WILDERNESS RISK MANAGEMENT CONFERENCE
PRACTICAL SOLUTIONS FOR CHALLENGING ISSUES

2009 CONFERENCE AGENDA
DURHAM, NORTH CAROLINA, OCTOBER 14-16
Welcome to the 2009 Wilderness Risk Management Conference! We’ve made it even easier this year for you to get the most out of your conference experience. Presentations are organized into seven main tracks so you can tailor the conference to your specific needs. A full description of each track can be found starting on page 5, along with their respective presentation descriptions, followed by speaker biographies on page 10. Follow the conference on Twitter (@attend_wrmc) and report on the happenings of the conference (#wrmc).

### Presentation Tracks:
- Program Management and Administration - PM
- Emergency Procedures & Crisis Response - ER
- Wilderness Medicine - WM
- Legal and Insurance - L
- Staff Hiring and Training Practices - ST
- Field Practices – FP
- Emerging Issues - EI

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### Pre-Conference Schedule

#### Monday, October 12, 2009

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m.–5:00 p.m.</td>
<td>Wilderness First Responder Recertification (ST) Rm 101 Gates Richards</td>
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</tbody>
</table>

#### Tuesday October 13, 2009

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30 a.m.–8:00 a.m.</td>
<td>Pre-conference Workshop Registration Corridor</td>
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<tr>
<td>8:00 a.m.–5:00 p.m.</td>
<td>Wilderness First Responder Recertification cont. (ST) Rm 101 Gates Richards</td>
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<tr>
<td>8:00 a.m.–5:00 p.m.</td>
<td>NOLS Risk Management Training (PM) Rm 106 Liz Tuohy and Dave Yacubian</td>
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#### Wednesday October 14, 2009

<table>
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<td>NOLS Risk Management Training cont. (PM) Rm 106 Liz Tuohy and Dave Yacubian</td>
</tr>
<tr>
<td>1:00 p.m.–5:00 p.m.</td>
<td>Using Case Studies as a Risk Management Teaching Methodology (PM) Rm 102 Deb Ajango</td>
</tr>
<tr>
<td>5:00 p.m.–7:00 p.m.</td>
<td>Early Conference Registration Corridor</td>
</tr>
</tbody>
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### Conference Schedule

#### Wednesday October 14, 2009

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>5:00 p.m.–7:00 p.m.</td>
<td>Conference Registration Corridor</td>
</tr>
<tr>
<td>7:00 p.m.–9:00 p.m.</td>
<td>Opening Speaker - Janet Zeller Ballroom B/C</td>
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#### Thursday, October 15, 2009

