

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



Universal Access Program

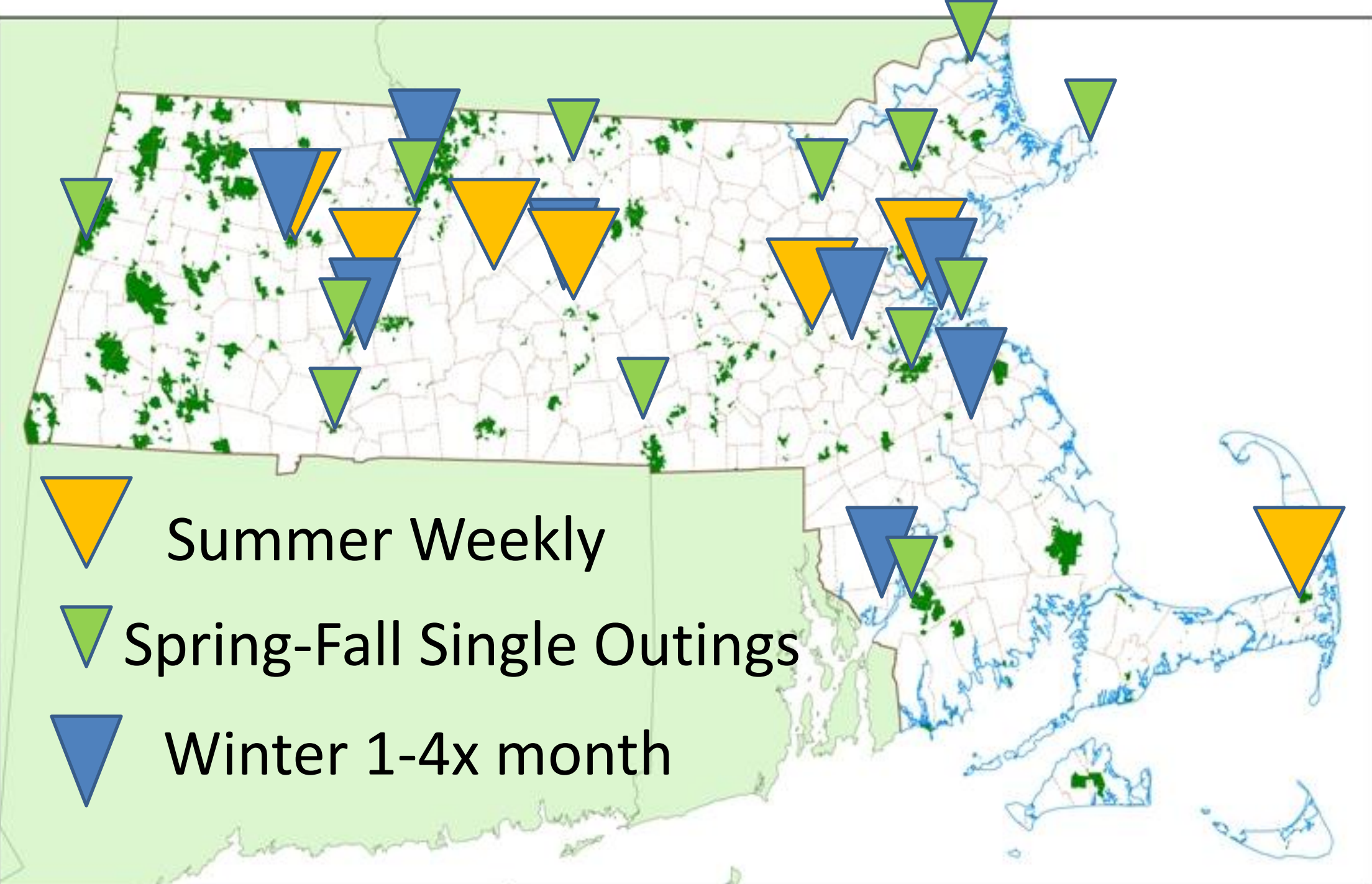
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Program Locations and Frequency



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 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



+ 2

Recreation Providers:



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