee. There will also be radio harnesses that say MTN OPS available to you next week. If you do not have your hoodie on or have a coat over it, please wear a harness. There are two available. You don't necessarily need a radio. Either let Kaitlynn or the on staff mechanic know you are there at the beginning of your shift. If you don't know where they are use the whiteboard on the main garage door to communicate you are here and the time, maybe write your cell next to it in case anyone needs to find you.

**Upon arrival at the Mountain Ops Building, log in either on the app or in office sign in sheet.**

### Park Opening and Closing Procedure.

The Win! Prepare the Park for an incredible experience for the guests of The Mountain Top.

#### **1. Inspection and Maintenance**

- Conduct a thorough inspection of the park to ensure all features (jumps, rails, boxes) are safe and in good condition.
- Check perimeter poles to make sure they are straight and tightened.
- Check ropes to ensure they are secured, tight, and parallel with the upper lower portion.
- Lower portion should be appx 18" off the snow and the second rope appx 48"
- If anything looks unsafe or you aren't sure, you can get ski patrol's opinion or use poles in x shapes to mark off the area and send a group thread message with a photo. Anytime you are performing maintenance on a park feature mark of the entry area to the feature with at least two crossed poles and preferably more.

#### **2. Feature Preparation.**

-Using the Park rake found in the Mountain Ops Building, perform final raking and clean up at the beginning and end of shifts. If there seems to be an advanced group riding the features don't be afraid to ask them for feedback and Report your findings back to Paul and Ryan.

### **3. Feature Identification**

-If needed, using the red spray paint, mark edge of jumps and rail approaches. (This is not crucial, and more of something that we believe enhances the park.)

#### **Locking Up:**

- Ensure all equipment and tools are secured and back in the Mountain Ops Building.
- Let Mark, Kaitlynn, or the morning mechanic know you are done, use the whiteboard to communicate any notes as needed or our text message group thread.
- Sign out either on the app or the log in clipboard.

**Grooming:** Use grooming rakes, reshape jump or rail approaches and clean up around edges of feature. At closing, check Park for any debris or garbage including ski poles or anything that may interview with the groomer. If there are any poles or moveable rails in the way of the groomer move them to a non groomable area. A good example of this are the small box rails on the magic carpet run next to the ski hill. Simply move these over to one of the chunky banks under the rope or next to the carpet so the groom can groom that area. The similar boxes in the park don't need to get moved every night but if the snow by the boxes seems overly icy it wouldn't hurt to move them for a fresh groom. If you find yourself on an opening shift placing boxes, try to put them in slightly different order and make sure you use a shovel to dig and mold them into the snow.

**Park Feature Log Book:** Using the Park Binder, check each Park feature and make notes according to the columns on the sheet and sign name where required. If the park changes significantly let Kaitlynn, Paul, or Ryan know so that they can make a new terrain map for ski patrol.

**LEAVING EARLY:** If you get done earlier than the shift you are assigned, or the weather is causing the hill to be slow or even shut down early, consider asking the evening mechanic if there is anything else you can help with. If you are unsure if you need to come in because of weather or closure, use our terrain team message thread to ask Kaitlynn, Paul and Ryan.

**Let's adopt the “see a need, meet a need” mindset. Let's be willing to help, even if it's not our job.**

**BUILDING ORIGINAL TERRAIN:** If you want to build a new feature please check with Paul or Ryan via text message or in person first.

**MACHINE USAGE:** If you are 16 and have a valid license you can use the tracked gator if the nighttime mechanic isn't using it, but please ask them first. Under most circumstances the Ranger is only to be used by Paul or Ryan or under their direct supervision. Try not to track mud on the hill by “driving forward and backward on the snow to clean the tires before continuing. All machines need to have flashers on and a red flag when you are using them and typically shouldn't be used during open hours, however exceptions are permissible of approved by someone in a supervisory role.

**This operations manual discusses adherence to both state and federal regulations, as well as the implementation of industry best practices.**

## **1. Compliance with Wisconsin State Regulations**

- **Wisconsin Skier Safety Act (Chapter 167.33):** Ensure all operations comply with the duties outlined for ski area operators and participants. This includes posting appropriate signage, maintaining equipment, and enforcing skier responsibilities such as obeying posted signs, staying within ability levels, and yielding to others when necessary. If you are ever uncertain of anything in this area please don't hesitate to mention your concerns to Kaitlynn, Paul, or Ryan.