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 a.m.–8:30 a.m.</td>
<td>Breakfast* Ballroom A</td>
</tr>
<tr>
<td>8:00 a.m.–5:00 p.m.</td>
<td>Exhibitor Showroom &amp; Bookshop Hours Ballroom B/C</td>
</tr>
<tr>
<td>8:30 a.m.–10:00 a.m.</td>
<td>Small Program Risk Management (PM) Rm 101 Christopher Barnes and Justin Talbot</td>
</tr>
<tr>
<td>10:00 a.m.–10:30 a.m.</td>
<td>Theory vs. Reality: Lessons Learned in Crisis Response (ER) Rm 101 Deb Ajango, Kirk Shimeall, and Rick Rochelle</td>
</tr>
<tr>
<td>8:30 a.m.–10:00 a.m.</td>
<td>Training Your Staff to be Risk Managers (ST) Rm 102 Liz Tuohy</td>
</tr>
<tr>
<td>10:00 a.m.–10:30 a.m.</td>
<td>Navigating Risk in International Locales (PM) Rm 102 Bill Fredrick</td>
</tr>
<tr>
<td>10:00 a.m.–10:30 a.m.</td>
<td>Risk Management Issues in the Digital Age (L) Rm 104 Catherine Hansen-Stamp and David Concannon</td>
</tr>
<tr>
<td>10:00 a.m.–10:30 a.m.</td>
<td>Use of Participant Agreements: Releases, Acknowledgment of Risks and Related Issues (L) Rm 104 Catherine Hansen-Stamp</td>
</tr>
<tr>
<td>12:00 p.m.–1:30 p.m.</td>
<td>Lunch* Ballroom A</td>
</tr>
<tr>
<td>1:30 p.m.–3:00 p.m.</td>
<td>Medical Topics: New, Controversial and Old (WM) Rm 101 Dr. David Johnson</td>
</tr>
<tr>
<td>1:30 p.m.–3:00 p.m.</td>
<td>Insurance Coverage: Which Coverages Do I Need? (L) Rm 102 Cole Schlack</td>
</tr>
<tr>
<td>3:00 p.m.–3:30 p.m.</td>
<td>Risk Alignment Series: Achieving Organizational Alignment Through Staff Management (ST) Rm 105 &amp; 106 Rick Braschler</td>
</tr>
<tr>
<td>3:00 p.m.–3:30 p.m.</td>
<td>Why Victim Relations is as Important as Public Relations (ER) Rm 104 Will Marling</td>
</tr>
<tr>
<td>3:00 p.m.–3:30 p.m.</td>
<td>System Complexity Index: Organizing Risk Planning (PM) Rm 105 &amp; 106 Jeff Jackson</td>
</tr>
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### Conference Schedule

**Friday, October 16, 2009**

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<tr>
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<tbody>
<tr>
<td>8:00 a.m.</td>
<td>Breakfast* Ballroom A</td>
</tr>
<tr>
<td>8:00 a.m.–5:00 p.m.</td>
<td>Crisis Management (ER) Rm 101</td>
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<tr>
<td></td>
<td>Drew Leemon</td>
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<tr>
<td>8:30 a.m.–10:00 a.m.</td>
<td>Common Problems, Uncommon Solutions: The Land Managers and Users Perspectives (EI) Rm 102</td>
</tr>
<tr>
<td></td>
<td>Charles (Reh) Gregg and Frances Mock</td>
</tr>
<tr>
<td>10:00 a.m.–10:30 a.m.</td>
<td>Hands On Discovery Workshop and Practice with Depositories (L) Rm 101</td>
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<tr>
<td></td>
<td>Wilma Gray and Tony Clapp</td>
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<tr>
<td>10:30 a.m.–12:00 p.m.</td>
<td>Legal Implications of Prescription Drugs in the Wilderness (EI) Rm 103</td>
</tr>
<tr>
<td></td>
<td>Charles (Reh) Gregg and Frances Mock</td>
</tr>
<tr>
<td>12:00 p.m.–1:30 p.m.</td>
<td>Lunch* Ballroom A</td>
</tr>
<tr>
<td></td>
<td>Tod Schimelpfenig and Liz Taushy</td>
</tr>
<tr>
<td>1:30 p.m.–5:00 p.m.</td>
<td>Common Teen Psychological Problems Encountered on Wilderness Expeditions: Recognition, Medical Options, and Practical Application of Outward Bound Behavioral Techniques (WP) Rm 103</td>
</tr>
<tr>
<td></td>
<td>Dr. Lynn Yonge and Katie Carriere</td>
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<tr>
<td>3:30 p.m.–4:30 p.m.</td>
<td>The Role of Medical Directors in Risk Management (L) Rm 101</td>
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<tr>
<td></td>
<td>Dr. Seth Hawkins</td>
</tr>
<tr>
<td>4:45 p.m.–6:00 p.m.</td>
<td>Structured Networking Ballroom A</td>
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<tr>
<td>6:00 p.m.–7:00 p.m.</td>
<td>Exhibitor Reception Ballroom A</td>
</tr>
<tr>
<td>7:00 a.m.–8:30 a.m.</td>
<td>Break and Exhibitor Showcase Ballroom B/C</td>
</tr>
<tr>
<td>8:00 a.m.–5:00 p.m.</td>
<td>Break Corridor</td>
</tr>
<tr>
<td>8:00 p.m.–9:30 p.m.</td>
<td>Keynote Speaker - Robert Birkby Ballroom B/C</td>
</tr>
<tr>
<td>9:30 p.m.</td>
<td>Conference Ends</td>
</tr>
</tbody>
</table>

