

Collaborative Risk Management

How 1 park agency and 2 contracted recreation providers facilitate adaptive recreation risk management together



Tiers of Interdependent Responsibility:

DCR UAP

- Schedule Programs
- Purchase Equipment
- Park Arrangements
- Hire Contractors
- Supplemental Staffing
- Admin Logistics
- Admin Documentation

Contractors

- Outdoor Leaders
 - Staff Training
- Volunteer Management
- Pre-register Participants
 - Operate Programs
- Document Program Sessions
- Rate Program Days for Risk*

Collaboration

- Develop and Use Shared Essential Eligibility Criteria*
- Meet 4x/Year re: issues, updates, risk rating reviews, evaluate near misses/incidents, pursue best practices, review equipment, revise guidelines...

Benefits:

- Builds trust among collaborators, strengthens teamwork*
- More informed, prepared, and confident responses to emerging situations*
- Helps clarify who is in charge at what level*
- More eyes, perspective and expertise levels involved*
- Shared responsibility eases burden on individuals*
- Shared and regularly reinforced knowledge among partners*
- Better use of agency and outside expertise*

Pre-Existing Collaborative Risk Management Greatly Improved After Key Members Attended WRMC in 2011

Before: addressed situations for first time as emerged, not always with agency or shared knowledge; minimal connection to expertise beyond our immediate circle

After: developed unified approach with built-in strategies for more focused/consistent risk management, more expert input, and improved training and program quality

Massachusetts State Parks

+ 2

Recreation Providers:

