

 “Often, big change means trading old problems for new ones. You just have to like the new ones better.”

Like your problems and move ahead 1

Move ahead 1

 Instead of retail, order wholesale or directly from manufacturers. But establish a relationship with a large retailer or supplier that will be there when you need them.

 Field staff and support staff need to know the same protocols and have the same documentation. We use a Field Response Binder for in camp and a Flight Binder goes on trip.

Move ahead 3

 Create a wilderness risk management culture, where everyone is a risk manager. How? One way is to increase awareness of documenting close calls. This led to more questions being asked. Open dialogue is good.

Move ahead 3

 A risk management plan is not just a few pieces of paper. It’s the field staff, the support staff, the supervisors, the campers, etc. Recognize and discuss with your crew some of the subjective, or human, factors that can contribute to an incident. Do these ever show up in the crew? In the crew leadership?

Move ahead 3

 Forge relationships with other wilderness trip camps and organizations. Learn from those willing to share.

Move ahead 3

 Near Misses are free learning, the proverbial “Free Lunch.” That is, no one got hurt or sick, no property was damaged. But we still get to learn something about managing risk from the event. So go ahead and report the Near Misses. Your fellow staff are depending on it.

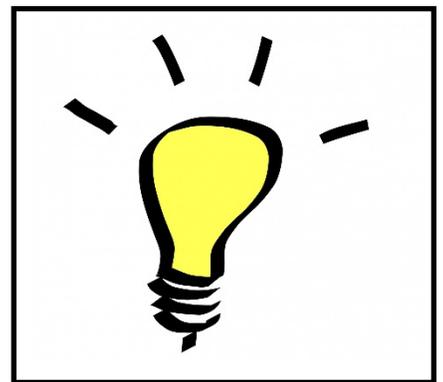
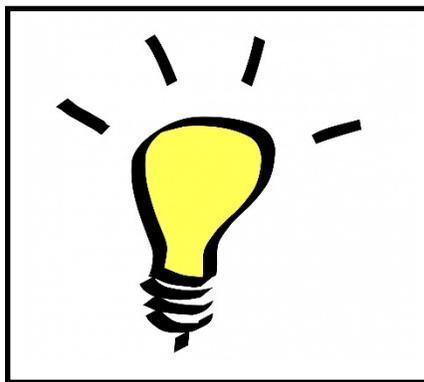
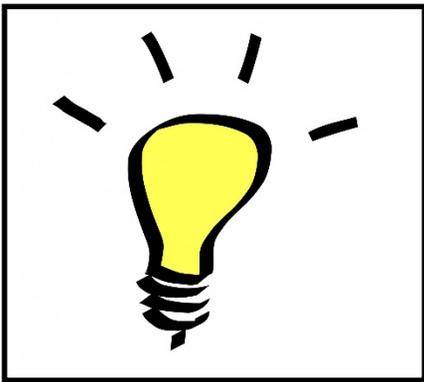
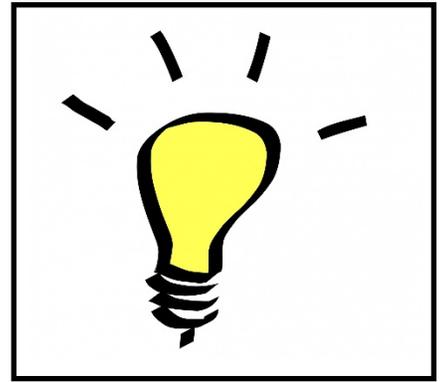
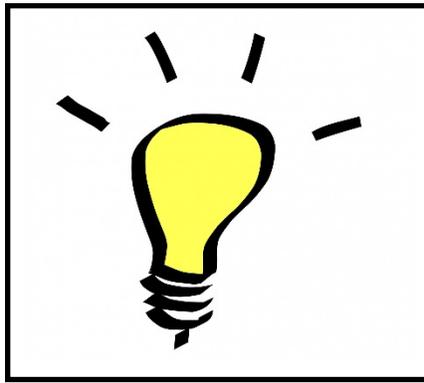
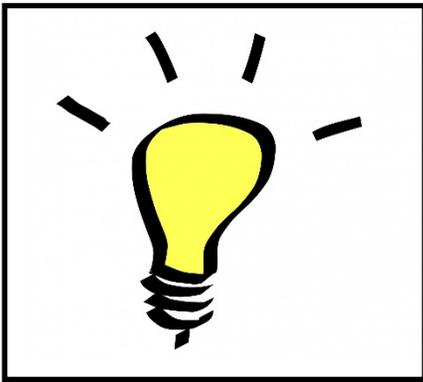
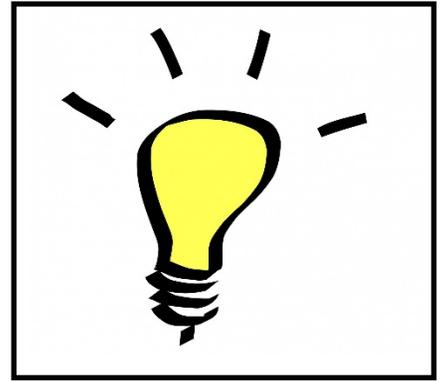
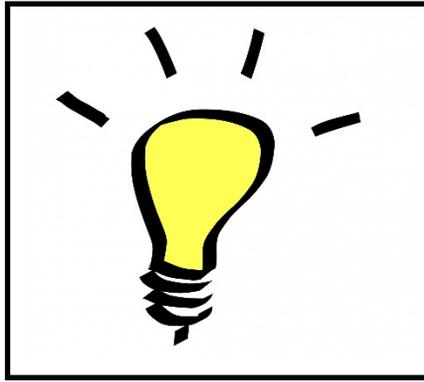
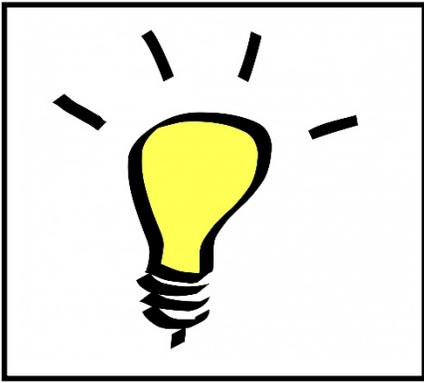
Move ahead 3

