



WRMC 2007

CONFERENCE AGENDA

**WILDERNESS RISK MANAGEMENT CONFERENCE
BANFF, CANADA | OCTOBER 24-26**



CONFERENCE SCHEDULE

Monday, October 22, 2007				
7:00am-8:00am	Pre-conference Registration <i>Max Bell Central Foyer</i>			
8:00am-5:00pm <i>Preconference Workshop</i>	<u>NOLS Risk Management Training</u> Liz Tuohy (USA) and Drew Leemon (USA)			
	<i>Max Bell Room 252</i>			
10:00am-10:30am	Break <i>Max Bell Central Foyer</i>			
12:00pm-1:15pm	Lunch <i>Vistas Dining Room</i>			
3:00pm-3:30pm	Break <i>Max Bell Central Foyer</i>			
5:30pm-7:30pm	Dinner <i>Vistas Dining Room</i>			
Tuesday, October 23, 2007				
7:00am-8:00am	Pre-conference Registration <i>Max Bell Central Foyer</i>			
7:00am-8:00am	Breakfast <i>Vistas Dining Room</i>			
8:00am-5:00pm <i>Preconference Workshops</i>	<u>Risk Management Assessment and Analysis</u> Preston Cline (USA)	<u>NOLS Risk Management Training</u> Liz Tuohy (USA) and Drew Leemon (USA)	<u>Outward Bound's Instructor Judgement Training</u> Jim Garrett (USA) and Bob Box (USA)	
	<i>Max Bell Room 251</i>	<i>Max Bell Room 252</i>	<i>Max Bell Room 253</i>	
10:00am-10:30am	Break <i>Max Bell Central Foyer</i>			
12:00pm-1:15pm	Lunch <i>Vistas Dining Room</i>			
3:00pm-3:30pm	Break <i>Max Bell Foyer</i>			
5:30pm-7:30pm	Dinner <i>Vistas Dining Room</i>			
5:30pm-6:00pm	Exhibitor Setup <i>Max Bell Foyer and Lounge</i>			
6:30pm-8:00pm	Early Registration <i>Max Bell Central Foyer</i>			

Wednesday, October 24, 2007				
7:00am-8:00am	Breakfast <i>Vistas Dining Room</i>			
7:00am-9:00am	Registration <i>Max Bell Central Foyer</i>			
8:00am-12:00pm	Wilderness Risk Managers Committee Meeting and Coffee <i>Max Bell Room 150</i>			
8:00am-12:00pm <i>Preconference Workshops</i>	<u>Emerging Legal Issues</u> Reb Gregg (USA) and Catherine Hansen- Stamp (USA)	<u>Using Case Studies to Manage Risks</u> Deb Ajango (USA)	<u>Managing Risk with Volunteer Leaders: A Discussion Forum and Training</u> Alex Kosseff (USA)	
	<i>Max Bell Room 251</i>	<i>Max Bell Room 252</i>	<i>Max Bell Room 253</i>	
12:00pm-1:15pm	Conference Start: Lunch and Speaker Reception <i>Transcanada Pipelines Foyer 40</i>			
2:00pm-3:00pm	Opening Speaker-Ross Cloutier <i>Max Bell Auditorium</i>			
3:00pm-3:30pm	Break and Exhibitor Showcase <i>Max Bell Foyer and Lounge</i>			
3:30pm-5:00pm	<u>Legal Issues After an Incident</u> Frances Mock (USA)	<u>Managing your Organization's Driving Risk</u> Kurt Merrill (USA)	<u>The New Media Changes Everything- Can You Manage?</u> Bruce Palmer (USA)	<u>The Challenges and Opportunities of Running Outdoor Educational programs in High School</u> Angus Murray (CANADA) and Sarah Wiley (CANADA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Private Function 3/4/5</i>	<i>Private Function 6</i>
5:00pm-6:00pm	Reception - Theme "The Experts Are in the Room" <i>Max Bell Foyer and Lounge</i>			
5:30pm-7:30pm	Dinner <i>Vistas Dining Room</i>			
7:30pm-9:30pm	Adventure Films by Adventure Filmmakers <i>Max Bell Auditorium</i>			

Exhibitor tables are open all day Wednesday–Friday in the Max Bell Foyer and Lounge.
 Bookshop/Help Desk is open Wednesday, 10am–5pm, and Thursday/Friday, 8am–5pm, in the Max Bell Central Foyer.