**201 Restaurant**

0.4 miles, American. Open for breakfast, lunch and dinner seven days a week. Dress code: Casual. Phone: (919) 768-6701

**Piedmont**

0.1 miles, American. Open for breakfast, lunch and dinner. Dress code: Shirt/Slacks Required. Phone: (919) 683-1213

**Parizade**

0.2 miles, Mediterranean. Open for lunch and dinner. Dress code: Shirt/Slacks Required. Phone: (919) 286-9712

**201 Restaurant**

0.5 miles, Mediterranean. Open for lunch and dinner. Dress code: Casual.

**Revolution**

0.4 miles, American. Open for dinner. Dress code: Shirt/Slacks Required. Phone: (919) 956-9999

**Tyler’s Restaurant and Taproom**

0.4 miles, American. Open for lunch and dinner. Dress code: Casual.

**Toreño**

0.5 miles, Mexican. Open for lunch and dinner. Dress code: Casual.

**Nené Restaurant**

0.5 miles, Mediterranean. Open for dinner. Dress code: Casual.

**Mellow Mushroom**


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### WRMC Resource Center: [www.nols.edu/wrmc/resources.shtml](http://www.nols.edu/wrmc/resources.shtml)

The learning doesn't stop when the conference ends! We responded to your requests by making the most popular proceedings articles, workshop presentations, and take-home action steps available to the public for your continuing education needs.

*Meals and Dining*

Please note that break food and the keynote dinner are the only food included with your conference registration, unless you have purchased a conference meal plan. If not on a meal plan, below are nearby restaurant options available for your meals during the conference.

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**2009 Wilderness Risk Management Conference**

**Durham Marriott Convention Center Layout & Floorplan**

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**Ballroom A**

- 101
- 102
- 103
- 104

**Ballroom B/C**

- 105
- 106

**CORRIDOR**

- A
- B
- C

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**Breakfast**

Ballroom A

**Lunch**

Ballroom A

**Mock Trial**

Rm 101

Wilma Gray and Tony Clapp

**Keynote Dinner and Awards Ceremony**

Ballroom B/C

**Keynote Speaker - Robert Birkby**

Ballroom B/C

**Conference Ends**

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**Break and Exhibitor Showcase**

Ballroom B/C

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**Developing Judgment and Decision-Making in Our Staff (ST) Rm 102**

Tod Schimelpfenig and Liz Taushy

**Designing and Managing an Effective Staff Training (ST) Rm 104**

Gretchen Ostleer and Josh Cole

**Conducting Internal and External Incident Reviews (ER) Rm 104**

Jed Williamson and Jay Satz

**Medication Management of Adolescents in the Field (WM) Rm 105 & 106**

Mark Virmenich

**Exhibitor Showroom & Bookshop Hours (bookshop closes at 3:30pm) Ballroom B/C**

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**Rm 101**

- Andrew Bobilya, Ken Kalisch, and David Sperry

**Rm 102**

- Andrew Bobilya, Ken Kalisch, and David Sperry

**Rm 103**

- Andrew Bobilya, Ken Kalisch, and David Sperry

**Rm 104**

- Andrew Bobilya, Ken Kalisch, and David Sperry

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Some extracted text:

