

• SOLO • Conway campus

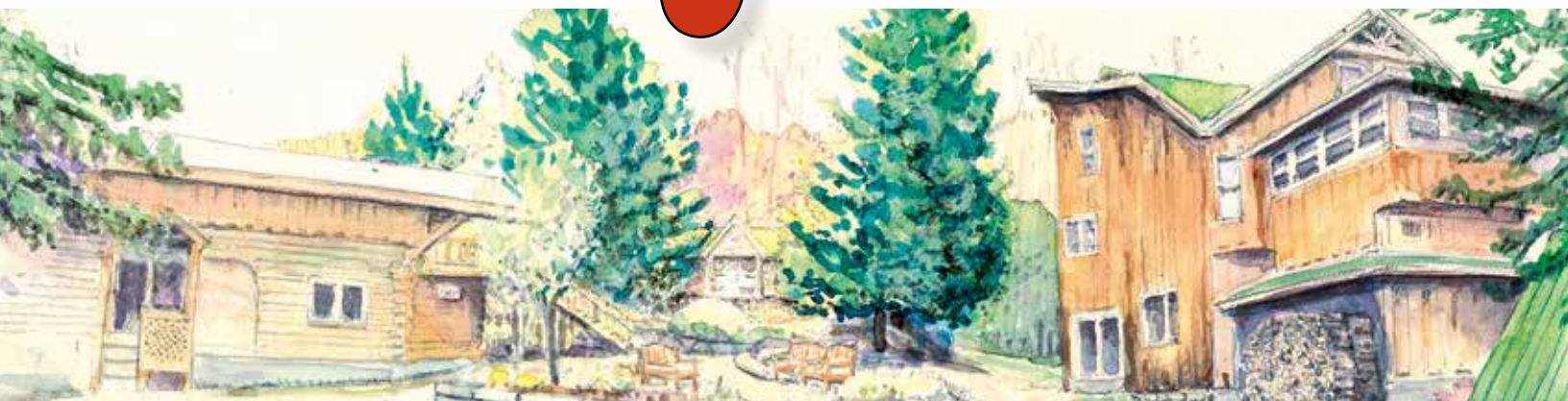



Wilderness Medicine
www.soloschools.com



Welcome!

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Welcome to SOLO! We're glad you're here and hope that your time with us is rewarding and fulfilling. This handbook will take the mystery out of your first hours and days with us by providing clear information about our company, our campus, and our area. Please read this entire document.

1. **How to find your way around our campus:** what happens in each building, where you will eat, sleep, learn, study, recreate, etc.
2. **How to find the right staff person so you can:** check in for your course, pay for a course, turn in paperwork, schedule a computer-based test, get help with your Internet connection, report a problem at the dorm, let us know about food allergies, etc.
3. **The details: rules and policies:** things like parking, alcohol/firearms use (none, ever), quiet hours, access to the kitchen, and all the other things that make us all able to live and learn together in harmony.
4. **How to find things in the Conway area:** where to get food, do laundry, catch the bus, get good coffee, find the locations of your clinical sites (for WEMT students), where to buy outrageously expensive outdoor gear, good places to go for a run or a climb or a paddle, etc.

If you have any questions, the best place to go is the SOLO office (up the exterior stairs to the second floor of the small building directly behind the Main Building); but don't hesitate to ask any passing staff person—we're all friendly and eager to make your stay as enjoyable as possible.

Sincerely,

Jill

Jill MacMillan, Director
jill@soloschools.com



SOLO Campus Overview

TASKER HILL

SOLO sits on 300 acres of land laced with trails that lead up to the top of Tasker Hill—feel free to explore. The best access is to head out past the Round House (see next page). There is also a stunning view of the Presidential Range (on a clear day), which you will find by heading a few hundred yards farther up the hill from the campus.

OFFICE AND TEACHING FACILITIES

This is the heart of the campus, where you will learn, practice, eat, study, and occasionally take naps in huge comfy chairs—see detail next page.

THE STUDENT PARKING LOT

This is where all students should park. The parking lot up by the Main Building is for staff parking.

TOAD HALL

This is our dormitory, where you will sleep, shower, and study (there are great porches for lounging during nice weather).

GRACE (not on the map)

This is another office building that is sometimes used for teaching.



DRIVING RIGHT-OF-WAY

Please note: in nasty winter weather, cars coming **DOWN** the hill have the right-of-way.

CONWAY VILLAGE

Just over 1 mile away.



Big view at top of hill



BOAT HOUSE

Private (off limits to students)



SOLO Main Campus Detail

FOREST

It's all over the place—and you will spend a lot of time out there doing medical stuff; there are lots of trails for after-class fun

ROUND HOUSE

Authentic Celtic wheel house: follow the gravel path behind the office; privately owned but often made accessible to SOLO students (it's a very quiet place to study)—your instructor will let you know

OCTAGON

1. **1st floor:** kitchen and dining area
2. **2nd floor:** administrative offices (where you go to check in, sign up for a computer-based test, send a fax, pick up mail, etc.)

