

# Central Division Membership Registration Report 2011

## Submitted at the Central Division BOD Annual Fall Meeting 2011

Central Division Membership Registration processed the membership registration for 6,000+ patrollers. The Registration process was again completed 100% through the electronic process both the membership registration via the NSP Website and the dues receipts and payments via electronic banking using ACH. Central Division was the only Division that completed the entire registration process via electronics and continues to lead the way in moving the entire system into the use of current technology.

I want to thank all of the Patrol Directors/Patrol Representative, and/or their registration coordinators for their patience, commitment to learning the new process, and their working together to improve the system even further.

The benefits were similar to last year with continued improvement in all areas:

- Increased efficiency in members receiving their cards.
- Reduction in errors and the time it took to correct errors.
- Reduction in the overall time it took to manage this program.
- Reduction in costs of the registration process.

Here are the primary issues to remember and emphasize for the coming year:

1. Only one person is given access to the registration materials for each patrol. This person is automatically the Patrol Director unless he/she designates another person by e-mail to Cherie Overton and me. Please provide name and patroller ID.
2. Dues payment of amount on Calculate Dues Page is authorized when the Patrol Director submits 'Submit'. Since I have access to the Registration Materials submitted including the Calculate Dues Page, there is no need to submit a Transmittal Form or to e-mail me the Calculate Dues Page.
3. The Authorization Form submitted last year is on file so there is no need to resubmit.
4. If you have **changed** your bank account, you will need to send to me the Routing Number and Account Number.
5. The Division Late Fees are still not calculated by the National Database. If you have Division Late Fees, I will trigger them with an e-mail.
6. Registration Deadline remains December 1, 2011 after which the Division Late fee is assessed.

An interesting issue arose last year. It seems that some Patrol Directors have found the system so easy that, after their initial submission of their patrol membership, they submitted multiple single late registrations rather than holding for a period and submit them together. The issue is simply that it creates additional work and record keeping for National and for Division Registration Committee. So, if possible, please combine submissions as much as possible.

Also, the National Office will incorporate the Division Late Fee into the database calculations if the 5 Divisions, who have Division Late fees, can agree on one common late fee amount and time frame. I have been asked to assist the National Office as the Team Leader for this process.

I will make myself available at the Division Meeting to meet with anyone that have questions, want some training, or assistance with any problems that they have been having.

Please note the following contact information:

1. As previously announced, I have a new e-mail address: [svanklompberg@gmail.com](mailto:svanklompberg@gmail.com)
2. My cell phone remains the same at 231-881-8585, which is currently my sole phone contact.

**I will be out of town from November 19, 2011 through November 27, 2011. I am available by e-mail but not by cell phone or land line except a pay phone. If we need to speak by phone, I will establish a call time with you and call you. I would like to encourage all Patrols to submit as early as possible. I will have a more limited ability to process registrations submission during these eight days. Thank you for your understanding.**

Again, thank you for your support and for this opportunity to serve you. I have had the opportunity to meet many wonderful people via e-mail and phone conversations.

Finally, I want to reiterate to all involved in this registration. **If you have any questions or problems, please either send me an e-mail or call me at 231-881-8585 (c). It is a lot easier and less time consuming to prevent problems this way than to correct problems later. Please do not call the National office.**

Sincerely,

Sherwin Van Klompberg  
Central Division Registration Coordinator

## OEC Update Fall 2011

- Updated Region OEC Administrators on the 5<sup>th</sup> edition roll out and myNSPkit via Webinars. Used free software called AnyMeeting. Two very successful planning calls. Will continue to use this format for future communication with each other. Keeps us all on the same page and allows for exchange of ideas for implementation while saving time and money. Brady also offered webinars to all OEC instructors for the myNSPkit.
- 1, 274 OEC Instructors and 157 OEC ITs to be updated on the 16 new/improved 5<sup>th</sup> edition skills. All OEC instructors must be updated and able to demo the new skills before teaching at an OEC class or refresher. At the present time the majority of updates have occurred.
- The 5<sup>th</sup> edition OEC classes have started as well as refreshers (both instructor and general refreshers). Currently we have the following registrations: OEC classes 40, Refreshers 71 and SEM training 9. Not all registrations are complete.
- All Regions are working on cleaning up their delinquent OEC rosters. Our OEC technician cards expire on Dec 31 on the year indicated on our cards. If a patroller has not refreshed all 3 cycles, on Jan 1<sup>st</sup> they are considered delinquent in OEC and consideration should be given to not allowing them to deliver patient care until they are current with their refreshers.
- Continue working with the National Committee on Quality assurance.
- Pilot feedback on OEC classes using Survey Monkey. Division, National and the local area will receive feedback at the same time eliminating the paper forms. We will also have data to look for opportunities to improve.