 Shortcuts in risk management planning and procedures are like switchbacks on a trail. If you use them too often they become the norm and that increases your risk.

Move ahead 1

 All relationships matter. Even ones from 12 years ago. Example of a co-worker at DBNF in KY. Compare that to passing someone on the trail and saying a friendly, “Hi,” and then asking for their help later.

Move ahead 1



 Staff can provide a variety of input and experiences. “From each according to their gifts.” Does this remind you of expedition behavior?

Move ahead 3

 Order early, like September-October at the latest. Forge relationships with manufacturers. They can provide useful resources (Deuter training resources. Many pro deals.)

Move ahead 1

 No one wants to deal with inadequate equipment. The best equipment is that which can be mishandled by 15-year-olds and still function. And can be repaired in-house. A good deal on poor equipment is just not a good deal.

Move ahead 1

 Risk Management is ongoing, getting better but never finished. It’s like the horizon one keeps hiking towards.

Move ahead 3

 Be vigilant about using checklists so that you know crews have everything, like contingency plans.

Move ahead 1

 Some of our food service teams didn’t, at first, really get how to trim weight from menu plans. Like don’t send actual salsa. And they really wanted certain food prep procedures on trips.

Move ahead 1

 Keep the fun camp spirit. That can be reflected in signage and staff facilitation style.