- **Structured Networking**
- **Keynote Speaker - Robert Birkby**
- **Exhibitor Showroom & Bookshop Hours (bookshop closes at 3:30pm)**
- **Lunch**
- **Break**
- **Exhibitor Reception**
- **Conference Ends**
- **Breakfast**
- **Mock Trial (L) Rm 101**
- **Wilma Gray and Tony Clapp**
- **Conducting Internal and External Incident Reviews (ER) Rm 104**
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- **Wilma Gray and Tony Clapp**
- **Legal Implications of Prescription Drugs in the Wilderness (EI) Rm 103**
- **Charles (Reh) Gregg and Frances Mock**
- **Urban Outdoor Program Risk Management (PM) Rm 104**
- **Rebecca Bear and Nancy Oswald**
- **Insurance Panel: The Insured, Broker, Insurer, and Lawyer’s Perspectives (L) Rm 105 & 106**
- **Christopher Barnes, Catherine Hansen-Stamp, John McManamon, Doug Killeen**
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  - Phone: (919) 433-0345
- **Toreño**
  - 0.5 miles, Mexican. Open for lunch and dinner. Dress code: Casual.
  - Phone: (919) 682-4197
- **Nené Restaurant**
  - 0.5 miles, Mediterranean. Open for dinner. Dress code: Casual.
  - Phone: (919) 493-8545
- **Mellow Mushroom**
  - Phone: (919) 680-8500
- **WRMC Resource Center:** [www.nols.edu/wrmc/resources.shtml](http://www.nols.edu/wrmc/resources.shtml)
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# Conference Tracks and Presentations

## Opening and Keynote Speakers

### Opening Speaker

**Wilderness Accessibility: The Right to Risk**

Jane Zeller  
Wednesday, October 14, 7:00 p.m.–9:00 p.m.

How can disability and wilderness meet while ensuring wilderness protection? Who has a disability? Why the interest in wilderness? What is required and what are the risks? Jane Zeller will explore these issues and more. Since joining the U.S. Forest Service in 1991, Janet has been involved in the development and implementation of accessibility programs and policies as the National Accessibility Program Manager. Prior to joining the Forest Service, she taught elementary school and then worked as an independent consultant and mediator of recreation and accessibility issues. She is a certified sea kayaking and canoing instructor and a wilderness enthusiast.

### Keynote Speaker

**There Are Lions Out There:**  
Risk Management in an Age of Challenge  
Robert Birdley  
Friday, October 16, 8:00 a.m.–9:30 a.m.

Drawing on four decades of field experience and firsthand knowledge of risk management strategies employed through the Boy Scouts of America to the world’s elite mountain guides, Robert Birdley offers a captivating and informative discussion of the evolution of risk management. Birdley’s presentation will cover the development of safety objectives and strategy, as well as management’s role in the process of decision-making and risk mitigation.

## Program Management and Administration

### Program Management and Administration Track

The Program Management and Administration track addresses a number of issues pertinent to program managers including coordinating your program’s risk to parents, international programming, and risk management in smaller programs. New this year are sessions on unaccompanied student travel and a risk index evaluation for programs.

#### NOLS Risk Management Training

Liz Tischey & Dave Yacubian  
Pre-Conference, October 13-14, 8:00 a.m.–5:00 p.m.

This workshop is designed to introduce expedition leaders’ judgment and decision-making skills and uses Harvard Business School’s case study discussion method to facilitate in-depth group analysis of actual incident and accident cases. In addition, model processes for analyzing accidents’ causes and for making critically important decisions will be presented.

#### Small Program Risk Management

Christopher Barnes & Justin Talbot  
Thursday, October 15, 8:30 a.m.–10:00 a.m.

Wilderness risk management in the smaller program setting offers up a special set of opportunities and challenges. For this session, an initial overview will be followed by a group discussion of specific strategies that have proved useful to other small programs.

#### System Complexity Index: Organizing Risk Planning

Jeff Jackson  
Thursday, October 15, 11:30 a.m.–3:00 p.m.

The emerging systems-based approach to risk management planning has altered the way we conceive, organize, and implement risk systems. The System Complexity Index Risk Analysis (SCIRA) is a tool to objectively measure the stability of an organization’s risk management systems, and it provides a completely different means of interpreting and managing risk events. By measuring the parameters of coupling and complexity, risk potential can be assessed from a macro level, as opposed to the existing hazard-based approach, and is useful to administrators down to field level staff.