# 11 Elements of the National Program Standard

## Outdoor Emergency Care Course 5<sup>th</sup> Edition

- 1) **Program objective** –Outdoor Emergency Care (OEC) is a course of medical instruction developed by the National Ski Patrol
- 2) **Program structure** – The OEC course may be taught inside and/or outside any time of the year
  - a. **Venue** – See above
  - b. **Class size** – minimum and maximum number of students is based on the needs of the local patrol, region or division
  - c. **Instructor/student ratio** – for training effectiveness class size should be one instructor to 12 students with smaller group ratio for practical exercises
  - d. **Audit Frequency** – The OEC course or event should be audited throughout the class by the auditing IT who needs to be present at the final evaluation.
- 3) **Course content** – Reference the OEC 5th edition Instructor Manual (2011).
- 4) **Resources required** – The IOR can assign or ask for volunteer instructors to teach classes in the course curriculum
  - a. **Instructors** – Certified OEC instructors are required
  - b. **Helpers** – Helpers can be untrained but must sign a release form and be monitored or supervised by an OEC instructor, IT or IOR
  - c. **Equipment** – Required equipment is listed in the OEC 5th edition for the personal first aid pack and equipment required for each class
  - d. **Educational Materials**– OEC 5th edition provides student resources obtained by a unique code and instructor materials are on the Brady website as well as the NSP website.
- 5) **Instructor Credentials** – OEC instructor requiring recertification every 3 years
- 6) **Course Prerequisites** – None
- 7) **Evaluation format** – Evaluation is both a written test and hands on practical evaluation. A mid-term may be offered. The final evaluation is a requirement. All candidates must achieve an 80% score on the final written and practical evaluation as well as passing all CPIs. All scenarios must be passed with the opportunity for one redo if necessary. See National P & P Manual for retest specifics.

- 8) **Grade scale/structure.** 80% on written and practical final as well as all CPIs.
- 9) **Reporting requirements** – defines the administration process/paperwork required
- a. **Class registration** – The Instructor of Record ( IOR) of the course must register, pay the fees and receive a course number from the National office
  - b. **Course completion report** –The IOR must close the course at the national office and submit a course completion record to the national office within two weeks of the course completion. (Refer to the OEC Instructor manual for all forms). It must be countersigned by the auditing IT and contain the overall rating (+,=,-).
  - c. **Course feedback** – It is recommended each student complete a survey using the Feedback form or the form provided on Survey Monkey. The auditing IT completes a Quality Assurance Evaluation Form which determines an overall rating (+, =,-) and will be sent to the Region Program Administrator.
- 10) **Risk management considerations** – Realism must not compromise safety. Scenarios must be conducted in safe manner. The course is not valid for credentialing if not properly registered and audited by an IT. The course cannot be audited by the IOR.
- 11) **Conflict resolution** - Possible conflicts arising during a class or evaluation will be resolved as prescribed in the National P & P Manual.

## Region Legal Counsel – Thoughts From Kevin K. McQuillan

### A. Qualifications:

- Is a current NSP member, preferably regularly patrolling at a ski area.
- Is an attorney licensed to practice in one or more state(s).
- Is willing to provide advice and other legal services regarding issues and opportunities facing the Region and its sections.
- Has sufficient time and energy to devote to and complete the necessary tasks.
- Is active in the practice of law, preferably focused in personal injury, commercial, or general business litigation and law.
- Is familiar with NSP articles of incorporation, national charter, bylaws, strategic plan, policies and procedures, NSP governance, and NSP education programs.
- Is familiar with Division and Region bylaws, strategic plan, policies and procedures, governance, and implementation of NSP education programs.
- Understands and subscribes to the NSP-NSAA Joint Statement of Understanding as the fundamental relationship between members of a ski areas patroller and ski area management.
- Is familiar with parliamentary law as set forth in Roberts Rules of Order, including in particular, the conduct of general board meetings and minutes.