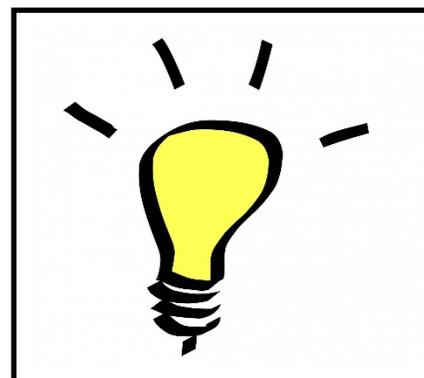
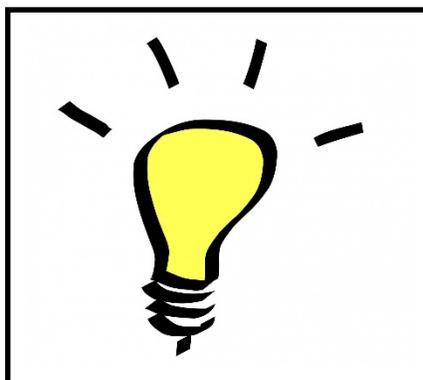
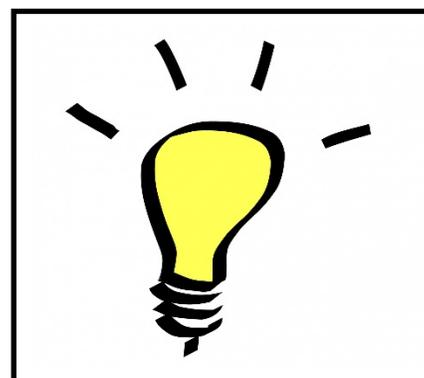
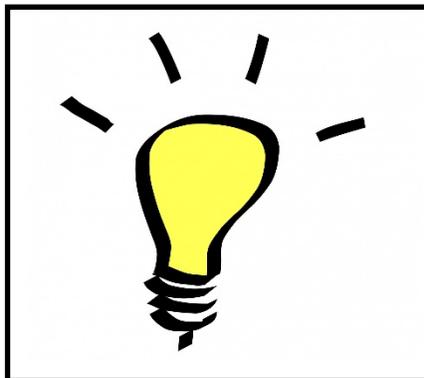
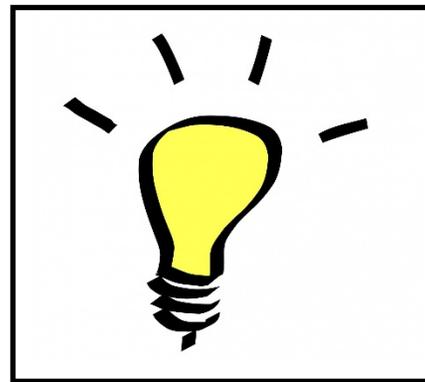
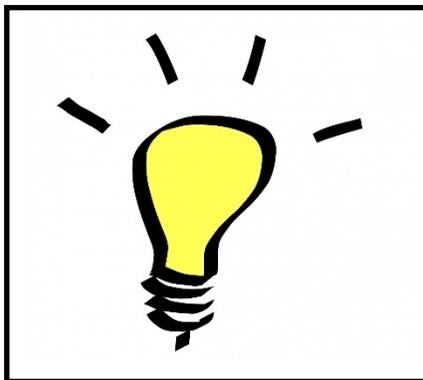
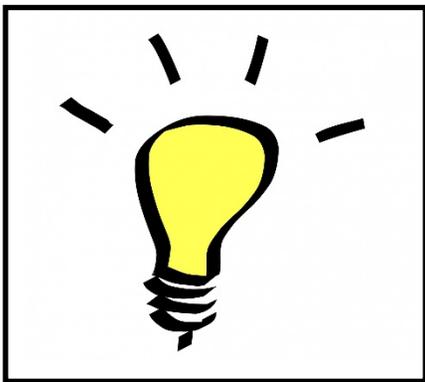
Move ahead 1

 Route plans are somehow clearer and easier to follow in bullet point form.

Move ahead 1

 There’s a lot of random and misleading information about wilderness tripping on the internet.

Move back 1, and vet some blogs and YouTube channels to share with staff before they come to camp.