GARDEN

Great quiet place to hang out

BIG FLAT SPACE

Where a lot of scenarios take place

CABIN

Staff housing (off limits to students)

MAIN BUILDING

1. **1st floor:** main classroom and scenario space, equipment storage, restroom
2. **2nd floor:** smaller classroom, study area, two restrooms, computer-based testing center for WEMT students (●); emergency exit via stairs at rear of classroom
3. **3rd floor:** study area, student computer access (one desktop computer w/ printer), library, staff offices (off limits to students); emergency exit via two staircases to 2nd floor

STAFF PARKING LOT

is for staff parking only (students have their own parking lot below Toad Hall)—your instructor will let you know if this lot becomes available or if an exception can be made for you

TOAD HALL (DORMITORY)

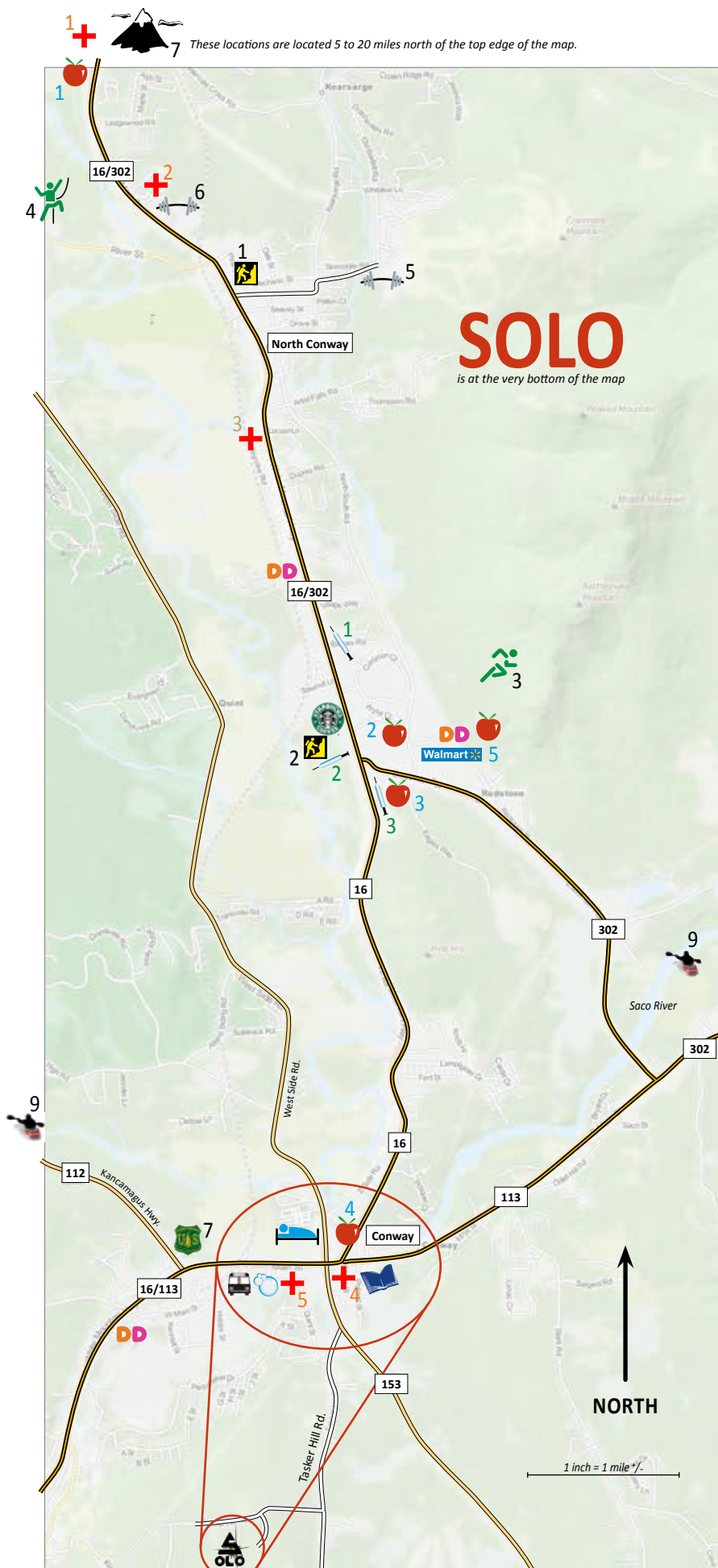
Located directly opposite the end of the main SOLO driveway. For your safety and convenience, a walking path parallels the driveway

300 feet

400 feet from the kitchen

Staff parking only

Access road (staff only)



For students without a car, Conway village is just 1.5 miles away, so you can walk to the amenities inside the big red oval.

Conway Area Map

+ CLINICAL LOCATIONS (for WEMT students)

1. Bartlett/Jackson Ambulance (90 Rt. 302, Bartlett)
2. Memorial Hospital (3073 White Mountain Hwy., N. Conway)
3. North Conway Ambulance (185 Valley View Rd., N. Conway)
4. Saco River Medical Group (7 Greenwood Ave., Conway)
5. Conway Village Fire Department (97 Main St., Conway)

🍎 GROCERY STORES

1. The Local Grocer (health/organic food) (3358 White Mountain Hwy., North Conway)
2. Hannaford (big grocery store with pharmacy) (MountainValley Mall Rt 16, North Conway)
3. Shaw's (big grocery store with pharmacy) (1150 White Mountain Hwy., North Conway)
4. Conway IGA/Shurfine (small grocery store) (234 White Mountain Hwy., Conway)
5. Super Walmart (big grocery store with pharmacy) (46 N South Rd, North Conway)

💊 PHARMACIES

1. Rite Aid (1623 White Mountain Hwy, North Conway)
2. Walgreens (1498 White Mountain Hwy., North Conway)
3. CVS (1351 White Mountain Hwy., North Conway)

🛏 LODGING

White Mountain Hostel (36 Washington Street, Conway)



TRANSPORTATION (Concord Coach bus)

Concord Coach bus line (13 West Main Street, Conway)



LIBRARY

Conway Library (15 E. Main St, Conway)



LAUNDRY

Jem Coin Laundry (87 Main St, Conway)



COFFEE

Starbucks (1456 White Mountain Hwy., North Conway)

DD Duncan Donuts (402 W Main St, Conway, 1946 White Mountain Hwy., North Conway, and inside Walmart)