Thursday, October 25, 2007				
7:00am-8:15am	Breakfast <i>Vistas Dining Room</i>			
8:30am-10:00am	<u>Fundamental Legal Issues</u> Reb Gregg (USA)	<u>Crisis Management</u> Drew Leemon (USA)	<u>Small Program Risk Management</u> Christopher Barnes (USA)	<u>Pushing upwards and outwards: Strategies for Risk Managers for programs operating within large institutions</u> Dave Baines (CANADA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Private Function 3/4/5</i>	<i>Private Function 6</i>
10:00am-10:30am	Break and Exhibitor Showcase <i>Max Bell Foyer and Lounge</i>			
10:30am-12:00pm	<u>The Use of Technology in Outings Training and Leader Support</u> Sascha Paris (USA)	<u>Independent Travel - Preparing, Assessing and Supervising Participants</u> Jed Williamson (USA)	<u>Developing Sstems to Deliver Outdoor Activities with Increasing Legislation and Media Pressure - A Case Sudy from the UK</u> Rob Lucas (UK)	<u>Start to Finish: Camper & Staff Prevention, Claims Administration & Control of Losses</u> Rick Braschler (USA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Private Function 3/4/5</i>	<i>Private Function 6</i>
12:00pm-1:15pm	Lunch <i>Vistas Dining Room</i>			
1:30pm-3:00pm	<u>Training Your Staff to be Risk Managers</u> Liz Tuohy (USA)	<u>Is Your Program Safe Enough? Balancing the "Good Stuff" against the "Bad Stuff with the Risk Assessment & Safety Management (RASM) Model</u> Rick Curtis (USA)	<u>Updates in Wilderness Medicine</u> Dave Johnson, M.D. and Mike Webster	<u>Standard of Care for Custodial Groups: Emerging Issues</u> Scott McLarty (CANADA), Grant Statham and Jon Heshka (CANADA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Private Function 3/4/5</i>	<i>Private Function 6</i>
3:00pm-3:30pm	Break and Exhibitor Showcase <i>Max Bell Foyer and Lounge</i>			
3:30pm-5:00pm	<u>Communicating Risk to Your Stakeholders</u> Clare Dallat (AUSTRALIA)	<u>After the Fall: Surviving a Fatality and Lawsuit</u> Kirk Shimeall (USA) and Reb Gregg (USA)	<u>The Psychology and Sociology of Judgment for Outdoor Leaders</u> Kent Clement (USA)	<u>OSHA Awareness</u> Bill Murphy (USA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Private Funtion 3/4/5</i>	<i>Private Function 6</i>
5:30pm-7:30pm	Dinner <i>Vistas Dining Room</i>			
7:00pm-8:00pm	Reception – Canadian Social – Sponsored by Outward Bound Canada <i>Max Bell Foyer and Lounge</i>			

Friday, October 26, 2007				
7:00am-8:15am	Breakfast <i>Vistas Dining Room</i>			
8:30am-10:00am	<u>Private Public Partnerships: Working with Contractors and Partners: Stories from the Trenches</u> - Panel - Jeff Jackson (CANADA)	<u>Using Risk Management Concepts in Outdoor Programming</u> Tod Schimelpfenig (USA) and Christopher Barnes (USA)	<u>How Accidents Happen</u> Jed Williamson	<u>Post Critical Incident Response</u> Jay Satz (USA) and Laura Herrin (USA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Laszlo Funtek 222</i>	<i>Laszlo Funtek 224</i>
10:00am-10:30am	Break and Exhibitor Showcase			
10:30am-12:00pm	<u>Utilizing the Perception of Risk to Enhance Incident Prevention Strategies</u> Colin Powell (UK)	<u>Now What?! Five Risk Management Solutions You Can Implement Immediately</u> Preston Cline (USA) and Dave Baines (CANADA)	<u>Lessons Learned from Charter High School Tragedy</u> Seth Schwartz (USA)	<u>Post Critical Incident Response (Continued)</u> Jay Satz (USA) and Laura Herrin (USA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Laszlo Funtek 222</i>	<i>Laszlo Funtek 224</i>
12:00pm-1:15pm	Lunch <i>Vistas Dining Room</i>			
1:30pm-3:00pm	<u>Use of Participant Agreements: Releases, Acknowledgment of Risks and Related Issues</u> Cathy Hansen-Stamp (USA)	<u>Working with Minors I</u> Doug Caum (USA), Jessie Barrie and Reb Gregg (USA)	<u>Parent Phone Call Lab</u> Liz Tuohy (USA)	<u>Scenario Planning and the Emergency Response</u> Rob Chatfield (USA), Jimmy Madeja (USA), Michael Lindsey (USA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Laszlo Funtek 222</i>	<i>Laszlo Funtek 224</i>
3:00pm-3:30pm	Break and Exhibitor Showcase <i>Max Bell Foyer and Lounge</i>			
3:30pm-5:00pm	<u>Legal Lab</u> Reb Gregg, Cathy Hansen-Stamp, Seth Schwartz and Wilma Gray	<u>Working with Minors II</u> Doug Caum (USA), Jessie Barrie and Reb Gregg (USA)	<u>Parent Phone Call Lab</u>	<u>Scenario Planning and the Emergency Response</u> Rob Chatfield (USA), Jimmy Madeja (USA), Michael Lindsey (USA)
	<i>Max Bell Room 252</i>	<i>Max Bell Auditorium</i>	<i>Laszlo Funtek 222</i>	<i>Laszlo Funtek 224</i>
5:30pm-7:30pm	Dinner <i>Vistas Dining Room</i>			
8:00pm-9:00pm	Keynote Speaker David Uberuaga, Mt. Rainier National Park <i>Max Bell Auditorium</i>			

2007 WILDERNESS RISK MANAGEMENT CONFERENCE

PRE-CONFERENCE WORKSHOPS

MONDAY, OCTOBER 22, 2007

NOLS Risk Management Training: Part 1 | *Liz Tuohy and Drew Leemon*

Whether your program is small or large, wilderness based or study abroad, you have a responsibility to your staff and participants to invest in risk management planning. Building a comprehensive risk management plan can feel daunting. This seminar will provide a structured approach and the tools to build a risk management plan appropriate for your organization. We'll share our experiences managing risk in wilderness environments around the world. At NOLS we've had forty years to learn the risk management lessons that you may just be starting to face. Let us share our experience with you.

TUESDAY, OCTOBER 23, 2007

NOLS Risk Management Training: Part 2 | *Liz Tuohy and Drew Leemon*

The second half of Monday's risk management training as described above.

Risk Management Assessment and Analysis | *Preston Cline*

Using the Adventure Management Systems Workbook, this program will provide you with a clear picture of the risk management systems within your organization as well as strategies to improve those systems.

When Judgment is Crucial: Outward Bound's Instructor Judgment Training | *Jim Garrett and Bob Box*

Designed to increase expedition leaders' judgment and decision-making skills, this workshop utilizes Harvard Business School's case study discussion method for an in-depth group analysis of actual incident and accident cases. This hands-on "training-the-trainers" workshop will present how-to strategies, plus opportunities for actual practice in leading case study discussions.

