





# LOST IN RISK MANAGEMENT

**TWO TOOLS TO  
HELP GUIDE YOUR  
RISK MANAGEMENT EFFORTS**



www.nols.edu/wrmmc | (800) 710-6657 X3

WILDERNESS RISK MANAGEMENT CONFERENCE

WRMC



OUTWARD  
BOUND  
SCA



# 10 STEPS = SHORTCUT

**FROM 70+  
RISK MANAGEMENT REVIEWS**

↓

**10 COMMON RECOMMENDATIONS**

↓

**(SORT OF)  
EASY SOLUTIONS**



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**10 STEPS TO BETTER  
RISK MANAGEMENT GUIDE &  
PRESENTATION**

**WRMC Website**

**(OR PROVIDE AN EMAIL)**



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**WELCOME REVIEWERS  
TO  
WILDERNESS (MIS)ADVENTURES!\***

**(\*THIS PROGRAM IS FICTIONAL AND ANY RESEMBLANCE TO ANY ACTUAL  
OUTDOOR PROGRAM IS PURELY COINCIDENTAL.)**

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## RISK MANAGEMENT REVIEW

### WHAT IS INVOLVED IN A MORE THOROUGH REVIEW?

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## POTENTIAL COMPONENTS

- Interviews
- Documentation review
- Vehicle inspection
- Equipment inspection
- Facility inspection
- Activity site inspection
- Field observations
- Incident report review
- Insurance coverage review
- Review of employee files
- Review of student files
- Website review
- Marketing material review
- “Secret shoppers”\*
- Crisis response scenario\*
- Equipment/facility testing\*

\* Uncommon components

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## CATEGORIES FOR REVIEW

- Participants
- Staff
- Safety management
- Program activities
- Crisis response
- Equipment
- Food
- Facilities
- Transportation
- Documentation
- Subcontractors
- Youth protection
- Hazards of Business/Liability



## ASSESS HAZARDS & BENCHMARK





High

↑

Severity

↑

Low

Low

→

Frequency

→

High

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## MANAGE RISK

High

↑

Severity

↑

Low

Minimize Risk Transfer Risk Eliminate Risk	Minimize Risk Eliminate Risk
Monitor Risk	Minimize Risk Eliminate Risk

Low

→

Frequency

→

High

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## REVIEW TIPS

- Define review process
- Identify review's scope
  - what is included
  - what isn't included
- Be prepared to address recommendations
  - ideally in a timely manner
- Have a written agreement/contract
- Ensure all parties are properly insured
- Picking reviewer or reviewers

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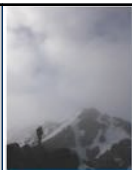

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 <b>LOST PARTICIPANT</b> 		<p>10 STEPS TO BETTER RISK MANAGEMENT 8</p> <h3>3. LOST PARTICIPANT*</h3> <p><b>Task: Implement procedures related to lost participants</b></p> <p>This step involves setting up procedures in three areas:</p> <ol style="list-style-type: none"><li>1. Preventing people from becoming separated from others</li><li>2. Training participants in what to do if they do become separated</li><li>3. Approaches to responding to a missing person</li></ol> <p><b>Note:</b> While this section refers to a single missing individual, it is always possible that multiple people will be separated from their group. The principles remain the same regardless of how many missing people are involved.</p> <p><b>Don't Get Separated From the Group</b></p> <p>Have a clear approach for training staff and participants on how not to get separated from others. Start by establishing the expectation that the group sticks together. There may be times where it is appropriate for small groups or even individuals to separate themselves from the group, but this is the exception to the rule.</p> <p>Participants should know to stay in visual or voice range of others in the group. When leaving the group is important, such as for "toilet" needs, participants should tell someone where they are going. You may even choose to use a "buddy system," wherein you pair up participants and ask the pair to keep track of one another.</p>  <p><b>If You Are Separated</b></p> <p>Participants should be trained to stay in place if they become separated from the group. The only exception is if there is a serious threat to their welfare, such as a forest fire, flood, aggressive animal, or the like. It is much easier to locate someone who is in a fixed position than a moving subject.</p> <p><b>Responding to a Missing Person</b></p> <p>Generally, the response to a missing person will begin with collection of some basic information and a hasty search of the area around where they were last seen. After this initial search, the appropriate response will vary with climate, participant population, terrain, activity, equipment carried by the missing individual, potential causes of separation from the group, and other factors. Having a predefined procedure for handling the response will greatly aid in decision-making if this situation ever arises.</p> <p>OUTDOORSAFETYINSTITUTE.COM • INFO@OUTDOORSAFETYINSTITUTE.COM</p>	
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10 STEPS TO BETTER RISK MANAGEMENT 9