Walmart DEPARTMENT STORE

Super-Walmart (46 N South Rd, North Conway)



RECREATION

1. International Mountain Equipment (2733 White Mountain Hwy., North Conway)
2. Eastern Mountain Sports (1498 White Mountain Hwy., North Conway)
3. Excellent singletrack (run/bike) (start at Walmart; 15 – 20 miles available)
4. Rock climbing (Cathedral Ledge) (a mile west of North Conway village, left on River Rd., straight on West Side Rd., left on Cathedral Ledge Rd.; Whitehorse Ledge is 1/4 mile south of Cathedral)
5. Cranmore Family Fitness Center (gym) (1 Skimobile Rd., North Conway—at Mt. Cranmore Ski Area)
6. Mount Washington (the AMC Pinkham Notch Visitor is 23 miles north of Conway Village on Rt. 16.; there are many other nearby access points to the vast White Mountain National Forest)
7. U.S. Forest Service office (33 Kancamagus Hwy., Conway)
8. Whitewater paddling (II – IV) (Swift River along the Kancamagus Highway; and there are many miles of flatwater on the Saco River, from Conway into Maine)

SOLO is a mysterious place—to open the front door to the Main Building, push the dragon's nose (red circle).



Building-by-building and floor-by-floor

A PICTORIAL GUIDE TO THE CAMPUS



THE MAIN BUILDING

(from left to bottom): the view from near the garden (the parking lot is on the opposite side of the building), the main classroom on the first floor (seating for about 30 with plenty of floor space for practice, plus a huge wood stove), the second floor classroom (comfy, cozy, and quiet), the second floor lounge (great place for study or practice), the 3rd floor lounge and library (warning: the chairs are extremely comfortable; lots of shelves out of sight with many more books; desk space with desktop computer and printer, too), the ever-important bathrooms on the second floor (there is another bathroom, just out of the frame in the lower left corner of the photo of the first floor). The Main Building is open 24/7.



Okay, let's talk about important stuff: places to nap (left and above) and the bathrooms (2nd floor, the two doors on the left—and behind door number three...just cleaning supplies).





THE OCTAGON and DINING HALL

(clockwise from top left): the outside stairs of the Octagon leading to the office; Loretta (registrar); the office interior; Christine (office administrator); our spotless kitchen; the dining hall showing the "in" door (left) and the "out" door (right); another shot of the dining hall showing the fridge for leftovers (right), and the fridge for the student's personal food (left)—each day's menu will be displayed on the dry erase board at the far left edge of the fridge photo.



Many (staff included), think this is the best part of the campus. And that right-hand fridge is often full of yummy leftovers.



TOAD HALL (clockwise from top left): a dorm room (spartan and simple, two to four people per room); the building itself (background); the path leading from Toad Hall to the main part of the campus; and one of the many comfy chairs on the porches of the dorm. The student parking area is downhill to the right when looking at the front of Toad Hall, and a path leads between the two. Mr. Toad sits on the front porch to greet students.



The Omnivore's Guide 2 SOLO

(all things sustenance)



Q & A

WE WILL ANSWER IMPORTANT QUESTIONS, LIKE...

- **WHAT'S** for breakfast, lunch, and dinner? Look for the daily menu on the dry erase board in the dining room—the chef's post the menu for every meal.
- **CAN** I eat as much as I want? Yes (within reason)
- **WHERE'S** the milk? Silverware? See the map!
- **WHAT** about leftovers? On the counter or in the right-hand fridge in the dining room.
- **CAN** I reheat stuff later? Yes, there's a microwave in dining room, and coffee makers, too.
- **CAN** we go into the kitchen when the chef is not there? Sorry, but no (for many reasons).
- **WHAT** about days when there's no class and I'm still here? Are there snacks available? Yes, see "leftovers."
- **WHAT** if I have a food allergy or a preference? Tell the registrar when you sign up, and talk to the chef.
- **WHY** do we have to graze clockwise through the kitchen and dining room? It's like a skating rink, there are fewer crashes if we all go the same direction.
- **WHAT** do I do with my dirty dishes? Rinse off food residue and put your dishes in the racks (see map).
- **AM** I on a cleanup team, and what should I do? Yes, team lists are posted on the post in the dining room; there is a task list in the kitchen on the wall behind the coffee maker (ask the chef if you have questions).

KITCHEN / DINING ROOM

TRASH, RECYCLING

TRASH, DISH CLEANUP

HIGH COUNTERBOARD:
BOWLS (LARGE & SMALL),
PLATES, PLATTERS

KITCHEN / DINING
CLEANUP STAGE

TALL COUNTERBOARD:

MICROWAVE, TOASTER OVEN
ICE CREAM SCOOPS, COFFEE POTS, ETC.

REFRIGERATORS

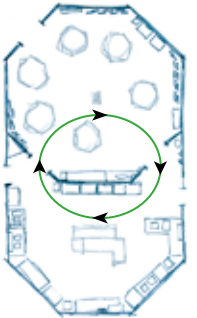
Right: COMMUNITY REFRIGERATORS,
MILK & HALF AND HALF,
ICE CREAM, ICE
Left: STUDENT / STAFF REFRIGERATORS,
WATER DISPENSERS

CHAIRS:
FOLDED AND
LEANED

WHITE BOARD:
DAILY MENU

MAIN
ENTRANCE

Direction of Travel
We go round
and round this
way, to avoid
collisions



TRASH, RECYCLING

HIGH COUNTERBOARD:
BOWLS (LARGE & SMALL),
PLATES, PLATTERS

DISH SANITIZER

SINKS

UPRIGHT
FREEZER

COFFEE MAKER,
PLATES AND CUPS

STEEL
TABLE

WHERE YOU
GET YOUR CASH

DRY
FOOD
STORAGE

STEEL
TABLE

MAIN
REFRIGERATOR:
ALL FRESH FOOD STORES
CHIPS

SILVERWARE

STOVE/OVEN

DIG MIXER

CUTTING BOARD

COUNTERBOARD OVER SINK:
SPICES, ROASTED GLOVES, CUPPA WARE (ON TOP)

CHEST
FREEZER

PICNIC TABLES

The days in the life of a SOLO student

WHAT CAN I EXPECT—CAN I GET A WALK-THROUGH?