WEDNESDAY, OCTOBER 24, 2007

Using Case Studies as a Risk Management Teaching Methodology | *Deb Ajango*

This presentation will use an in-depth case study (developed through incident reports, news accounts, and interviews) to help participants understand how case studies can be used to improve risk management planning and safety education. Through small group discussions, assignments, and guided review, the case studies will also help audience members recognize and apply how/where to find useful case studies, how to present case studies in a non-judgmental manner, four different methods for presenting case studies, how to modify guided case study reviews so that participants can apply the learning

Emerging Legal Issues for Outdoor Adventure Programs | *Reb Gregg and Cathy Hansen-Stamp*

This interactive session is designed for administrators and attorneys who understand basic legal concepts and want a deeper look at significant new developments in the legal liability area.

Managing Risk with Volunteer Leaders: A Discussion Forum and Training | *Alex Kosseff*

Managing risk with volunteer leaders presents unique challenges. Many professional organizations have significantly improved their risk management, facilitated in part by the Wilderness Risk Management Conference. Organizations with volunteer leaders can learn from professional risk management; however, the practices frequently need to be adapted to work well with volunteers. The training portion of this workshop will provide a framework for thinking about this topic along with some proven solutions. Structured discussions will offer an opportunity to address volunteer culture, standards, and creative risk management solutions. In addition to providing a learning opportunity, this session is intended to catalyze ongoing dialogue on this subject.

CONFERENCE PRESENTATIONS

WEDNESDAY, OCTOBER 24, 2007

The Challenges and Opportunities of Running Outdoor Educational Programs in High School

Angus Murray and Sarah Wiley

This presentation will explore some of the challenges of running high school outdoor education programs and will suggest strategies for dealing with these challenges so as to be able to provide age and population specific/appropriate programs. Challenges to be explored include staffing, school structure, training, risk management, professional development and issues dealing with school culture. The presenters, both experienced outdoor educators who have been working with high school populations for the last 20 years, will share their experiences and strategies through an interactive presentation and discussion format. Participants should expect to leave this presentation with tips and tricks for making high school outdoor education work.

The New Media Changes Everything: Can You Manage? | *Bruce Palmer*

24/7 news channels, blogs, social networking sites, camera phones—the crisis communication landscape has changed dramatically. This session will introduce you to the tools available to monitor what is being said about your organization and provide insights about how to navigate in this new world. This session will include case studies, crisis communications planning and common sense.

Legal Issues After an Incident | *Frances Mock*

Responding to a serious incident requires focused attention to the injured, other students and staff, but what are the legal issues that should be considered? What evidence do I need to collect and how do I do that? What information is available to someone who sues me? What do I need to think about when communicating to the family, my staff, the media, and land managers? This presentation addresses those issues, how to deal with a criminal investigation, and what to expect if a lawsuit is filed.

Managing Your Organization's Driving Risk

Kurt Merrill

Driving motor vehicles is one of the highest risk areas for companies, yet it is often the area most overlooked in terms of the development of risk allocation strategies, supervision, education, and training. The workshop will cover the key points to consider when developing a comprehensive ground transportation management plan including: defining vehicle use relationships (e.g., personally owned, company owned, leased, rented, borrowed), selecting appropriate vehicles, vehicle administration, vehicle maintenance and inspections, vehicle operating procedures and standards, driver screening and selection, training, and vehicle accident reporting and review process.

THURSDAY, OCTOBER 25, 2007

Pushing Upwards and Outwards: Strategies for Risk Managers for Programs Operating Within Large Institutions | *Dave Baines*

Programs operating within large institutions pose a special challenge for Risk Managers. Risk awareness and management techniques within their program may far exceed the risk management culture within the institution as a whole. More often than not, funding, energy, and emotion can be tied up by struggles with institutional administrators. In this situation, Risk Managers must meet the needs of their programs while pushing upwards and outwards to affect the culture of the entire institution. Three years ago, Dave Baines joined a team that started, from scratch, weaving Risk Management into the operational culture of a small corner of a huge organization. This workshop will be based on the snags and successes faced by this team. It will present a number of strategies that can be used to gain credibility with institutional administrators, to find support for Risk Management initiatives, and to spread Risk Management

philosophy into the institutional culture. Risk Managers from University Outdoor Programs, High School Outdoor Programs, and other's dealing with a large parent organization will leave this workshop with tangible strategies that they can use to improve their delivery of risk management within the constraints of their institution or even to alter some of the constraints.

Small Program Risk Management | *Christopher Barnes*

Wilderness risk management in the smaller program setting offers up a special set of opportunities and challenges. For this session, an initial overview will be followed by a group discussion of specific strategies that have proved useful to other smaller programs.

Crisis Management | *Drew Leemon*

Participants will learn concepts of developing a crisis management plan based on NOLS' protocol and experience that can be adapted to fit the specific needs of any program. A case study will generate discussion and the

exchange of ideas through the illustration of the complexity of crisis management and how strong organizational structure can provide an effective response.

Fundamental Legal Issues | *Reb Gregg*

Using current court opinions and group discussion, we will explore the duty of care owed to our clients and students (minors and adults) and circumstances that might enlarge or reduce that duty; the elements of a negligence claim; defenses to claims of negligence, including the assumption of risks, inherency of certain of risks, immunities from suit, and releases and indemnity agreements; and the anatomy of a lawsuit.

Developing Systems to Deliver Outdoor Activities With Increasing Legislation and Media Pressure: A Case Study | *Rob Lucas*

How legislation and media has impacted on how outdoor education is delivered in the UK with special reference to the Field Studies Council experience. The session will include mechanisms that FSC and others have developed and implemented to cope with and respond to this major threat to activities outdoors.

