

Collaborative Risk Management Resources



MASSACHUSETTS DEPARTMENT OF
CONSERVATION AND RECREATION



Universal Access Program

Marcy Marchello, Program Coordinator
Massachusetts DCR Universal Access Program
marcymarchello@massmail.state.ma.us



All Out Adventures
outdoor recreation for people of all abilities



Karen Foster, Executive Director
All Out Adventures
kfoster@alloutadventures.org

Brenda Davies, Executive Director
Stavros Outdoor Access
brenda@outdoor-access.org

Essential Eligibility Criteria – How to Develop

<http://atfiles.org/files/pdf/EssentialEligibilitySteps.pdf>

Sample EEC:

<http://www.mass.gov/eea/agencies/dcr/massparks/accessibility/>

(Listed in right side margin)

See back for Risk Rating Info

Risk Rating and Tracking System



MASSACHUSETTS DEPARTMENT OF
CONSERVATION AND RECREATION



Universal Access Program

- 1** - No incidents, minimal concerns (generally a smoothly run program, with typical adjustments)
- 2** - Minor incident (first aid/minor injury, disruption requiring focused response beyond typical adjustments)
- 3** - Near miss (major incident almost happened, strong concerns require operational adjustments, gut stress)
- 4** - Major incident (significant injury or loss, ambulance, hospital, police involvement)

How it Works

- *Designated staff (i.e. program leader) rate each program day (1, 2, 3, or 4) for risk as part of daily report*
- *Program oversight/Admin staff tabulate risk ratings throughout program season as reports come in*
- *Results are discussed in seasonal risk management meetings and provide basis for evaluation ("100 programs: 90 =1, 6=2, 3=3, 1=4")*
- *Attention to details of programs rated 2,3 and 4 are noted for any areas of special concern (ex. repetitive occurrences) that need to be addressed*
- *Operations and policies/guidelines shift accordingly to keep attention on reducing risk in emerging or new situations*

Benefits

- Admin can easily reference levels of risk at programs
- Shared risk responsibility and analysis among team members
- Heightened staff awareness of incidence definition and significance
- Heightened and shared awareness of emerging issues
- Quicker operational changes (during season if necessary)
- Patterns can be more easily noticed over time and addressed
- Simple reporting tool for annual documentation
- Demonstrates (additional) proof of ongoing risk assessment