So you made your way to Conway, turned south on Rt. 153, made a right at the fork 1/4 mile from the lights, followed Tasker Hill Road for 1 mile to where it hangs a 90° right and turns to dirt, headed uphill toward the middle of nowhere—and then you saw our little sign, and you're here! Now what?

THE EVENING BEFORE THE DAY YOUR COURSE STARTS—TIME TO UNPACK AND SETTLE IN

1. If you are in the WEMT course (or a WFR course that runs concurrently with a WEMT course) and arrive the evening before your course (as most people do), there will be a **meet and greet** session on the first floor of the Main Building from 6:15 – 7:15 p.m. A staff person will introduce you to SOLO and your course; you will meet many of your fellow students; and there will be time for Q&A. If you are in a stand-alone WFR course, the meet and greet will happen at the start of class on day 1.
2. If you **arrive by bus**, you will be picked up in Conway at 7:30 and taken to campus. If you miss the WEMT meet and greet—don't worry, the other students can fill you in.
3. Find **your room** at the Toad Hall Dormitory. Toad Hall is the first building on the right after you've turned onto the dirt portion of Tasker Hill Road, and it is just uphill from the student parking lot. You may park in front to unload, but then please move your car down to the parking lot. Room assignments are posted on the outside of the building next to the main entry doors. After you have found your room and settled in, you may explore the campus (See campus map); the Main Building and the dining room are always open; the path to the main parts of campus begins directly opposite the entrance to Toad Hall.



(Not Toad Hall)

When you move into Toad Hall, please remember a few things. First, the rooms are relatively small and you will likely be sharing your space with a roommate—so you don't have to bring everything in from the car; second, while we can't force you to be a neatnik, your dorm-mates and neighbors will certainly appreciate tidy habits; and third, remember that you are our guests—please don't trash the place.



DAY 1—FIRST MEALS, FIRST CLASS

1. Go to **breakfast**, which on the first day (and every Monday) begins promptly at 8:00—just head to the dining room and get in line. Our chef will make everything clear. Breakfast is at 7:00, Tues. – Fri.
2. After breakfast, **check in** with our registrar, Loretta. Go to the office on the second floor of the Octagon (up the exterior stairs; see campus map)—Loretta will be the nice lady on the left (she gets in at 9:00), and she will help you with any paperwork/payment issues. If she is not at her desk, any of the office staff should be able to help you.
3. After checking in, it's time to **go to class** on the first floor of the Main Building, which begins at 9:00 on day 1 (8:00 on all other days).
4. Next, **meet with the chef**. Although you have already been through the kitchen/dining areas once, there is a lot more to learn; so sometime in the middle of the morning, you will go back to hear all the details (in addition to eating and cleaning up after yourselves, a team of you will also help to clean the kitchen/dining areas after each meal).
5. Lunch begins promptly at 12:00, and class begins again at 1:00. On day 1, at about 12:45, please meet in the Main Building to **get your picture taken**. We take individual portraits of each student and we only do two things with them: we print them off and post them in the Main Building so that you can learn each other's names, and we put them in our database to help us remember you.
6. Class typically ends at 5:00 and **supper** is at 6:00, so you have an hour to spare—plenty of time to study or get a little exercise before it's time to eat again!

DAY 2 AND BEYOND—MORE FOOD AND LEARNING

Breakfast, class, lunch, class, supper, study or class, clean up, sleep; during free time: hike, bike, run, climb, paddle, ski, eat, sleep...

MANY HANDS MAKE LIGHT WORK...

SOLO classes are made up of individuals, but they also form a team—and one thing that the team is responsible for is keeping the campus clean and organized. Three groups will be created and a "cleanup roster" produced. One team will clean the kitchen (after each meal), one team will clean the Main Building (once a day), and one team will clean Toad Hall (once a day). It doesn't take long, and it's fun! Teams will rotate through the tasks during the course.

EMT computer-based test

THE WRITTEN EXAM TO CERTIFY YOU AS AN EMT

If you are here for the month-long WEMT course, in order to complete your training and become certified as an EMT, you will need to pass the computer-based test (CBT) created by the National Registry of Emergency Medical Technicians (NREMT) and administered by a Pearson Vue administrator on staff at SOLO. The test happens at some point during the last few days of the WEMT course. You will sign up online and get a username, password, and NREMT Candidate ID number. You then sign up for a specific test time with Christine in the office (the nice lady on the right), once she has posted the test schedule. Several exam times will be scheduled so we can accommodate the entire class (we can only test six people at a time). The sign-ups are handled on a first-come, first-served basis. Your instructor will give you a thorough briefing in the two weeks leading up to the exam, so you will be well-prepared. You will be notified online whether you passed or failed the test within 24 hours. If you fail, there is a two-week waiting period before you can retake it. **Please note:** if you have a learning disability you must contact the National Registry 30 days in advance of the first day of your course. Their only accommodation is extra time. Please check their site for information

Find a test center: <https://wsr.pearsonvue.com/testtaker/registration/SelectTestCenterProximity/NREMT/436942>

Find out more about the EMT test: <https://www.nremt.org/nremt/downloads/NREMT%20Candidate%20web%20206.2.09.pdf>



Our CBT center is located on the second floor of the Main Building, to the left of the bathrooms. It is kept locked except when tests are taking place.