Independent Travel: Preparing, Assessing and Supervising Participants | *Jed Williamson*

In helping participants move from dependence to independence, wilderness programs teach a progression of skills that should result in the potential for engaging in unaccompanied backcountry travel. Members of this panel will provide a brief overview of their perspectives on the value of independent travel, the kinds of skills and strategies needed to reach this goal, forms of supervision and emergency protocols, and methods of evaluating participant readiness. Then we will use small group work to discuss Take Home Action Steps to 1) develop a system for analyzing when participants are ready and capable of traveling unsupervised, 2) develop a set of protocols strategies for preparing participants for independent travel and 3) develop communication and emergency strategies for unsupervised activities.

Start to Finish: Participant Accident Prevention, Claims Administration, and Investigation | *Rick Braschler*

Come and learn some useful practices that will enable your organization to minimize or prevent future accidents, more effectively manage the claims that do occur, and develop a systematic investigative process to equip your medical, legal and accident mitigation processes.

The Use of Technology in Outings Training and Leader Support | *Sascha Paris*

The Sierra Club has thousands of leaders across the country, which makes centralized face-to-face staff trainings unrealis-

tic or impossible. This session will demonstrate several technological approaches that the Sierra Club developed and is using to disseminate basic information and teach basic trainings. These include an extensive password-protected website, web-based training, and virtual private network training.

Standard of Care for Custodial Groups: Emerging Issues | *Scott McLarty, Grant Statham and Jon Heshka*

This session will examine the importance of instructor competence in relation to the legal standard of care for custodial groups. Building on a brief history of the standard, the intricate balance on the reliance of instructor judgment versus a deluge of prescriptive policies and procedures will be explored.

Updates in Wilderness Medicine | *Dave Johnson, M.D. and Mike Webster*

This session will endeavor to make some practical sense out of the medicine that many of us are called upon to deliver in unconventional settings, far from organized help. Two major foci will be 1) looking at new and old technologies and procedures that can have an impact on wilderness medical care and 2) revisit some common problems that pose difficult management dilemmas in the field. The presenters are uniquely qualified to discuss a wide range of topics. They bring years of experience as backcountry travelers and patient caregivers. As a team, they will also be able to address issues unique to Canada and the United States. Please come prepared to challenge them with the questions whose answers have eluded you for years.

Is Your Program Safe Enough? Balancing the “Good Stuff” Against the “Bad Stuff” with the Risk Assessment & Safety Management (RASM) Model

Rick Curtis

This workshop will present the Risk Assessment & Safety Management (RASM) model for understanding underlying causes accident, the principle of Dynamic Risk Condition Levels, how to introduce positive factors into the risk equation, and how programs need to change operating procedures ‘on the fly’ as thresholds change.

Training Your Staff to be Risk Managers | *Liz Tuohy*

Learn how to use the limited amount of time you have for staff training to maximize your staff’s alignment with organizational values and make them competent field-based risk managers. Learn how to build risk management knowledge specific to your program. We will address the needs of small and large programs.

Communicating Risk to Your Stakeholders: What Language Are You Speaking? | *Clare Dallat*

Have you or your organization critically analyzed your risk communication processes? Can your clients really

make an informed decision about their participation? Are you able to honestly communicate with your administration, or staff, the risks involved with the experiences that you offer? Do you actively involve them in these processes, including their perceptions and understandings of risk? We will explore these concepts through evaluating the risk communication literature, coronial findings, application of practical strategies, and audience active participation in analyzing different organizational risk communication processes.

The Psychology and Sociology of Judgment for Outdoor Leaders | *Kent Clement*

This presentation will look at judgment from the cognitive psychology, sociology and practical perspectives. Some of the worst cases of bad judgment in history such as the Everest tragedy can be traced to “cognitive traps” and “groupthink.” You will be able to test your judgment with a self-graded test and some pointers will be given to help minimize their effects for outdoor leaders.

After the Fall: Surviving a Fatality and Lawsuit

Kirk Shimeall and Reb Gregg

This presentation will explore the ramifications—personal, programmatic, professional, and legal—of a fatality and the subsequent lawsuit on a small program. We will examine the events from a number of aspects: the risk management lessons from the incident itself, the personal and programmatic effects of the fatality on the field and management staff, and the legal Machiavellian twists and turns of the lawsuit.

OSHA Awareness | *Bill Murphy*

OSHA has been expanding their span of authority for the last several years. This expansion has included recreational services businesses, which includes many of the WRMC attendees. The major purpose of the session is to make attendees aware of this expansion and the increased inspections and fines. It is hoped that by being aware of OSHA's concerns the attendees will be better equipped to address the issues and minimize their exposure to fines.

FRIDAY, OCTOBER 26, 2007

Private Public Partnerships: Working with Contractors and Partners, Stories from the Trenches (Panel) | *Jeff Jackson*

Public Private Partnerships (P3) and using subcontractors to deliver technical expertise is becoming commonplace in adventure programming. Indicators point that these arrangements will see more use in the future. This panel will explore the variety of P3 relationships that work and don't work in the adventure industry, with each presenter offering lessons from the trenches. Participants will gain an understanding of the P3 relationship, contractual implications, and tools to manage such arrangements.

Post Critical Incident Response | *Jay Satz and Laura Herrin*

Your organization has done every thing it can to prevent the incident, but it was not enough. Your management of the incident in the field has just concluded. This workshop considers the key steps that follow: How do you keep the rest of the organization running while much of the staff is emotionally impacted by the event and/or involved in post-incident management? Who does the incident review? When and how do you mount an external review? How are communications managed within the organization (board/staff/counsel/insurer) and with an injured or ill client or, even more difficult, with an aggrieved family? Jay Satz and Laura Herrin will address these issues and others you might raise regarding how organizations manage and survive the aftermath of a critical incident.

