



A Day in the Life . . .

NSAA and MountainGuard's Fall Education Seminars

Through the prism of an admittedly atypical couple of days at a ski resort, we follow the resort's risk management team through a series of challenges over MLK Holiday, in order to analyze a broad spectrum of risk issues confronting the resort's management team. To be sure, these are cautionary tales, but each incident – drawn from different situations – represents an educational opportunity for a more free-flowing forum and exchange designed to raise broader themes that will help improve guest safety, reduce resort exposure, and enhance overall operations.

Saturday	Sunday
3:15 a.m. GM awakened by call – fatal car accident on resort's access road following a charity fundraiser – alcohol clearly involved.	6:30 a.m. Snow plow clearing parking lot runs over camper sleeping in a make-shift snow cave overnight; serious trauma involved.
10:00 a.m. Young child scalded by hot chocolate machine, suffering 3rd degree burns.	9:15 a.m. Ice build up on base roof falls off onto guests, resulting in significant injuries.
11:20 a.m. OSHA investigator arrives – unannounced – due to employee complaint over ski helmets.	9:30 a.m. Catastrophic injury involving stand-alone terrain feature constructed outside Terrain Park from yesterday's Big Air competition.
Noon While responding to serious accident, speeding ski patroller on snowmobile collides with guest in base area.	10:20 a.m. Marketing ticket promotion through Groupon goes wildly awry; lift tickets massively oversold, huge lift lines and guest complaints.
2:20 p.m. While creating trench for on-mountain event, groomer runs over older skier (a judge, no less) who has fallen into trench.	11:50 a.m. Ski instructor reports 5-year old with severe allergic reaction when exposed to peanuts over lunch; parents cannot be located.
3:10 p.m. Process server serves complaint in lift unloading case involving woman caught by her backpack on chairlift.	1:45 p.m. Guest's runaway snowboard collides with skier; board was from rental shop.
4:10 p.m. Retail salesperson reports guest suffers head injury when, at end of the day, employee closes roll-up door on guest's head.	4:25 p.m. In reviewing recent complaint, Risk Manager finds accident investigation in file is worthless; no contact information for foreign worker, key witness in case.
5:30 p.m. Guest Service reports skier missing for four hours, last seen skiing in the trees.	

Lastly, we wrap up our discussion with a select panel of risk managers and safety experts from ski resorts, who will share insights and challenges they face on a day-to-day basis from the perspective of their own resorts. And just when you thought you've seen or heard it all before, our panelists – including our fantastic ASDA industry attorneys – will share some of the most surprising challenges and unanticipated challenges they've faced as risk managers.