At the end of your WFR course (or the WFR portion of your WEMT course), you will have an individual, practical skills test (e.g., splinting), and a class-based, hands-on, field exam involving a complex outdoor accident scenario.

Practical exams

THE HANDS-ON STANDARD

At the end of your WEMT course, you will face a multi-station practical exam that will test EMT-specific skills (e.g., administering oxygen, treating cardiac patients, etc.)—this test is conducted in the Main Building and is administered by certified testers and monitored by a representative of the state of NH.

Your instructor will thoroughly prepare you for all exams, so don't stress out! We want you to do well!



Skills labs/scenarios

THE KEY TO REALISTIC LEARNING

Yes, SOLO has traditional classrooms and blackboards to help you learn, but the key SOLO training is based in its experiential learning opportunities composed of **skills labs** (short, focused skills training sessions) or **scenarios** (small mock disasters that you will respond to so you can practice and gain confidence in your skills). We make them realistic by using theatrical makeup and props. So, if you are called to treat an open fracture, expect to see fake bone ends and blood. Scenarios happen every day during class and range from one-on-one to class-wide situations. Skills labs and scenarios are challenging, exciting, and fun!

Details, Details, Details

SOLO'S GUIDELINES, RULES, AND EXPECTATIONS

Have you ever stopped to consider what it takes to be a member of the emergency services, a trip leader, an outdoor educator, etc? You are held to the highest standards, and your responsibilities are tremendous. Your actions, both on and off duty, reflect not only on who you are as an individual, but also on the unit and/or organization you represent. Anyone involved in emergency care must set for himself or herself a code of conduct that is based on high moral and ethical principles. To not do so places the lives of the public and the lives of you and your fellow workers in jeopardy.

With this in mind, we ask that you consider the Details section of this handbook as our attempt to establish a basic framework within which to operate. Since we'll be living and working in close proximity for the duration of your course, we need to pay attention to some particulars relating to our everyday life. We hope to avoid pitfalls and problems, so in and among this information are rules which we take seriously and expect you to also. Thank you in advance for your cooperation.



Our rules are sensible and reasonable—they help keep everyone safe and help make the atmosphere light and happy.

ACCIDENTS

- Report all injuries and illnesses to your course instructors or the office staff. If a SOLO staff person is not readily available, do not delay care by trying to locate someone. In the event of an emergency, call 911.

ALCOHOL AND OTHER DRUGS

- For your safety, ability to learn, health, and our legal status, drinking or possessing alcoholic beverages or illegal drugs in SOLO buildings or on SOLO grounds and parking areas is strictly prohibited and is grounds for dismissal.
- Being under the influence of alcohol or other drugs, or engaging in alcohol or other drug-related incidents in the SOLO or local community while a student at SOLO is grounds for dismissal.
- Smoking any substance in any SOLO building is also prohibited. Smoking is only permitted in the area at the top of the walkway to Toad Hall (at the edge of the parking lot), not in the parking lots or around Toad Hall, woods, etc.
- Chewing tobacco is only permitted where smoking is permitted at SOLO.
- Smokers and chewers are responsible for properly disposing of their waste products, (butts, ashes, spit, etc.) Keep in mind that spit is considered a serious safety risk because it can be the vector by which diseases like tuberculosis are spread. Spitting on the ground is NOT proper disposal—bring your own covered container, and keep it out of sight when away from the smoking area.

ATTIRE

- Although SOLO has a very casual atmosphere, we do require that students maintain a level of decency and cleanliness during their stay here. Shoes must be worn while in classes (except in the 2nd floor classroom) and while on campus. For our WEMTs, the clinical observation dress code policy concerning clothing, hair, and body piercing will be in effect during any practical exams.

BATHROOMS

- There are three bathrooms in the Main Building and eight at Toad Hall. Please flush (toilet paper only!) after each use. Like all low-flush toilets, they may still clog. If clogging occurs, notify a staff member. Plunging increases the likelihood of a flood.
- If a toilet overflows, turn off the water at the toilet, and immediately notify a staff member.

BEVERAGES

- Hot water, cocoa, and herbal teas are available in the student kitchenette. Beverages in a covered cup/mug may be brought into the Main Building. Used cups should be returned to the kitchen and cleaned.

BIKES

- Racks at the back of Toad Hall are provided for bike and ski storage. Do not put bikes, skis, etc., in your room, next to buildings, or on porches.
- SOLO is not responsible for loss or damage to any personal equipment being stored at SOLO facilities.

BUILDINGS

- No climbing on the wall, decks, beams, the stone hearth, etc.
- Wood stoves and thermostats are staff responsibilities—Please do not touch!
- Sound in our wooden buildings and on the Toad Hall porch travels well. Please respect quiet hours and spaces.
- The SOLO shop under Toad Hall, the outdoor grill area, and the storage space under the kitchen are off limits.
- Use of candles/incense/lighters/matches/open flames in any building is a violation of the fire codes and is grounds for dismissal.

CAMPING

- Camping or sleeping in vehicles is not permitted anywhere on the SOLO campus.

CLASSROOMS

- Please do not bring food, beverages, or shoes into the second floor classroom.
- Do not practice with equipment requiring fluids in the second floor classroom.
- Use covered cups for beverages in any SOLO area outside the dining room.



Store your things responsibly. Lock up your valuables. This is typically a quiet and safe neighborhood, but we can't take responsibility for safeguarding your stuff.