Some staff needed to leave some wilderness trip habits behind. Ones they followed when solo tripping or with friends. Like cooking over fire when we are an LNT, stove-first kind of org. And no, we are not getting a bunch of UV pens for our 9 and 10-person trips just because you like yours.

Move ahead 1



Hard to find bus companies in Quebec that want to pull canoe trailers.

However, some canoe liveries will let you store your own canoes at their place near put-ins. That whole 'Relationships matter' thing.

Move ahead 3



Resist the urge to show folks several ways of doing something. Show them the way you want them to do it. With time, their own style will come through.

Move ahead 1



Not everyone knows how to clean a pot or a tent or a life jacket or a pair of boots. That skill needs to be taught.

Move ahead 1



It's really hard to recruit staff while running a school year program at a camp. Hire some full-time recruiters.

Move ahead 1



The change in age range brought with it an increased awareness, at camps that hadn't had the 13-17 age range previously, that youth are more likely to take risks with little forethought of possible negative outcomes.

Move back 1

A year later we looked into expanding wilderness trips into geographical areas where we didn't have camps. One thing we looked at was renting equipment packages from local outfitters.



Every outfitter has a different idea of 'quality equipment.'



Less experienced wilderness staff, but with camp experience, lean toward a "go and then figure it out when you're in the field" tendency.

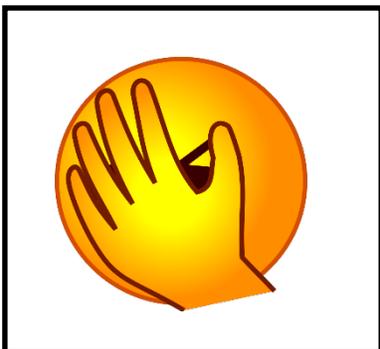
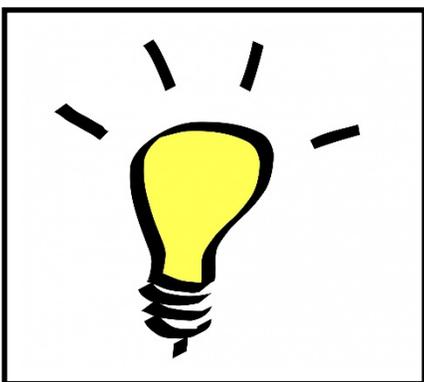
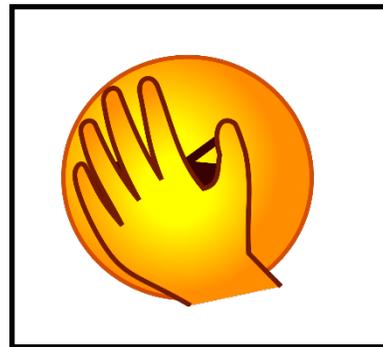
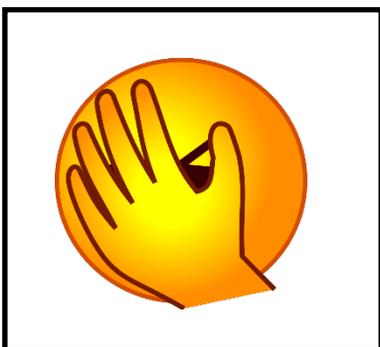
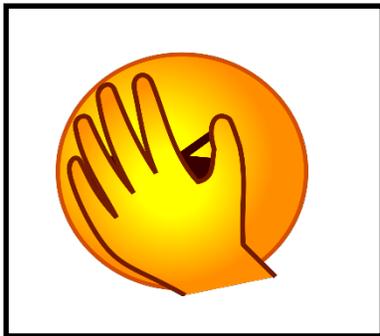
Move back 1



The program we had been running was predictable and orderly. Change is messy. Change this big has elements of unpredictability and disorder.

Move ahead 1

Move back 1, and manage risk by not settling.





We didn't develop a reasonable ratio of in-camp support & response staff to trips in the field. Each camp took that challenge on their own. It got better though.