### B. Responsibilities

- Maintains familiarity with:
  - general common law, including negligence and intentional torts
  - statutes with direct application to skiing and ski patrolling, including statutory modifications to general tort law, and statues covering ski safety, good Samaritan liability and immunity, and volunteer liability and immunity
  - statutes and regulations with potential application to skiing and ski patrolling, including antidiscrimination (civil rights), child labor, emergency medical services licensing and regulation, occupational health and safety, and worker's compensation.
- Provides advice and other legal services on behalf of the Region as a unit of the Division of the National Ski Patrol System, Incorporated.
- Reviews and, as necessary, proposes revisions, after consultation with the Division Legal Advisor, to Region bylaws, policies and procedures, and education program delivery to comply with NSP bylaws, policies and procedures, and to conform organic documents with actual Division operations, bylaws and policies and procedures.
- Participates by consulting with Division Legal Counsel and other Region Legal Counsels, referring issues with Division implications to the Division Legal Counsel, and assisting Division Legal Counsel and other Region Legal Counsel as requested.
- Assists in the resolution of issues arising within the Region with an eye toward uniformity of the application of Bylaws and policies and procedures.
- Advises and assists line officers and instructor trainers in the application and implementation of the NSP Code of Conduct.
- Develops and maintains cooperative working relationships with ski area management, ski organizations, and other outdoor recreation groups.
- Actively seeks and trains potential successors, and resigns position when no longer able or willing to fulfill position description.

# Rusty Parka News

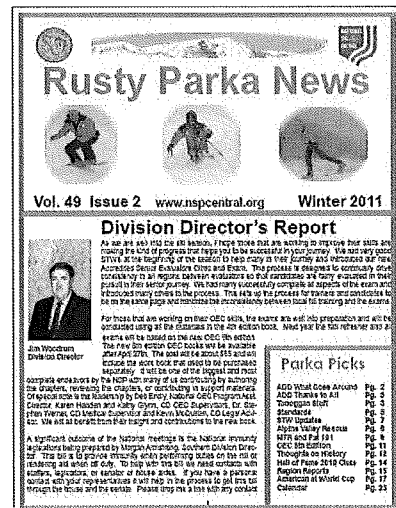
## Fall 2011 Report

The chief goals set out for the 2010 – 2011 season were to continue providing the RPN in electronic format, with hard copies to patrollers requesting them and members of MSA, with emphasis on a) incorporating reader comments to improve readability of electronic edition b) improve content participation by Central Division Staff and CD patrollers. Since my last report in spring 2011 report, I have continued to work with the National staff to enhance their efforts at proving worth to NSP sponsor businesses.

Thank you to everyone who participated in this year's effort. The RPN depends on your participation. Based on the high level of positive comments from patrollers across the division, I can report they appreciate hearing from board members, CD staffers and patrollers.

Details are reported below-

1. **Hard Copy Subscribers:** We currently have 197 patrollers and MSA members receiving the RPN as a hard copy, grayscale, print version. This compares to 191 at same time last year.
2. **Readability:** As reported during the spring meeting newsletter format was updated this year to move from three column, traditional print layout to single column web-based format. A comparative view is provided below showing Winter 2010 vs. Winter 2011 layout of cover page. (2010 on left, 2011 on right).



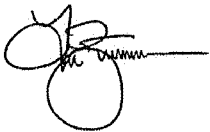
3. **Participation:** We had 73 articles submitted (28 Fall 2010, 19 Winter 2011 and 26 Summer 2011) by 42 unique authors. Several of the authors are patrollers having no direct association with the CD board or staff. In three instances we received permission from other news organizations to re-print patrol/patroller feature stories in the RPN. Thank you everyone and thank you to Jim Woodrum for underlining the importance of wide participation!

4. **Software Upgrade:** We transitioned from Adobe PageMaker to Adobe InDesign CS5 this season. The new software allows me to more easily incorporate the latest versions of image and text files. It also gives me the ability to edit almost all file types within InDesign allowing me greater flexibility to incorporate and manipulate a wide range of files.
5. **NSP Sponsor Recognition:** We featured Subaru in the Winter 2011 edition of the RPN and Patagonia in the Summer edition. With the summer edition we began highlighting all NSP sponsors in each issue, with major focus on one. I am working with staff at the National office to selectively promote one major sponsor each issue. We attempt to recognize sponsors at a time of importance to the sponsor or to the NSP-sponsor relationship.

I consider it a privilege to serve as RPN Supervisor. Thank you for the opportunity. As always, I welcome your comments and ideas for improvement. You may contact me at any time via email at [tzimmerman@mitchellmetalproducts.com](mailto:tzimmerman@mitchellmetalproducts.com), phone- office 715-536-7176 ext. 232, cell 715-218-3328 or home 715-2987-9070.

Thank you.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Tim Zimmerman', with a long horizontal flourish extending to the right.

Tim Zimmerman  
RPN Supervisor