COMMUNITY

- Being a part of a community is an integral component of the SOLO experience. Living and working in close proximity, all members of the SOLO community must share in the responsibilities associated with daily living. (The concept of teamwork is critical to both trip leading and EMS work as well.) The SOLO staff, regardless of their primary jobs, assist with routine maintenance tasks or special office and building projects; students are assigned to teams that rotate through clean-up of the kitchen, Main Building, and Toad Hall. An inability to work on a team may result in dismissal from the course. (Clean up with many hands is generally a 10- to 15-minute task.)

DINING ROOM WITH STUDY HALL

- Following weekday dinners, the dining room will become a quiet study area. Please respect this if you get food or drinks.

DISTRACTIONS/DISRUPTIONS

- Anything that disrupts a class or distracts other students during class is not allowed (cell phones, pagers, etc.). Students using lap tops for note taking are asked to sit in the rear of the classroom so they are not distracting to those around them.

DRIVING

- The car coming down Tasker Hill has the right-of-way. During the winter especially, if you see a car coming down, wait at the bottom until it's all the way down. If you start up and a car appears heading down, back up. If you're halfway up and a car starts down, be careful. There's not a lot of room to pull over and if you get off the road, you may get stuck.
- Please drive slowly up and down the hill. There are children living in the neighborhood, a group home on Tasker Hill Road, frequent walkers and runners, and lots of animals.
- In the winter, Tasker Hill Road can be treacherous—we're not the first area to be plowed and sanded. If you do not have a snow-worthy vehicle, don't use your vehicle unless the hill is well-sanded. We do not have the resources to pull you out of the ditch, and towing companies charge high fees.

FIREARMS/WEAPONS

- The possession and/or use of firearms or other weapons is not permitted anywhere on SOLO property. This is grounds for dismissal.

GUESTS

- We love people, but we're sorry we can't accommodate anyone's friends and family. There is a hostel in Conway where rooms are very reasonable especially if you mention your association with us. The Albert B. Lester Memorial Hostel can be reached at (603) 447-1001 or conwayhostel@yahoo.com. The Mt. Washington Valley also has a wide selection of hotels and bed and breakfasts. You can reach the Chamber of Commerce at (603) 356-3171.

HARASSMENT

- SOLO is firmly committed to a learning environment that is free from all forms of harassment by anyone, including SOLO staff, students, and visitors.
- Harassment includes words or actions which interfere with an individual's work performance or learning experience by creating an intimidating, hostile, or offensive work or learning environment. All SOLO students and staff are expected to be sensitive to the individual rights of their fellow students and co-workers.
- Inappropriate conduct, when experienced or observed, should be reported immediately to a course instructor or to an administrator. All reported or suspected instances of harassment will be promptly and thoroughly investigated with as much confidentiality as possible. Any intentional harassment is considered a violation of SOLO policy and may result in immediate dismissal.

HEATING/COOLING

- SOLO's classroom building has a wood stove. There is also oil-fired heat (the first floor has radiant heat). If a fire is needed to take the chill off, the instructors will take care of it.
- Similarly, if the 2nd floor classroom or dining area climates need to be adjusted, please notify staff and they will take care of it.

KITCHEN USE

- You are welcome to use the kitchenette at times when meals are not being provided as long as you clean up after yourself. (The main kitchen is locked and off limits to students. When the cooks come in, they need to know that what they left will still be there the next day.) The right-hand refrigerator is often full of delicious leftovers. Unauthorized use of the kitchen is grounds for dismissal.
- Food stored in the student fridge or on shelves should be labeled and dated to avoid mistaken consumption.
- Keep in mind that shoes and shirts must be worn at all times in the kitchen and dining areas.
- Hand washing in the kitchenette prior to entering the kitchen is required

LIBRARY

- The library on the third floor of the Main Building has emergency medical textbooks (some quite outdated), rescue and outdoor books, magazines, and fiction. Please do not remove any materials from the library.
- The library is an excellent study area and must be quiet in the evenings.
- The Conway Library, (603-447-5552), just a mile and a half away, is also a great place for studying. Internet access is available there. The hours of operation fluctuate seasonally.

MEALTIMES

- Please enter the building through the dining area.
- Mealtimes will be announced if they are included in the program.
- Although there is ample food, latecomers take their chances and may miss the meal altogether.
- If you are not going to be at dinner (if included in your program), please notify the chef.

Late for meals? Um, not recommended—consider what you may be missing...



OFFICE INFORMATION

- The office is generally staffed Monday through Friday from 8 AM to 5 PM.
- An out-going mailbox is located in the front of the office. Mail goes out just before noon. If mail comes in for you, it will be brought to the Main Building.
- Small quantities of postage stamps may be purchased during office hours.
- Faxes may be sent and received during office hours. There will be a \$1/page fee for this service. The fax number at SOLO is 603-447-2310.
- We can accommodate minor photocopying needs at \$.10/page, at the convenience of the office staff.
- Office computers, printers, etc., are not available for student use.

PARKING

- All students must park in the Toad Hall lower lot.
- No parking is allowed on the side of Tasker Hill road, in front of Toad Hall, or directly behind Toad Hall.
- Due to rescue and ambulance commitments, SOLO staff need to park in the Main Building lot close to the building. If it becomes necessary for students to park in the main lot, please leave space from the edge of the lawn to the office driveway and an equivalent area across from there on the right side (as you face the building) for staff and to allow access for maintenance vehicles.

PETS

- SOLO has a resident cat on the main campus for rodent control. He lives in the basement of Toad Hall and should not be encouraged to hang out in the classroom, dorm, or kitchen (fleas, allergies).
- Several staff members have been given permission to have their dogs on campus from time-to-time, under strict supervision.
- SOLO does not permit students to have pets on campus. They cannot be left in cars or tied up anywhere on SOLO property at any time.

PHONES

- Cell phones must be turned off during class and should not be used in Toad Hall after 10 PM.