How Accidents Happen | *Jed Williamson*

Accidents happen in outdoor pursuits and will continue to do so because risk is always involved. Learning how to pre-

vent life-threatening or disabling injuries is a skill we all seek to hone. Through this workshop, participants will learn how to use a prevention matrix to examine case studies and to design staff training that will help reduce field incidents.

Using Risk Management Concepts in Outdoor Programming | *Tod Schimelpfenig and Christopher Barnes*

This presentation will weave together how risk management theories and concepts can be applied in concrete ways in actual programming for wilderness programs. The presentation will follow the format of a brief introduction of a risk management concept, followed by examples of how the concept is utilized, and include time for participants to discuss each example in a small group setting and leave the presentation with examples to apply to your program.

Utilizing the Perception of Risk to Enhance Incident Prevention Strategies | *Colin Powell*

This paper aims to disseminate the findings of a study into observed practices and perceptions of the likelihood, nature and cause of injuries whilst kayaking in the sea environment. It is concluded that whilst there may be relevance to generic approaches to incident prevention, there is also a need for targeted strategies that reflect the demands of specific activities

Now What?! Five Risk Management Solutions You Can Implement Immediately | *Preston Cline and Dave Baines*

Where should I start? How should I prioritize what I should work on? What can I implement immediately to maintain the momentum from the WRMC? These are a

few of the comments that we have heard from participants over the years as they leave the conference. This workshop is designed to help participants identify five things they can do as soon as they get back to their program.

Lessons Learned from the Charter High School Tragedy | *Seth Schwartz*

In March 2003, two students of charter high school died on the last night of The Challenge Class' Wilderness Expedition—the 24-hour solo portion of the trip. Following the death of the students, the school's charter was revoked, effectively ending a wilderness program that had been in existence for over 25 years, having trained hundreds and hundreds of students and changed many lives. This talk will focus on lessons learned and factors which may have caused or contributed to the students' deaths. We will discuss general issues with specific examples. The presentations will be by the attorney that represented the school in the lawsuit that followed the students' deaths. The president of the Board of Trustees of the school will also be present to discuss his point of view.

Scenario Planning and the Emergency Response

Rob Chatfield, Jimmy Madeja, and Michael Lindsey

This three-hour session outlines various techniques for modeling the organizational response to emergencies—e.g., serious injuries, fatalities, and other unpredictable events—using scenarios that incorporate an anticipated or supposed sequence of events. The use of emergency scenario planning is a powerful tool to develop proactive organizational tactics, strategies and habits aimed at being better prepared for an unpredictable future. The session will be interactive with opportunities for audience involvement in a staged scenario.

Parent Phone Call Lab | *Liz Tuohy, Kirk Shimeall, Christopher Barnes, Tod Schimelpfenig, Dave Glenn, Brendan Madden, Mark Vermeal, and Lewis Glenn*

Put your conflict communication skills to the test in this interactive Parent Phone Call Lab. After a 20-minute introduction, you will break into groups and spend the next 2.5 hours prepping for and practicing challenging

phone call scenarios. You will round your phone skills by serving in roles of caller, coach, and observer. After each call, the “parent,” an experienced program administrator, will offer you feedback to help you develop your skills.

Use of Participant Agreements: Releases, Acknowledgment of Risks, and Related Issues

Cathy Hansen-Stamp

In this interactive session, Cindy will discuss legal and practical issues associated with use of written participant agreements with student/guests. She will highlight the value in using these documents as risk management tools, and will key in on current case law to discuss how courts view these written documents in the adventure and recreational setting. Significant issues include dealing with minors, release, indemnity and assumption of risks.

Legal Lab | *Reb Gregg, Cathy Hansen-Stamp, Seth Schwartz and Wilma Gray*

Please join us for the legal lab workshop, directly following the presentation on Use of Participant Agreements: Releases, Acknowledgment of Risks, and Related Issues for a unique opportunity to address your participant agreement concerns individually with an attorney. Several attorneys will be available to address your concerns and give you some general and targeted feedback to take back to your legal counsel. Remember to bring your program's current participant agreement with you, and be ready to obtain some valuable insight!

Working with Minors I | *Doug Caum, Jessie Barrie, and Reb Gregg*

Working with Minors I will focus on program philosophy (value of risk and age appropriate activities and risk) and pre-program considerations (marketing materials, admissions and screening process, forms and documentation).

Working with Minors II | *Doug Caum, Jessie Barrie, and Reb Gregg*

Working with Minors II will focus on program operations (student supervision, staff, technology) and legal issues (assumption of risk, duty of care, protection from claims).

2007 WILDERNESS RISK MANAGEMENT CONFERENCE

SPEAKER BIOGRAPHIES

Deb Ajango is self-employed as a safety education instructor and consultant. Deb has an extensive background working as a practitioner and administrator in the profession, has more than 2000 field days of experience, and has provided risk management consultation and program reviews throughout the United States.

Dave Baines provides operational safety solutions to environmental scientists working in a broad range of environments and field conditions. Though his role supports the efforts of a small group of scientists, he has been successful in spreading the risk management message into the larger parent organization that doesn't always realize what the scientists are up to or what Dave does to support them. He has a broad background, including 12 years as a volunteer with Scouts Canada, a 7-year career as a commercial rafting guide, and over 10 years working in the outdoors in a variety of scientific/industrial roles. Dave acts as a trainer and mentor for improving the effectiveness of AMEC field crews, and has been instrumental in the development of AMEC's integrated approach to project based safety and operational support.