Move ahead 1



Leadership cannot simply control and problem-solve a big change. Big change requires motivation and inspiration

Move ahead 3



Establish training and support team to visit each site that first spring and summer to train the camp teams and assist the camps in putting systems in place.

Move ahead 3



Leadership must establish the direction of change, rather than just plan and budget for it.

Move ahead 3



That first summer was tough for everyone. We should have created a better support team with the expectation that breaks are given to people who need them.

Move ahead 1



Older age group brought a new range of wellness realities; needed adjustment to our Camper Support Specialist ratios & training around mental health realities for staff.

Move ahead 1



Leadership cannot simply hire to staff the change, but must align people with the right talents to the right responsibilities.

Move ahead 1



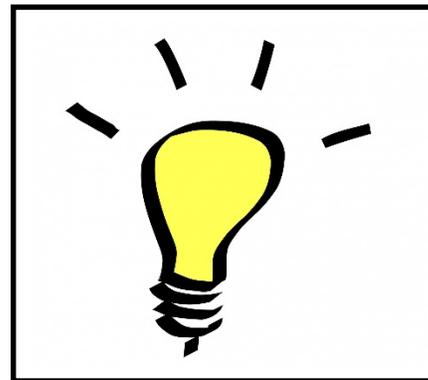
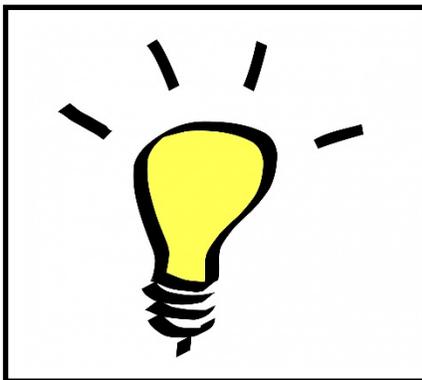
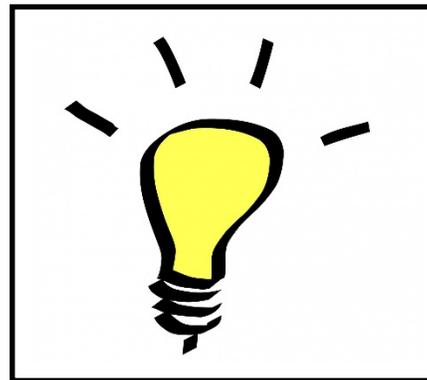
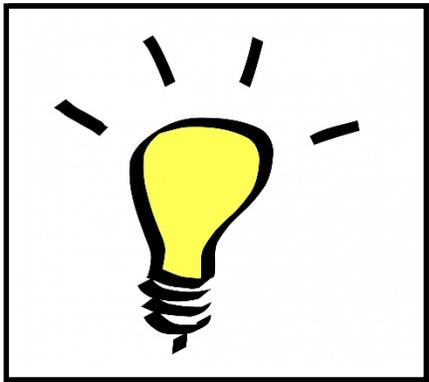
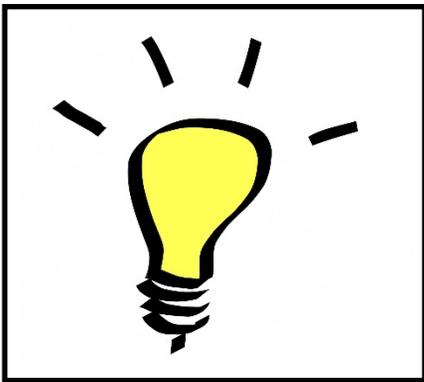
Create an escalation chart to manage increase in support required. This was modified from summer to summer.

Move ahead 3



Missed the ordering window for a certain make and model of gear in the quantity required. Had to order a less-durable model. Lesson learned; order earlier.

Move back 1



 Didn't count on staff arriving for a wilderness medicine cert course and not passing.

Move back 1 and hire extra staff

 Should have had a greater variety of trip challenges available to our campers; more or less difficulty, hiking vs. canoe, etc. Still working on that one to this day.

Move ahead 1