QUIET HOURS AND SPACES

- After dinner (until breakfast) and on non-class days, the library area, Toad Hall, and the kitchen are quiet spaces. Having these quiet spaces is essential for the well-being and success of community members.
- After 10 PM, Toad Hall should be as quiet as is humanly possible in consideration of each other. Please tread lightly on stairs and close doors gently.
- Avoid conversations on the Toad Hall porch or in the general vicinity after 10 PM, since voices carry a great distance in the night air.

SNACKS

- In the dining room next to the hot beverage area, bread, peanut butter, and jelly are available for student consumption. Please help us keep this area clean, and let us know when it needs to be restocked. These items, in reasonable quantities, will be available during times that meals are not being prepared.
- **IMPORTANT:** Please keep and eat your snacks in the dining room. Our resident rodent population is getting bolder and bolder. If they find food in any building, they will make frequent raids. Insects, like ants, can also be really problematic. For three seasons of the year, bears and raccoons may be unwelcome visitors to the campus which is why we lock the dumpster. If they become regular visitors to the dorm, kitchen, or Main Building, they may have to be put down as "problem" animals by the NH Fish and Game Department.

TOAD HALL

- There is an emergency phone outside of the Eagle room on the first floor. In the event of an emergency, call 911 and tell them help is needed at the SOLO dorm on Tasker Hill Road.
- If there is a power outage, an alarm will go off in the fire alarm panel that will alert you to the loss of power. Pushing the silent button on the box will deactivate the alarm.
- SOLO's heat and water are dependent on power. Generators may be started if the power outage extends beyond two hours during the period from 6 AM to 10 PM. In the meantime, please refrain from running water or flushing toilets. Residual water in toilets will permit one flush. When you notice the loss of power, call a staff person immediately to alert them to the problem.

- Individual rooms are generally assigned, and room plans should be respected. Vacant rooms may be assigned to students coming into later courses, or may be needed for guest instructors. No vacant rooms, including Eagle, should be used for hanging out or private meetings.
- Please keep showers brief; the hot water will run out and your bunk mates will appreciate your consideration.
- If material other than toilet paper is flushed, the toilets will clog. If, despite everyone's adhering to the "only TP" policy, the toilets do clog, please turn the water off with the valve on the toilet and then notify a staff person about the problem.
- Rodent and insect alert! **DO NOT BRING FOOD INTO THE DORM!**
- To help keep the exterior of Toad Hall looking good, please do not drape laundry over the front deck railings, and do not string clotheslines on the front deck. Wet material stains the wood and causes rot.
- Toad Hall is a quiet space here on campus; therefore, we do not permit stereo systems, televisions, or radios.
- Keeping Toad reasonably neat and clean, free of that locker room ambience, is a priority. Course instructors perform frequent dorm checks and will let classes know when more attention needs to be paid to this living space. Please notify staff if any cleaning supplies are needed.
- At no time should people pull their vehicles behind Toad Hall. The road is not maintained and presents hazards.
- The space in front of the dorm is for loading and unloading vehicles only.
- Student cars should be parked in the lower lot and kept locked.
- Toad Hall is a Cat-Free-Zone (CFZ); please don't invite any furry felines in. They live comfortably in the workshop beneath the dorm, or may be feral, so they are often around looking very cute...

TOAD HALL: where you will live while you're here with us. It's just a two-minute walk to your class.



TV/VCR

- The TV/VCR in the second floor classroom is for instructional use only. The flat screen TV/DVD in the first floor classroom is for instructional use as well as student use (with permission).
- SOLO programs are intense, and we are happy to provide a weekend diversion for students. However, we feel this is a privilege and not a right. In the event that a class is unable to restrict itself to watching videos during evenings or designated weekend time, the privilege will be rescinded.

AROUND THE SOLO CAMPUS

- We ask that you respect the 300 acre campus' natural habitat. This includes refraining from the installation of slack lines, hammocks strung between trees, etc. SOLO follows the Leave No Trace guidelines. Recycle when possible.
- While on campus, walk, don't run, and please wear shoes. Stick to the walkways or driveway. Be careful—look where you're going. After dusk, use a flashlight and wear something reflective. Cars have the right of way.

- Trail maps of SOLO and surrounding lands are posted in the library of the Main Building. Please respect private lands.
- During hunting season, instructors will provide additional safety information.

WEEKEND/WEEKDAY COURSES

- There may be other courses scheduled here at SOLO during your stay. It is very important that the dorm space and classroom arrangements be respected.
- If another class is in operation during your free time, the class in session has priority and quiet guidelines apply.

DISMISSAL

- As detailed throughout this handbook, there are several behaviors that may result in dismissal from the program. These are serious offenses. You are required to sign a document attesting to your understanding of and agreement to our rules.
- Prior to dismissal, a student will generally be issued a verbal warning, unless the offense is so serious as to warrant his/her immediate departure. In the event of a second offense, a student may be given a written warning

- which must be signed. With a third offense, a student will be dismissed from the course with no refund and no opportunity to return at a later date. Any offense that endangers the student, another student, or a SOLO staff member, or which compromises the integrity of SOLO and its programs, will result in immediate dismissal with no refund and no opportunity to return.
- Dismissed students wishing to appeal the decision, may submit a letter in writing to the Director within 30 days of their leaving the program. Their appeal will be reviewed by the administrative team and the Education Director. Their decision will be relayed within 30 days.

NOTE ON PHOTOS AND VIDEO

The content of SOLO lectures and exercises is proprietary and we retain the right to maintain editorial control. Photographs and videos of lectures and exercises taken by students may not be posted on websites or social media (e.g., Facebook, Twitter, etc.), or distributed in any form beyond the personal, private use of the student without express consent from SOLO.