Christopher Barnes is the co-founder and executive director of the High Mountain Institute (HMI) in Leadville, Colorado. HMI's defining program is the Rocky Mountain Semester, a semester-long academic and wilderness program for high school juniors. HMI also offers leadership development, wilderness medicine, avalanche, and other custom courses.

Jess Barrie is the chair of the Experiential Education Department at Albuquerque Academy, an independent school for grades 6-12 in Albuquerque, New Mexico. Jess holds her PhD in educational leadership and organizations from the University of California, Santa Barbara. Her research focused on the affects of adventure education on adolescent girls' inner motivational resources. Jess also works as the crisis management coordinator at Albuquerque Academy and is a member of the board of directors for the Association for Experiential Education.

Rick Braschler has served as full time director of risk management with Kanakuk Kamps, Inc.; one of the nation's largest independently owned Christian Youth Sports camps in the nation. As the director of risk management, Rick is responsible for managing the following processes: insurance coverage selection for both non-profit

and for-profit entities; builder's risk processes; worker's compensation management, both fully insured and self-funded; OSHA compliance, reporting and training; contract, release and waiver oversight; employee benefits selection and administration; sub-contractor approval; on-site property inspections and injury investigations; federal, state & county compliance; unemployment insurance management; water testing; employment background screening; industry-specific compliance regulations; general property & claims management; and more.

Bob Box started working for Outward Bound in 1973 as chief climbing instructor at NCOBS. Since then he has studied and guided instructor judgment in some capacity for 30 out of the last 34 years as lead instructor, director of program operations, safety consultant, staff trainer, safety and program evaluator and national program coordinator. He currently serves as director of safety for Outward Bound's national headquarters.

Douglas E. Caum is currently the assistant director for National High School programs with the Student Conservation Association. He holds a B.A. in recreation from the University of Richmond (1992), an M.A. in environmental education from the University of New Mexico (1996) and a Graduate Certificate in regionalism and historic preservation from UNM (2005). Doug is a NOLS field instructor as well as a course instructor for the Wilderness Medicine Institute of NOLS. He spent nine years teaching and directing the experiential education program at Albuquerque Academy in New Mexico. Prior to that, he spent four years leading seasonal trips for various western outdoor programs. Doug also acts as a site reviewer for the Association of Experiential Education's Accreditation Program.

Rob Chatfield is the communications director for Outward Bound International, and a past chief safety officer for the former Hurricane Island Outward Bound School—the largest of its counterpart schools worldwide—which operated in 18 locations throughout the eastern U.S., and delivered programming internationally. He has worked as an instructor and outdoor program administrator in Canada and the U.S. for over 28 years.

Kent Clement, PhD, is a professor at Colorado Mountain College's Outdoor Recreation Leadership Program in Leadville, Colorado. He has over 300 weeks

of field instruction experience and represents the Wilderness Education Association on the Wilderness Risk Managers Committee.

Preston B. Cline is the president of Adventure Management, an operational risk management training and consulting firm based in Portsmouth, New Hampshire. Author of the book *Organizational Crisis Response*, Preston has worked throughout the world helping programs sustainably interact with uncertainty. He is currently an adjunct faculty member at the University of New Hampshire.

Rick Curtis has been director of the Outdoor Action Program University for 25 years. Rick is the author of *The Backpacker's Field Manual* and the founder of OutdoorEd.com and OutdoorSafety.org. He lectures and consults internationally on program development and risk management.

Clare Dallat is the director of risk management and programs at the Outdoor Education Group, a nonprofit organization that serves 24,000 students annually throughout eastern Australia. Clare has worked in the field of outdoor/adventure education for the past 12 years, spanning roles from adventure trip leader to program director in the eastern United States and Australia. She has led and administered programs for 7- to 84-year-old clients. She gained a B.A. (Hons) from the University of Wales, Lampeter and an M.S. in risk, crisis and disaster management from the University of Leicester, UK. Clare currently lives in Victoria, Australia.

Jim Garrett is the project director of Outward Bound's Instructor Judgment Training Curriculum, and National Director of OBUSA's Service Initiative. Affiliated with Outward Bound since 1964 as a Hurricane Island OB sea program instructor (1965-74), then as a trustee and corporation member (1990s-2005). Veteran teacher in middle and high schools in the U.S. and abroad. NOLS alumnus (1973). Directed Harvard's First-Year Outdoor Program (1999). An advisor to Princeton's Outdoor Action Program.

Charles (Reb) Gregg is a practicing attorney in Houston, Texas, specializing in outdoor recreation matters and general litigation. He is an active speaker and author in the field of managing the risks of legal liability. He serves as general counsel to The National Outdoor Leadership School and The Association for Challenge Course Technology and serves as counsel to numerous other education and adventure programs, including camps, schools, and others. Reb is a member of the Wilderness Risk Managers Committee and the Accreditation

Committee of the Association for Experiential Education. He serves on the Board of SCA and is president of The Friends of Big Bend National Park.

Catherine Hansen-Stamp consults with and advises recreation and adventure providers and related organizations on legal liability and risk management issues. She speaks and writes on these issues both regionally and nationally. She is a member of the Wyoming and Colorado Bar Associations.

Laura Herrin is the national director of youth programs for SCA, located in SCA's Charlestown, New Hampshire headquarters. In addition to overseeing all of SCA's conservation service programming for youth in both wilderness and urban settings, Laura has extensive experience working with youth and families in family counseling situations.