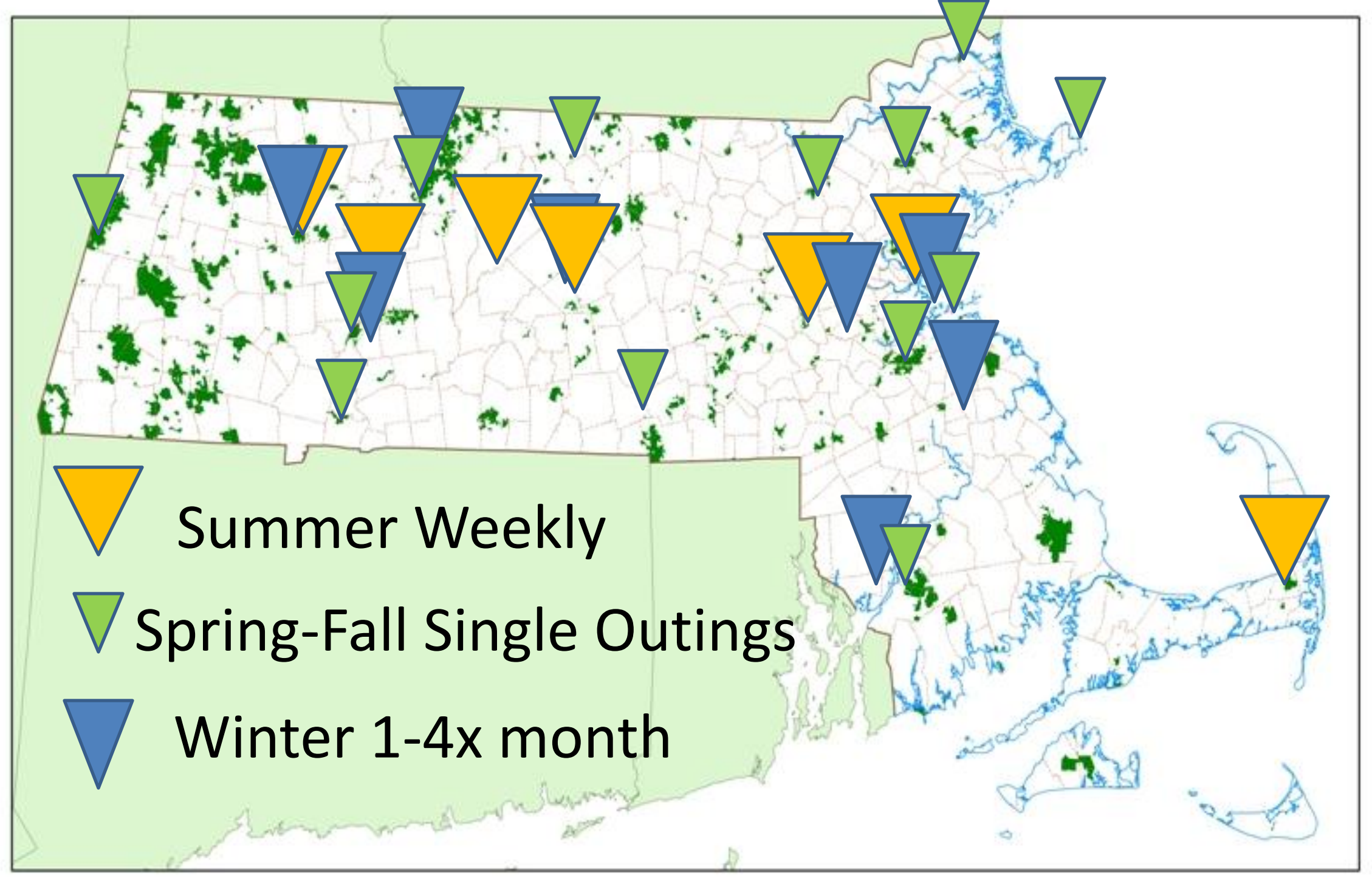


Universal Access Program

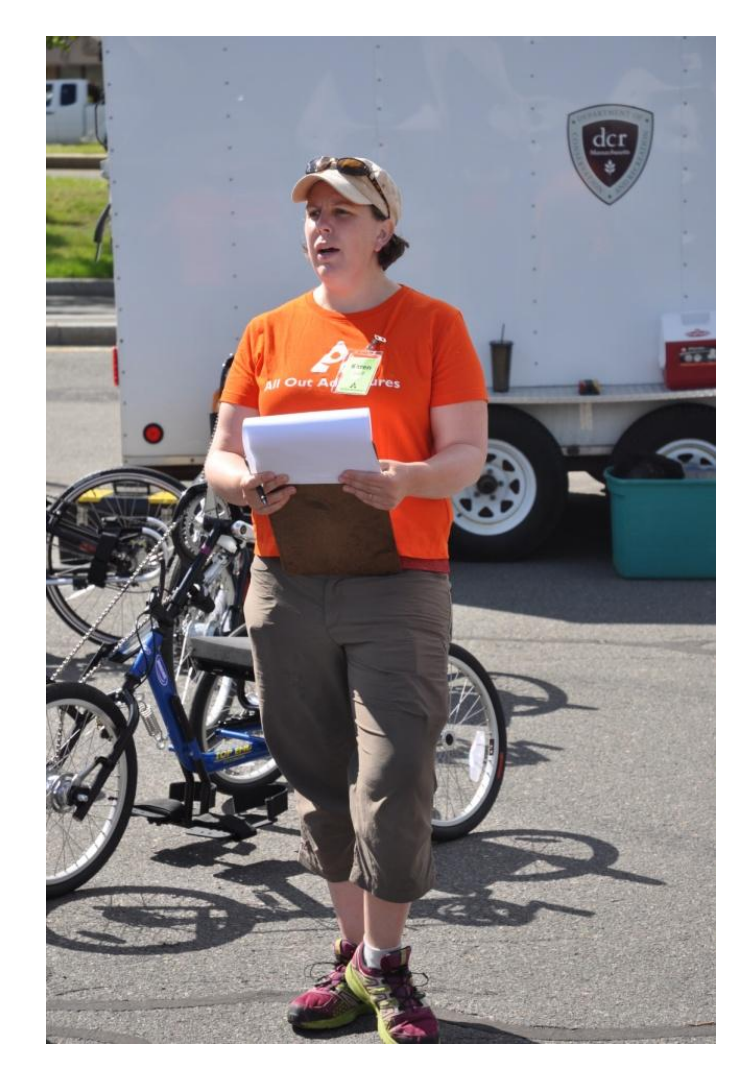
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Program Locations and Frequency



