2020 ACTION STEPS

The true value of attending the WRMC is in the resulting action you take upon returning to your organization. The following list is intended to help you know where to start.

Action steps are measurable tasks or ideas you should be able to do or implement in your program within a reasonably short time frame. They are not meant as large sweeping changes, rather as small steps to move you forward in your risk management strategy.

Each presenter has contributed three action steps from their 2019 WRMC workshop. In some cases, the action steps parallel the main take home points of the workshop; in other cases, the action steps are examples of a multitude of possible follow-up action.

The following action steps are arranged alphabetically and include pre-conference workshops, workshops, posters, and short talks.

A Day in the Life of International Incident Response

Kristen Dowling, Kirstin French-Kray

1. Identify 1 new colleague in your industry who you can use as a resource when making tough risk management and mitigation decisions for your programs.
2. Given your organization's context, identify your biggest area of concern regarding a return to in-person programming during the COVID-19 pandemic – consider ways to address this through your learning during next week's conference sessions.
3. Review/audit your incident reporting and tracking system – is it capturing what you need it to? Are you able to report trends and statistics in a useful way? Do you have frequent frustrations that need to be addressed?

Americans with Disabilities Act: Protecting Your Program and Increasing Inclusivity with Essential Eligibility Criteria

Ben Tettlebaum

1. Begin drafting or reviewing EEC for your program(s).
2. Review your public-facing presence (website, marketing materials, etc.) to ensure that what you are putting out to prospective participants includes and/or aligns with your EEC and conveys that you do not discriminate based on disabilities.
3. Design and integrate into your staff training how to communicate appropriately with prospective participants regarding disability accommodation requests.

Beyond Self-Care: Designing for Serious Resilience

Lorca Smetana

1. Evaluate the impacts of leadership resilience on the staff and staff resilience on the leadership team.
2. Evaluate and bring in improved communication within the organization for how well individual and organizational and mission needs are being addressed and met.
3. Evaluate your hiring practices for how they assess for and invite resilient candidates.

Behavioral First Responder Certification

Curt Davidson, Becca Wallingford Meier

1. Develop therapeutic intervention strategies for behavioral and mental health issues in the experiential education context.
2. Design an emergency response plan for various behavioral emergencies often found in experiential education settings.
3. Generate curriculum for internal staff training to mitigate and manage behavioral and mental health episodes.

Building and Evaluating Decision-Making Skills

Sarah Carpenter

1. Identify common decisions that are made in your program that can be simplified or systematized, i.e. assessing winter conditions in order to decide whether to travel on a slope or not.
2. Build a crisis response exercise to integrate into staff training.
3. Employ 1 new technique for evaluating decisions instead of outcomes at staff training and with students.

Building a Risk Management Information System (RMIS)

Rick Curtis

1. Implement the RASM model of Contributing Factor Analysis and Mitigating Factor Analysis to manage risk more effectively.
2. Learn how the Safety I framework and Safety II framework are complementary parts of an overall risk management plan. Determine when factors are 'in scope' allowing actionable steps to be implemented for managing risk or 'out of scope' limiting organizational response.
3. Understand the role that Incident Databases play in the collection and analysis of accident and near miss data through building Accimaps and Preventimaps and utilizing business analytics tools.

Creating and Maintaining a Just Culture in Your Organization

David Yacubian

1. Set up an anonymous survey with your staff to determine whether your organizational culture is closer to "Just" or one of "Blame".
2. Create a short scenario for your staff training that illustrates Just culture.
3. Brainstorm 3 areas that you can improve information exchange with staff/participants.

Crisis Management: A Preplan in Action

Drew Leemon, Katie Baum Mettenbrink

1. Build or utilize a simple template to develop a crisis management plan.
2. Identify key players in your organization who will be involved with crisis management and assign roles and responsibilities.
3. Run a crisis drill to determine current areas of strength and areas that need improvement in your organization's existing crisis response capabilities.

Do You Know What You Don't Know: How Microaggressions and Bias Impact Programmatic Risk Management

Robin Chiles, Michael Davis, Chris Hagen

1. Self assessment of bias/ Audit of program staff training through a cultural humility lens.
2. An organizational assessment on how microaggression and bias impact programmatic risk management.
3. Integrate techniques into training for interrupting bias among staff and students.

Evolving Hazards in a Different Landscape: Innovative Strategies for Developing and Running Programs Abroad

Bill Frederick, Catherine Hansen-Stamp

1. Create or re-think—and implement—a more comprehensive information acquisition strategy to identify critical factors and make better decisions in the evolving hazard landscape.
2. Foster communication and collaboration with vendors/partners, and structure agreements to fairly allocate risks, responsibilities, and liability.
3. Develop communication strategies/agreements with participants (and parents) to relay the uncertain and fluid reality of international travel, and their commitment to collaborate, cooperate, and accept changes on short notice—at any point.

Exclusive Spaces: Managing Inherent Risks to Traveling as a Visibly Marginalized Group

Monique Dailey, Colleen McHugh

1. Plan a meeting to examine how your organization defines and responds to inclusion incidents.
2. Design a resource/training to strengthen staff ability to respond to micro-aggressions or discriminatory behavior.
3. Create a debrief resource that includes guidance for responding to inclusion incidents.

From Chaos to Competency: Standardizing Your Training and Assessment

Julia Makowski, Amber Barnett

1. Identify 3-5 training gaps in their organization that may pose a risk to staff or students.
2. Clarify the skills, knowledge, or ability required for staff to run safe programming.
3. Plan assessments for staff competencies.

Safety Differently! A Research-Based "New View of Risk Management"

Steve Smith

1. Identify 5 ways to share Safety Differently resources (articles, books, podcasts, etc) with your leadership team.
2. Identify 5 ways to apply the concepts of Safety Differently to your own program's policies, procedures, and training curriculum.
3. Identify 5 ways to apply Safety Differently to your organization's risk management tracking/metrics and incident reporting methodology.

Supporting Family and Staff During Critical Incidents

Suellen Sack

1. Assess your organization's principles and norms. Do they mirror your values?
2. Build a pool of potential family liaisons. Train and assess.
3. Re-evaluate your Emergency Response Plan to maximize support for family and staff: Examine your field-based response practices; Identify and connect with resources to assist with facilitating traumatic aftermath; Practice a significant incident fatality scenario with stakeholders. How might your ERP change when it is one of your own?

Supporting Near Miss and Expedition Trauma: The How of It

Brendan Madden, Laura McGladrey

1. Implement the Operational Stress Continuum to improve your organization's awareness of stress injuries.
2. Identify cultural changes that could be made at your organization to improve identification and treatment of stress injuries
3. Create plan for support tools such as Employee Assistance Plans or stressful incident support plans at your organization.

The Long View: What Happens When You Actually Have to Try a Case to Defend Your Program

Tracey Knutson

1. A participant should walk out knowing, based on some evidence and case structure knowledge, what they would need to collect and assess and who they would need to contact in the aftermath of a critical incident so that they can defend themselves in the event of a critical incident.
2. Entities will have a heightened awareness of what the latest litigation traps are and how to avoid those traps through proactive understanding of the full defense process.
3. Entities will be able to take these issues back and examine their existing policies and procedures and practices as well as insurance coverages for areas that can and should be updated or revisited.

2020 Wilderness Medicine Update

Dr. Seth Hawkins

1. Review all medical protocols matched against the Wilderness Medical Society clinical practice guidelines to determine and reconcile deviations.

2. Meet with local rescue and EMS partners to discuss current standing on spinal cord protection practices.
3. Review medical kits to determine if contents match current best practices protocols.