Things get sketchy in the winter

THE SLIPPERY DETAILS

SNOW REMOVAL

With "big" storms, snow removal will begin at 6:00 AM, with the plowing of the main driveway and the Main Building parking lot. By 6:30 AM, other snow removal will be underway. In the event of a heavy storm, students are asked to assist with shoveling pathways. While the student parking lot is being plowed, students will be asked to move their vehicles temporarily to the Main Building parking lot.

ICE—WALKING—BE CAREFUL!

Always assume there is ice underfoot! We need everyone's assistance with sanding, both staff and students. In certain conditions, the sand does not last—especially in the parking lots. Sand barrels will be placed near all path entrances. If you see that a path is icy, please take the time to sand it—and make as many trips to the sand barrel as necessary to help ensure everyone's safety.

DRIVEWAY, end of driveway, and the end of hill:

The end of the driveway and the bottom of the hill are often very slippery, and you may find it almost impossible to stop. Drive very slowly. In snowy, stormy conditions, avoid driving from the Toad Hall parking lot to the Main Building lot. In fact, avoid driving at all unless you have a 4-wheel or AWD vehicle.

RIGHT-OF-WAY

Folks driving downhill not only have the right-of-way, but also have less control. The ditches along the road are formidable. None of us wants to be responsible for causing someone else to go off the road.

ROOF AVALANCHING

The roofs of Toad Hall, the Main Building, and the Octagon can avalanche. Watch the snow load, avoid walking underneath, and warn each other frequently. The north office roof, in particular, bears watching. We will rope off an area once there is an accumulation, and relocate the walking paths—this will close access to the side kitchen door. Instructors and students should avoid doing scenarios near avalanche areas.

HEAT, FIRE STARTING

Most winter mornings a fire will be started to take the chill off. Once the building has warmed up, the fire will be allowed to die out. (If it's continually stoked, the building gets too hot and people open windows... which sets up a really bad thermal dynamic). Once the stove is running hot, the stove fan will be turned on. (Putting the fan on too early will not permit the firebox to heat up, and the air will always be cool.) The air coming out of the stove will be monitored. When you feel cool air blowing out, let your instructors know, so they can turn the fan off. The woodstove is *off-limits* to students.

FIRE CONTROL

Only SOLO staff are authorized to light a fire or stoke the stove. This means that there will not be fires in the stove on the weekends and when courses are not being taught here on campus.

CEILING FANS

In the winter, ceiling fans should only be on when the stove is running hot. Heat from the stove will rise. Once the intense heating period is over, the ceiling fans will be turned off.

■ HEAT CONTROL/THERMOSTATS

The building thermostats are located in the downstairs classroom, and in the upstairs classroom and bathroom. They are set at 65, and should not be changed. Bathroom doors on the second floor should be kept closed. Staff and students should dress in layers rather than turn the heat up. The third floor or the second floor classroom are better for evening study, since these two areas will be warmer.

■ WINDOW COVERS/SINK DOORS

At the end of every day, window covers should be lowered. If daytime temps are in the teens or lower, the covers can remain all day. In really cold weather, the doors to the first floor sink should be left open. Never open windows!

■ MAINTENANCE/FACILITIES ISSUES

This is a rustic campus in a harsh climate: things can go wrong in and around our facilities despite the best efforts of our maintenance crew. If you see anything that needs immediate attention, please contact the office or any staff member as soon as you can.

■ TOAD HALL

Blankets: There are extra blankets or comforters available. Please let us know if you need another cover. Main Building blankets should not be taken down to Toad Hall, and Toad Hall blankets and comforters should not be brought to the Main Building.

Thermostats: room temps are set to 65 and thermostats are located in the hallways on each floor. They are locked—if there is a temperature problem, alert a staff member.

Windows: keep windows closed!

Steps: Always assume there's ice, and make sure the steps are sanded.

Carpets: Vibram-soled-type boots can track in copious amounts of sand. If the floor is really sandy, please re-vacuum.

■ INFECTIOUS DISEASE REMINDER

Frequent hand washing or sanitizing is essential to control the spread of disease. Trash should be emptied frequently.



Mission

SOLO's mission is to provide opportunities for the highest quality education in an open forum that promotes the exchange of information and ideas. Essential components of all SOLO programs, regardless of their specific focus, are the development of judgment and leadership skills and the promotion of community awareness with a focus on communication.

Educational Philosophy

SOLO believes students need to be physically and psychologically comfortable in order to learn. Adult and young learners have different needs; therefore, SOLO strongly emphasizes understanding their students and tailoring each program to the individual group of students. The SOLO environment is designed to be a comfortable and relaxed atmosphere to encourage group discussion, participatory learning, and exploration. SOLO always strives for excellence in education and currency in the latest techniques of pre-hospital care and wilderness practices. SOLO believes in students being able to problem-solve and reason, rather than memorize.

Wilderness Medical Program Philosophy

We offer our students a learning environment filled with "problem-solving" opportunities and "systems-thinking" in order to ensure a strong base on which to build. Our emphasis on anatomy and physiology provides SOLO students with the tools needed to address medical problems in remote and extended care environments. At SOLO, we believe that the art of medicine is equally as important as the science of medicine. The way the emergency medical provider interacts with patients, colleagues, secondary patients, and the medical community in general is as important to us as the technical medical assistance provided. As wilderness practitioners we believe that students must have a thorough understanding of how the environment affects the human animal. Not only must the student gain medical skills, but he or she must also develop the judgment to anticipate and prevent wilderness emergencies.



SOLO classes are decidedly hands-on. You'll spend a lot of time out there in the elements getting wet and muddy and cold and hot and thirsty and bug-bitten. You'll learn a lot, make lasting friendships, and have lots of fun—you might even get a chance to pretend to throw up while strapped into a litter.