Jon Heshka has two decades of experience in outdoor education and guiding, search and rescue, and business combined with four degrees, including a graduate thesis that examined the liability of adventure education. He has climbed and led expeditions from Alaska to Argentina, Tadjikistan to the Tetons, and many points in between. Jon has guided with Outward Bound and Canada West Mountain School, instructed fall protection and rescue to a myriad of clients including Golden Gate Bridge and AT&T, worked in senior management with Petzl America, and consults on risk reduction strategies and tourism development to the public and private sectors. Jon trained and coordinated search and rescue for seven years for BC Ministry of Attorney General/Justice Institute of BC and has performed mountain rescues above 15,000 feet on three continents. He was a Canadian representative to the International Commission of Alpine Rescue in 1996-97 and has worked with Denali Mountain Rescue in Alaska. He co-authored the 2003 Provincial Avalanche Safety Program Review for the BC Ministry of Public Safety and Solicitor General and has been retained as an expert witness on search and rescue and adventure guiding by the US Department of Justice in Hawaii to represent the National Park Service. Jon is an assistant professor of adventure tourism at Thompson Rivers University in Kamloops, BC. He teaches courses in business administration and strategic planning, legal liability and risk management in eco and adventure tourism, sport marketing, and mountain rescue.

Jeff Jackson is a professor and coordinator with Algonquin College's Outdoor Adventure Program, a professional adventure guide-training diploma in Canada. He has worked as a guide, educator and program manager since 1988, crossing a variety of disciplines, activities and

corporate cultures. His graduate research examined using case studies to build judgment. Work experience includes course leading and management positions commercial outfitters, Outward Bound and NOLS. His current position at Algonquin College sees him managing almost 9,000 student field days per semester, almost all of which is contracted through third party providers. His program has won an award from the provincial Ministry of Education for private/public partnerships in education.

Alex Kosseff is program director for Adventure Safety International LLC (ASI), a risk management consulting firm, and author of the AMC Guide to Outdoor Leadership. He is the former leadership and volunteer relations director for the Appalachian Mountain Club where he developed risk management and training systems for that organization's professionally run programs and 14,000 volunteers. Through ASI, Alex provides risk management support and leadership training to an array of outdoor programs.

Michael Lindsey began his career in outdoor education in 1979 as an instructor for Colorado Outward Bound. He instructed a variety of course types before becoming the program director for COBS in 1984. He was the NOLS Rocky Mountain director in the early 90s and the operations director for six years, until 2002. He currently is the vice president of safety for Outward Bound Wilderness in Golden, Colorado.

Drew Leemon is the risk management director at NOLS. During his 29 years with NOLS, Drew has been a field instructor, a school branch director and held other administrative positions. Drew has been in his current position since 1996. He is a past two-term chairman and current member of the Wilderness Risk Managers Committee. He is the leader of the Adventure Program Incident Data Reporting Project and editor of the Adventure Program Risk Management Report. Drew is also a co-author of the Manual of Accreditation Standards for Adventure Programming and co-author of the book Risk Management for Outdoor Leaders.

Rob Lucas has worked in the outdoor sector for almost 30 years and is now director of operations with responsibility for health, safety and quality across Field Studies Council's UK network of 17 centres. He is also responsible for the safe delivery of an out of classroom initiative across 10 leading providers delivering courses for over 20,000 inner city children.

Jimmy Madeja is a former vice president of programs and safety for the Thompson Island Outward Bound Education Center in Boston, Massachusetts. He continues to be involved in outdoor education and safety as an instructor and administrator as he has done for over 20 years.

Scott McLarty is the safety and risk manager for school field trips at the Calgary Board of Education. His background includes being a wilderness instructor, paramedic and search and rescue manager. Scott is a member of the accreditation council for the Association of Experiential Education and the Safety Committee of the Alpine Club of Canada.

Frances Turner Mock is an attorney specializing in advising recreation programs. She is Outward Bound's counsel to the National Risk Management Committee, providing advice on responding to serious incidents, claims, and lawsuits and other matters, including liability release forms, contracts, ADA compliance, and insurance issues. Frances worked in the outdoor industry for ten years before becoming an attorney.

Bill Murphy is an electrical engineer with over 30 years experience in the industry. He has been a safety professional for most of that time, even though it may have not been reflected in his title. For the last 12 years, he has worked for Aon Risk Services as a vice president and loss control senior consultant advising clients on OSHA regulations, workers' compensation injuries, and fleet accidents. During this time, he has been a consultant to Outward Bound. Last fall, Bill developed and conducted a customized OSHA training session for Outward Bound's various safety/risk personnel from across the country. He has participated on the WRMC insurance panels in Banff in 2004 and in Snowbird in 2005. He has been active in Scouting throughout his childhood and adult life, which helps him discern the needs of the recreational services industry surrounding this topic.

Angus Murray has been the director of outdoor education at Strathcona-Tweedsmuir School (STS) for the last two years. Angus came to STS with extensive experience working with youth in a variety of outdoor settings over the last 20 years. He has traveled from coast to coast in Canada and led expeditions overseas in South America, Africa, and Europe. Prior to STS, Angus worked at Rosseau Lake College (RLC) in Ontario Bound Canada as an instructor, manager and program director. Angus was instrumental in starting up the Canadian Network of Outdoor Educators at Independent School (CNOEIS) and was the Network's first co-chair.

Bruce Palmer is the director of admission and marketing at NOLS. During his 16-year tenure, NOLS has grown from 2,500 students to this year's record enrollment of 10,770. With 85,000 graduates worldwide, the NOLS brand is one of the most respected in the outdoor industry. Eighty percent of NOLS students are under the age of 25, giving Bruce the opportunity to develop an innovative marketing mix—catalog, web, word of mouth, research, media rela-

tions, partnerships, book publishing—that speaks to kids as well as their parents. A “remarkable” organization, NOLS does no paid advertising or direct mail. As NOLS’ primary media coordinator and spokesperson, Bruce has handled communications with written, radio and television press on positive stories and in times of crisis.