[Wisconsin Legislature Docs](#)

- **Ski Lifts and Tows Regulations:** Adhere to standards set by the Wisconsin Department of Safety and Professional Services (DSPS) for the design, construction, and operation of ski lifts and tows. This involves regular inspections, maintenance, and compliance with safety protocols to protect guests. This is typically done by the mechanics in MTN OPS, but you may occasionally be needed to assist.

[Wisconsin DSPS](#)

## **2. Federal Guidelines and Industry Standards**

- **OSHA Regulations:** Ensure workplace safety for all employees by complying with Occupational Safety and Health Administration (OSHA) standards, including proper training, use of personal protective equipment, and hazard communication. Please comply as requested by your immediate supervisor.
- **NSAA's Park SMART Program:** Implement the National Ski Areas Association's Park SMART program, which emphasizes:
  - **Start Small:** Encourage guests to begin with smaller features and progress as their skills improve.
  - **Make a Plan:** Advise guests to have a plan for each feature they intend to use.
  - **Always Look:** Instruct guests to look before they drop into any feature to ensure it is clear.
  - **Respect:** Promote respect for other users and the features themselves.
  - **Take It Easy:** Remind guests to know their limits and ride within their ability.

[National Ski Areas Association](#)

## **3. Terrain Park Design and Maintenance**

- **Signage:** Clearly mark all features with appropriate signage indicating difficulty levels and any specific instructions or warnings. If you notice something may be lacking please mention it to Kaitlynn, Paul, or Ryan.

## **4. Staff Training and Responsibilities**

- **Training Programs:** Please attend all training sessions as scheduled.
- **Emergency Response:** Always know where the first aid kit is, in a minor emergency contact Ski Patrol and in a major emergency dial 911.

## **6. Incident Reporting and Analysis**

- **Accident Reporting:** For minor incidents use the whiteboard and text Kaitlynn, Paul, or Ryan. For major incidents please contact the immediate supervisor and text Kaitlynn, Paul, or Ryan.
- **Continuous Improvement:** We always want to encourage betterment of every aspect. We value your opinion and ask that you partner with us to help start forming a great community at the Mountain top. Be part of the positivity and build each other up! Lend a hand, be an encourager, use your best gifts! Positivity and a smile go a long ways!

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## Compliance with State and Federal Regulations

### Wisconsin State Regulations

#### Wisconsin Skier Safety Act (Chapter 167.33)

The ski area will adhere to Chapter 167.33 of the Wisconsin Statutes. Key responsibilities include:

- Posting clear signage to communicate skier and snowboarder responsibilities.
- Maintaining slopes, trails, and terrain park features to ensure safety.
- Ensuring lift equipment is operated and maintained in a safe manner.
- Enforcing skier behavior, including:
  - Staying within ability levels.
  - Obeying posted signs and instructions.
  - Yielding to others when merging, starting, or crossing trails.

**Reference:** Wisconsin Skier Safety Act

### Ski Lift and Tow Regulations

- Ski lifts and tows will comply with regulations from the **Wisconsin Department of Safety and Professional Services (DSPS)**.
- Regular inspections will be conducted to ensure safe operation.
- Maintenance logs will be retained for all lift systems.

**Reference:** DSPS Ski Lift Standards

### Federal Guidelines

#### OSHA Standards

To protect employee safety, the program complies with Occupational Safety and Health Administration (OSHA) standards, including:

- Personal Protective Equipment (PPE) for staff.
- Hazard communication and workplace safety protocols.
- Regular safety training for all employees.

**Reference:** OSHA General Standards

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## Conclusion

This safety program provides a detailed framework to ensure the safe operation of the terrain team at the Mountain Top. By combining **regulatory compliance**, **terrain park best practices**, and **ongoing staff training**, the program prioritizes safety while enhancing the guest experience. For further guidance, management will continue to monitor updates from state, federal, and industry organizations.

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