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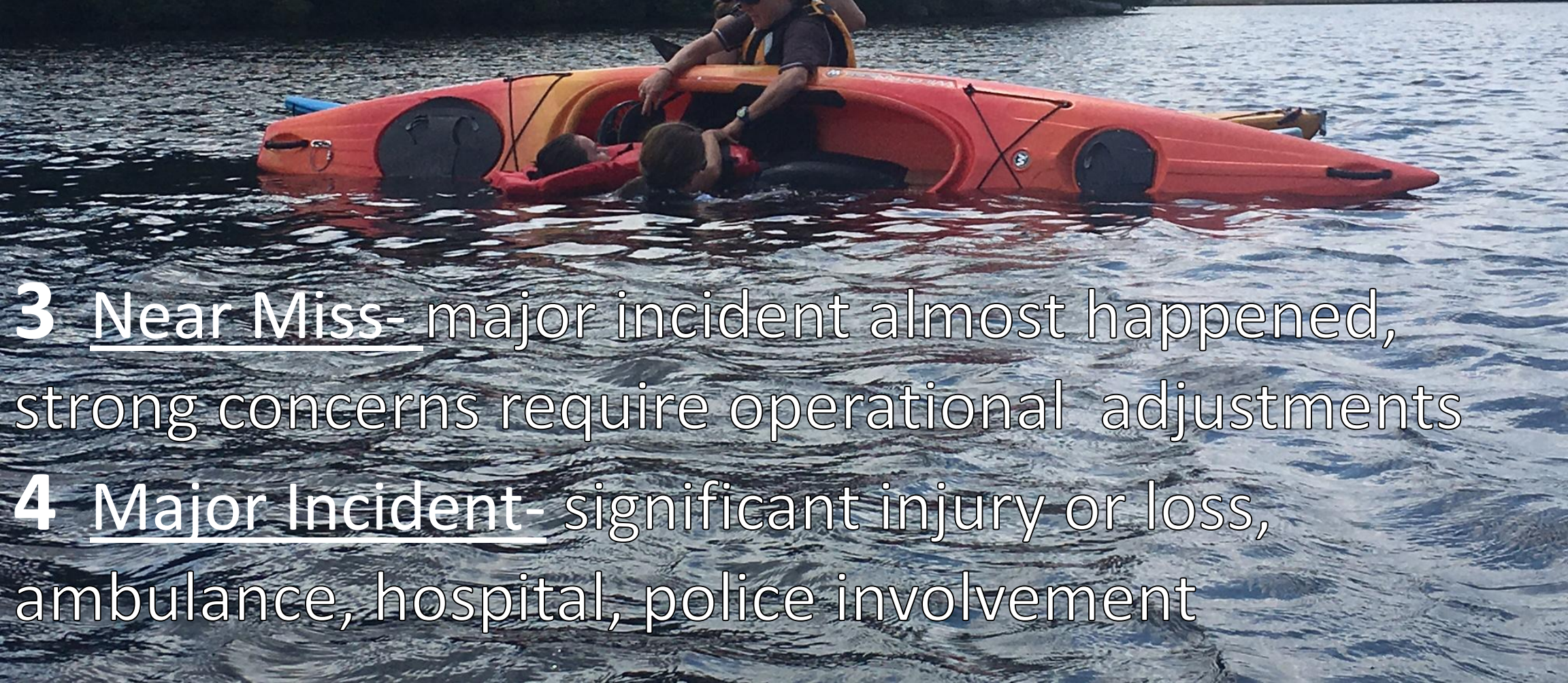


Collaborative Built-in Strategies:
Unified Signage Leading to Location
Color System for Staff/Participant PFDs
Risk Management Meetings 4x/Year
Risk Rating System for Programs:



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- 1 No Incidents- minimal concerns generally smoothly run program with typical adjustments
- 2 Minor Incident- first aid for minor injury, disruption requiring focused response beyond typical adjustments



- 3 Near Miss- major incident almost happened, strong concerns require operational adjustments
- 4 Major Incident- significant injury or loss, ambulance, hospital, police involvement