**Whistles**  
Whistles are a great way to signal an emergency, and OSI recommends that everyone on outdoor programs carry one. We're fans of Fox 40-brand whistles, which are durable and louder than most other models. The [Fox 40 Micro](#) is a good option for wearing around the neck, while the [Fox 40 Classic](#) is a little louder but bulkier. Three blasts on a whistle is a well-recognized distress signal. Be sure to let participants know that blowing their whistle is akin to dialing 911!



**Resources**  
[OSI Draft Lost and Alone Procedures](#) (PDF)

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LOST PARTICIPANT

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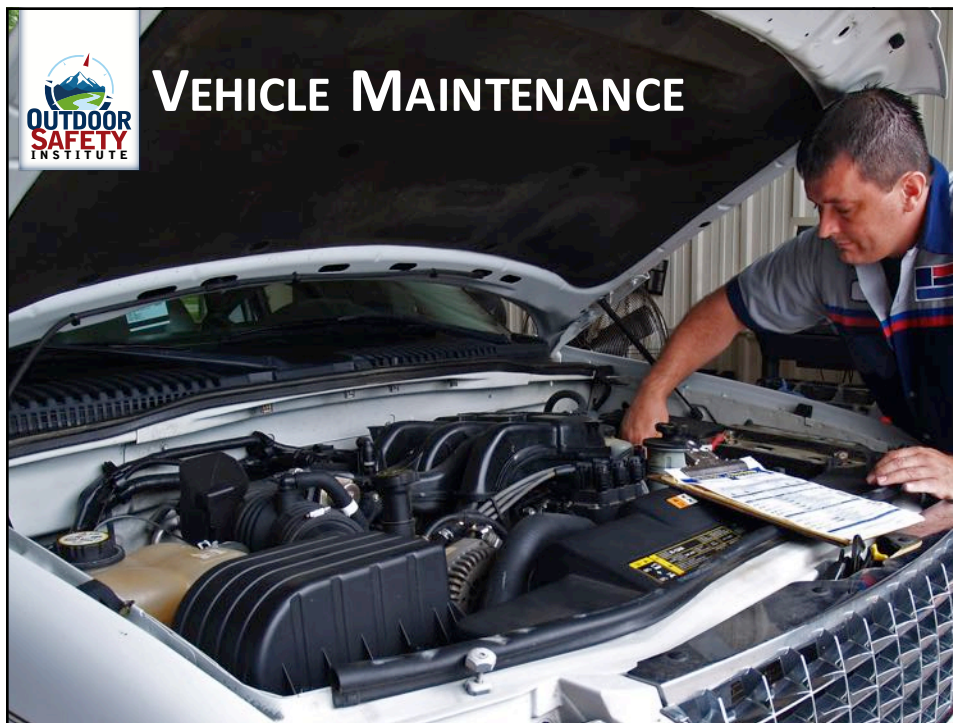
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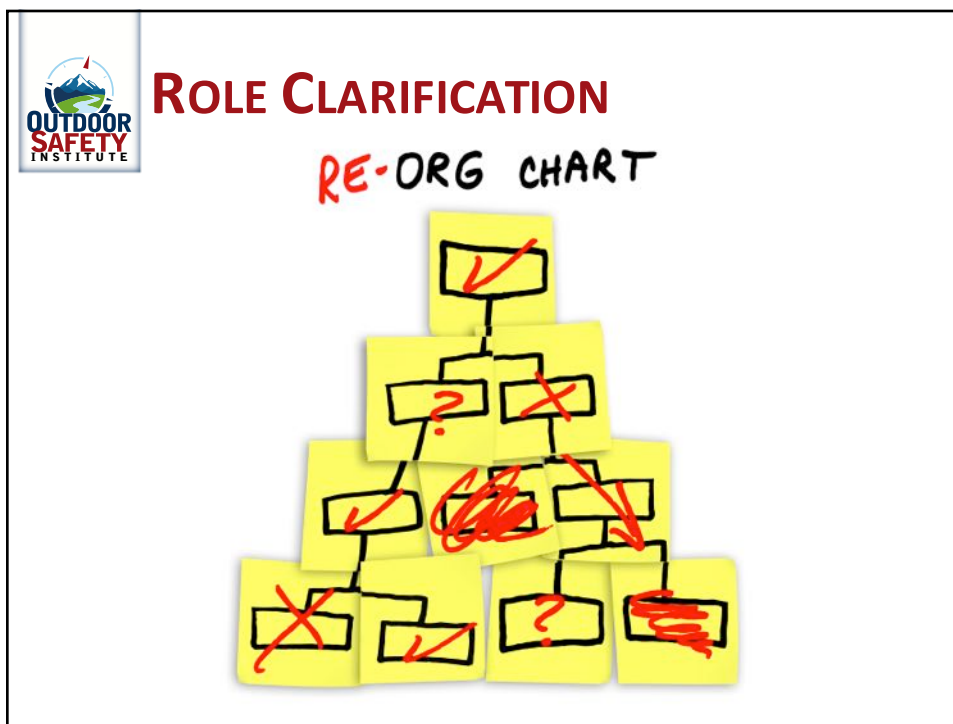
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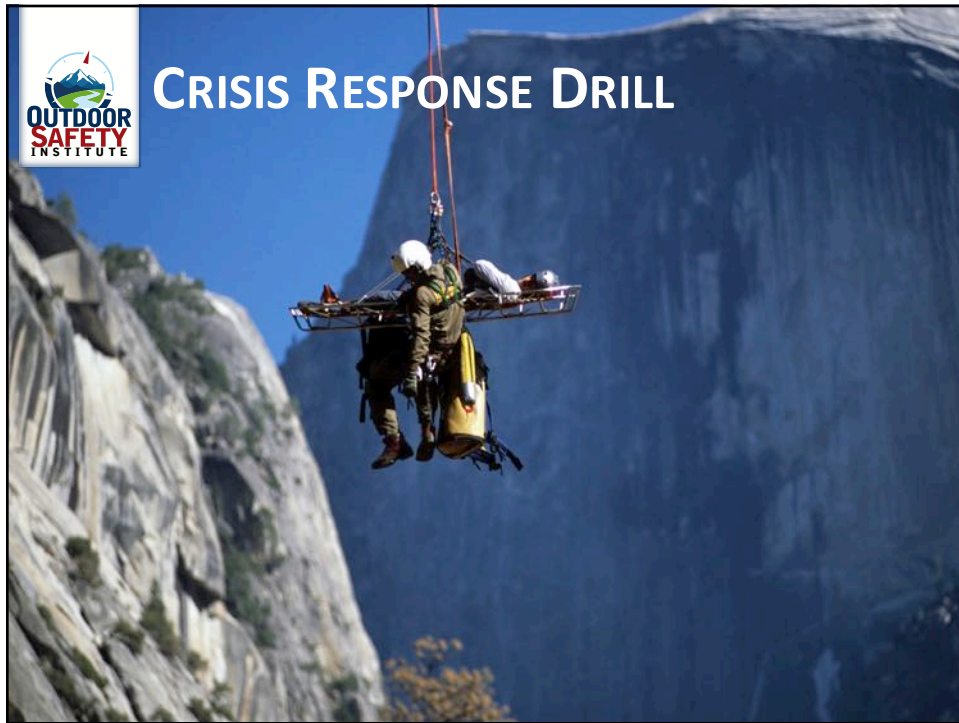
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## SUBCONTRACTORS

