

Managing Risk with Volunteer Leaders

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Program Types? Volunteers or Staff?

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Who We Are

Agenda

- Introductions
- Organizational Risk Tolerance
- Volunteer Engagement and Management
- Training
- Supporting Volunteers
- Questions
- Resources

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Risk Management

- Evolving standards
 - Wilderness Risk Management Conference
 - Volunteer standards?
- Volunteer led programs require creative solutions

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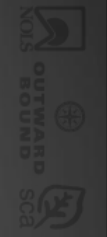
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Organizational Risk Tolerance

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Sierra Club

Leader Standards Development

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Organizational Culture

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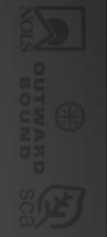


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Always Engage Volunteers (or volunteer representatives)

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Volunteer Roles?

Staff Roles?

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Volunteer Roles

“Volunteer”

Trip Leader

Program Manager (Chairperson)

Committees

(governance vs. management)

Board of Directors

Varied Management Structures

College/
University

Club

Non-Profit

Scouts

Position Descriptions “Hiring” Standards Training Feedback

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Standard Approach to Problems with Volunteers

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Participant Evaluations

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Observation of Volunteers (if feasible)

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Engaging Risk Management Review Process

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Do you know every one of
your volunteers?

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Sierra Club Outings

Volunteers by the numbers

National Outings

- 350 trips
- 4000 participants
- 500 volunteers

Inner City Outings

- 1000 trips
- 14,000 participants
- 1,000+ volunteers

Local Outings

- 15,000 trips
- 250,000 participants
- 6,000 volunteers

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TRAINING
is the single most effective
way to disseminate risk
management practices and
strategies to create a culture
of safety.

Training

- Face to Face
- Tools/Resources
 - Web resources
 - Print material
 - Video

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Training Group Therapy

Tell your new friends how you train
(or disseminate information)
volunteers how to work with minors.

OR

Tell your new friends how you train
your volunteers (and your
organization) to respond to critical
incidents.

What hasn't been addressed?

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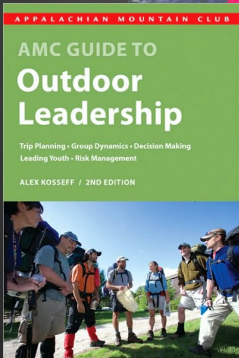
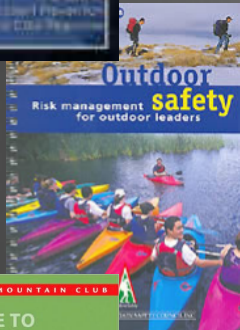
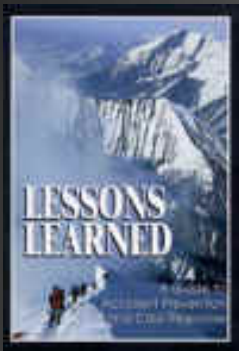
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Resources



- *Manual of Accreditation Standards for Adventure Programs (AEE)*
- *Outdoor Safety: Risk Management for Outdoor Leaders (NZ Mt Safety Council)*
- *AMC Guide to Outdoor Leadership (Kosseff)*
- *Lessons Learned 1 & 2 (Ajango)*
- *Risk Management in Outdoor & Adventure Programs (Attarian)*
- *The Checklist Manifesto (Gawande)*
- outdoored.com
- outdoorsafetyinstitute.com

Action Items

- 1) Discuss potential changes in risk management practices with field leaders to obtain valuable input, increase buy-in, and promote universal implementation.
- 2) Brainstorm creative leader training approaches and implement at least 2 new ideas that could improve on the status quo.
- 3) Learn the training and safety approaches at a peer organization and implement 1-2 of their best ideas in your program.