Sascha Paris has been the Sierra Club’s outdoor activities training manager for the last three years. He has trained many of the volunteer trip leaders and program managers who lead thousands of outings for 150,000 Sierra Club members annually across the country. Sascha has instructed and facilitated staff trainings for the last 15+ years for university outdoor programs, Outward Bound, and WMI of NOLS.

Colin Powell is a senior lecturer at the University of Wales Institute, Cardiff, UK. He contributes to a wide range of undergraduate and postgraduate health and safety related programs. He specializes in the areas of risk perception and behavioral change. Colin is currently undertaking research into voluntary risk taking in outdoor adventure activities.

Jay A. Satz is vice president for Western Initiatives for SCA, located in Seattle. He has served on the Wilderness Risk Managers Committee since 1995 and regularly writes and presents on risk management issues, as well as performing safety audits and incident reviews within the industry. Jay’s greatest risk management feat is raising two children, particularly serving as an umpire for his son Rory’s Little League baseball team.

Seth Schwartz has practiced law since 1982, representing a wide variety of clients and having a special interest in wilderness law. His firm has clients in the wilderness and outdoor recreation industry.

Kirk Shimeall was demoted to management, after working as a wilderness guide, at Catherine Freer Wilderness Therapy Programs twelve years ago, and now works as the wilderness program manager. He enjoys many outdoor activities with his wife and two young sons, dark chocolate, playing Ultimate, natural building with cob and straw bale, and reading irreverent satire such as *The Onion*. He is currently pursuing an MBA with an emphasis on sustainability from one of the nation’s leading “green” business schools, Bainbridge Graduate Institute.

Tod Schimelpfenig is the curriculum director of the Wilderness Medicine Institute of NOLS and a current NOLS field instructor. He has 32 years’ experience with NOLS, is a practicing EMT and is a fellow to the Academy of Wilderness Medicine. Tod is a founder of the Wilderness Risk Managers Committee, former NOLS

risk management director and NOLS Rocky Mountain director, and the author of *NOLS Wilderness Medicine* and co-author of *Risk Management and Leadership*.

Grant Stratham is Parks Canada’s Mountain Risk Specialist and an internationally-certified mountain guide. Grant works with Parks Canada’s public safety program, developing and implementing public safety policy initiatives for the Mountain National Parks. In 2005, he received the Public Service Award of Excellence for his work in avalanche prevention.

Justin Talbot is the wilderness programs manager of the High Mountain Institute (HMI) in Leadville, Colorado. HMI’s defining program is the Rocky Mountain Semester, a semester-long academic and wilderness program for high school juniors. HMI also offers leadership development, wilderness medicine, avalanche, and other custom courses.

Liz Tuohy serves as Risk Management Senior Consultant for NOLS Professional Training. Liz brings 13 years experience as a NOLS field instructor and administrator. She has supervised over 300 field courses in risk management—from student behavior to crisis incidents. Liz also brings experience working for smaller wilderness programs, and a wide range of participant activities. Liz helps people to evaluate outdoor program risk management strategies on 2-day NOLS Risk Management Trainings and site-specific risk management consults.

Sarah Wiley has been the director of student life at Strathcona-Tweedsmuir School (STS) for the past two years. She has a key role in risk management at STS, chairs the school’s health and safety committee and manages health services in the school. Prior to working at STS, Sarah was a field instructor, course director and base manager. She has a Masters of Education in curriculum and instruction and a MBA with a specialization in leadership.

Jed Williamson, M.Ed. is the former president of Sterling College and a current practitioner and consultant in education and outdoor pursuits. He co-authored the *Manual of Accreditation Standards for Adventure Programs*, was a former faculty member at the University of New Hampshire, former instructor and program director for Outward Bound, and served on the boards of the American Alpine Club, NOLS, SCA, and AEE.

Henry Wood is currently the accreditation program manager at the Association for Experiential Education located in Boulder, Colorado. Henry has been working in the field of adventure/experiential education since 1992 and has worked for a variety of programs including North Carolina Outward Bound, NOLS and the Westminster Schools.

NOTES

WILDERNESS RISK MANAGERS COMMITTEE

The Wilderness Risk Managers Committee is a consortium of outdoor schools, guide services, organizations and land managers, who are working towards better clarification, understanding and management of risks in the wilderness education and adventure by facilitating communication and education through an annual conference. The committee was founded in June 1992 at a time when risk management was receiving growing attention from students, parents, land managers and the media. After the committee held an inaugural conference addressing these issues of concern in September 1994, conferences have been held annually throughout North America.

The committee is currently comprised of the following organizations and individuals representing diverse experience and history in wilderness education and adventure:

Jed Williamson

American Alpine Club

Rhonda Michleson

American Camping Association

Henry Wood

Association for Experiential Education

Sky Gray, M.S., CTRS

Santa Fe Mountain Center

Cultural and Therapeutic Wilderness Programs

Dave Uberuaga

Federal Land Management Agencies

Charles R. (Reb) Gregg, J.D.

Legal Issues in Outdoor Pursuits

David Johnson, M.D.

Wilderness Medical Associates

Charley Shimanski

Mountain Rescue Association

Tod Schimelpfenig

National Outdoor Leadership School

Drew Leemon

National Outdoor Leadership School

Lewis Glenn

Outward Bound USA

Michael Lindsey

Outward Bound USA

Kurt A. Merrill, M.S.

The Student Conservation Association

Jay A. Satz

The Student Conservation Association

Kent Clement, Ph.D.

Wilderness Education Association

WILDERNESS RISK MANAGEMENT CONFERENCE EXHIBITORS