#### Urban Outdoor Program Risk Management

Rebecca Bird & Nancy Oswald  
Friday, October 16, 8:30 a.m.–10:00 a.m.

Urban Outdoor Education programs often have unique challenges and risks associated with them that don’t usually occur in the backcountry. This session will help identify, through a mixture of case studies and interactive conversation, the unique challenges of both one-day and multi-day urban programs. A variety of participants and activities will be discussed. Approaches to managing the risk in an urban environment from the SCA and the REI Outdoor School will be shared.

#### Using Case Studies as a Risk Management Teaching Methodology

Deb Ajango  
Pre-Conference, October 14, 1:00 p.m.–3:00 p.m.

This presentation will engage audience members through at least one in-depth case study (not used previously for this workshop) in order to help participants understand how case studies can be used to improve risk management planning and safety education. Participants will have the opportunity to discuss and reflect on case studies with professionals and peers.

#### Medical Topics: New, Controversial, and Old

Mark Vermeal  
Pre-Conference, October 14, 1:30 p.m.–2:30 p.m.

This session will endeavor to make some practical sense out of the medicine that many of us call upon to deliver in unconventional settings far from organized help. The focus will be on: 1) new and old technologies and procedures that can have an impact on wilderness medical care, 2) common problems that continue to pose difficult diagnostic and management dilemmas, and 3) new and emerging topics.

### Medication Management of Adolescents in the Field

Mark Vermeal  
Thursday, October 15, 1:30 p.m.–3:00 p.m.

Using lecture and case study, this presentation will look at the issues of programs managing participant medications, one of countless tasks that field staff must accomplish each day. We will look at pre-course medical review, gathering information on medications, and guidelines for how to assist and document an adolescent’s medication therapy. This session will include a discussion about the subtle differences between administering medications, dispensing medications, and assisting with medication therapy.

### Wilderness First Responder Recertification with WMI of NOLS

Gates Richards  
Pre-Conference, October 12-14, 8:00 a.m.–5:00 p.m.

This three-day scenario-based course is designed as review and practice of evacuation and decision-making guidelines. It also provides wilderness medicine practitioners with current updates in the ever-changing medical field. This course may be used to recertify Wilderness First Responder and Wilderness EMT (wilderness portion only) certifications.

## Presentation Schedule

#### Thursday, October 15

**Wilderness Medicine**

This track explores the challenges inherent in asking staff to make complex medical decisions in remote environments with limited actual patient care experience and well as the increasing frequency of behavioral issues in non-therapeutic programs.

**Common Teen Psychological Problems Encountered On Wilderness Expeditions**

Dr. Lynn Yonge & Katie Cartier  
Friday, October 16, 1:30 p.m.–5:00 p.m.

This presentation will teach you how to recognize common psychological problems of teenagers on wilderness expeditions with the practical hands-on strategy of field intervention.

#### Friday, October 16

**Using Case Studies as a Risk Management Teaching Methodology**

Deb Ajango  
February 15, 1:30 p.m.–3:00 p.m.

This workshop is designed to introduce expedition leaders’ judgment and decision-making skills and uses Harvard Business School’s case study discussion method to facilitate in-depth group analysis of actual incident and accident cases. In addition, model processes for analyzing accidents’ causes and for making critically important decisions will be presented.

**Controlling Internal and External Incident Reviews**

Jed Williamson & Jay Sata  
Thursday, October 15, 11:30 a.m.–3:00 p.m.

A case study, lecture, and discussion on the NOLS Crisis Management Plan and experience.

**Medical Topics: New, Controversial, and Old**

Mark Vermeal  
Thursday, October 15, 1:30 p.m.–3:00 p.m.

