Collaborative Risk Management

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

**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

**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...

**Tiers of Interdependent Responsibility:**

**DCR UAP**

**Contractors**

**Collaboration**

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**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

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Program Locations and Frequency

- Summer Weekly
- Spring-Fall Single Outings
- Winter 1-4x month

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:

1. No Incidents - minimal concerns, generally smoothy run program with typical adjustments
2. Minor Incident - first aid for minor injury disruption requiring focused response beyond typical adjustments
3. Near Miss - accident almost happened, strong concerns requiring operational adjustments
4. Major Incident - significant injury, coaches, ambulance, hospital, police involvement