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## CRISIS RESPONSE DRILL

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## ENGAGE STAFF

[http:// Survey.](http://Survey)

*"I've been saying this for a long time..."*

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## UTILIZING THE 10 STEPS

1. Prioritize relevant steps
2. Establish a timeframe!
3. Utilize written guide & resources
4. Ask for help 
5. Don't stop—stay engaged in RM! (important stuff, but not comprehensive)



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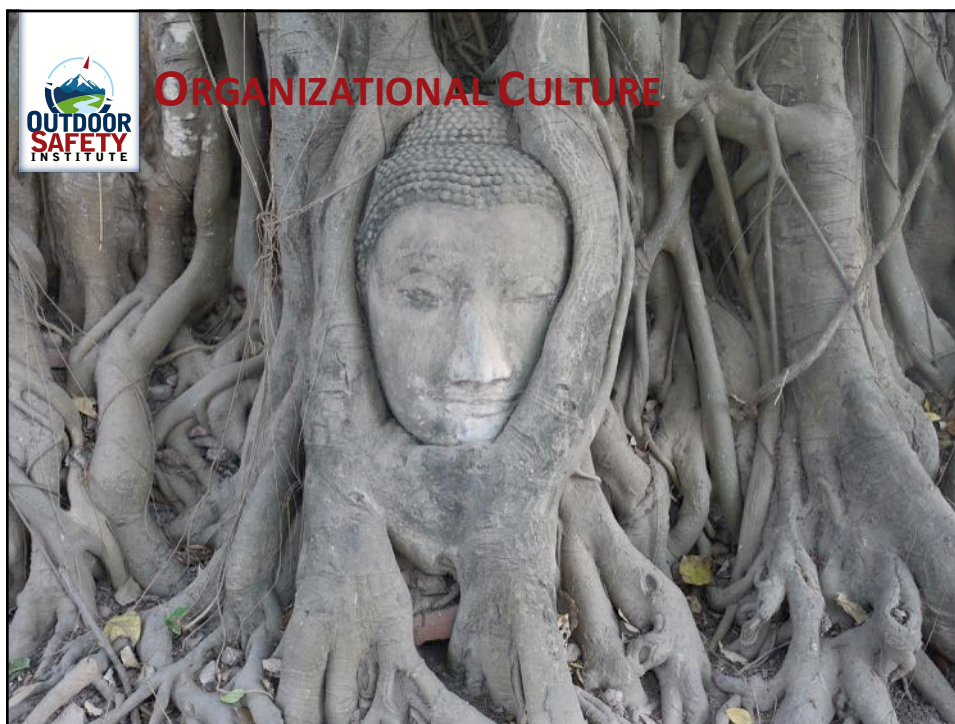
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## RISK MANAGEMENT RESOURCES


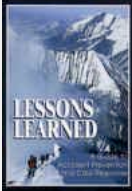
- Wilderness Risk Management Conference  
- WRMC Website
- [outdoored.com](http://outdoored.com)
- [outdoorsafetyinstitute.com](http://outdoorsafetyinstitute.com)
- OSI's Outdoor Safety Newsletter
- People you met at this conference

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## RISK MANAGEMENT RESOURCES



- *Managing Risk: Systems Planning for Outdoor Adventure Programs (Heska & Jackson)*
- *Lessons Learned 1 & 2 (Ajango)*
- *NOLS Risk Management for Outdoor Leaders (Leemon & Schimelphenig)*
- *Risk Management in Outdoor & Adventure Programs (Attarian)*

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## ACTION STEPS

1. Identify up to 10 steps your program can take to improve risk management fundamentals.
2. Establish a plan including human resources and a timeframe for addressing the risk management steps relevant to your program.
3. Evaluate the next steps for your program's risk management efforts such as forming a risk management team, conducting an internal or external risk management review, or enhancing leader training.

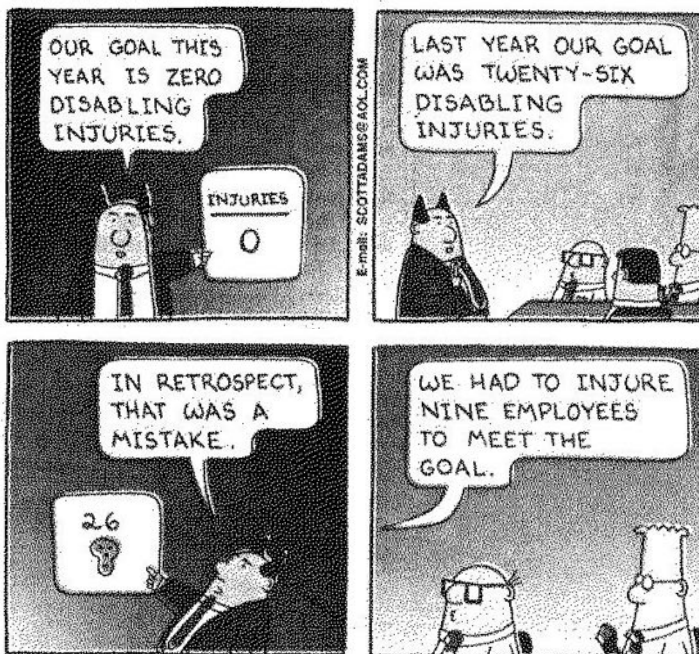
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