Using lecture and case study, this presentation will look at the issues of programs managing participant medications, one of countless tasks that field staff must accomplish each day. We will look at pre-course medical review, gathering information on medications, and guidelines for how to assist and document an adolescent’s medication therapy.

**Medication Management of Adolescents in the Field**

Mark Vermeal  
Thursday, October 15, 1:30 p.m.–3:00 p.m.

Using lecture and case study, this presentation will look at the issues of programs managing participant medications, one of countless tasks that field staff must accomplish each day. We will look at pre-course medical review, gathering information on medications, and guidelines for how to assist and document an adolescent’s medication therapy.

**Wilderness First Responder Recertification with WMI of NOLS**

Gates Richards  
Pre-Conference, October 12-14, 8:00 a.m.–5:00 p.m.

This three-day scenario-based course is designed as review and practice of evacuation and decision-making guidelines. It also provides wilderness medicine practitioners with current updates in the ever-changing medical field. This course may be used to recertify Wilderness First Responder and Wilderness EMT (wilderness portion only) certifications.
focus on what is a deposition and the rules of a deposition. We will
review documents, up to actual impounding of computer servers. We will
be prepared for invasive discovery requests for electronically stored
information to prepare you for assisting attorneys to respond to written discovery.

The entire group will discuss the language
of preparing written discovery responses, using their own program
code names to understand how much coverage you need. This should be helpful for all sizes of programs.

Insurance Panel: Perspectives from the Insured, the Broker, the
Insurer, and the Lawyer
Christopher Barnes, Catherine Hansen-Stamp, John McManna,
and Doug Killen
Friday, October 16, 8:30 a.m.–10:00 a.m.
Learn how to be prepared and what to consider in securing and main-
taining appropriate insurance coverage for wilderness and adventure
programs. In this session, presented by an insured, a broker,
and the insurer (carrier), hear the inside story from four unique
perspectives on important aspects of the insurance process. Panel
member presentations will be followed by an extended question and
answer session. If you need insurance, want better insurance, or just
need to understand insurance better—join us for a lively discussion.

Managing Legal Issues After a Serious Incident: What Do You Do? What Do You Say?
Frances Mock
Thursday, October 15, 8:30 a.m.–1:30 p.m.
In this interactive session we will cover the basic legal principles
which must be understood by anyone who will be responsible for
legal and defensive claims, the terms of reference for effective actions,
and the need to plan the defense of a lawsuit. We will address cases
involving injury or death, and people are involved.

We will present these concepts and give participants tools to inte-
 grated them into practice and development of life-saving and security
strategies. We will provide examples of how legal principles can
be applied to situations you may encounter in your program.

Risk Management Issues in the Digital Age
Catherine Hansen-Stamp & David Connacron
Thursday, October 15, 8:30 a.m.–10:00 a.m.
An interactive session designed to promote understanding of the
new realities of risk management and legal considerations in the digital age,
from pre-program communications to the courtroom. Information
technology and the World Wide Web have transformed the speed and
nature of our ability to communicate, exchange information, market,
and influence with profound impacts on the way in which programs
manage risks and consider legal issues. Presenters will discuss a diverse
array of topics including electronic communication pre/during/post-
program and after a critical incident, with consideration given to the
instantaneous spread and permanent nature of digital information.

Use of Participant Agreements: Releases, Acknowledgment of
Risks, and Related Issues
Catherine Hansen-Stamp
Thursday, October 15, 1:30 p.m.–12:00 p.m.
In this interactive session, Cathy will discuss legal and practical
issues associated with use of written participant agreements with
participants and guests. She will highlight the value in using these
documents as risk management tools, and key in on current
case law to discuss how courts view these written documents in the
adventure and recreation program setting. Significant issues include:
debating with minors, releases, indemnity, and assumption of risks.

STAFF HIRING AND TRAINING PRACTICES
This track focuses on staff, our on-ground risk managers who
make numerous critical decisions every day. Some of the topics to be
addressed include train staff to be risk managers in the field, using
case studies as a tool, managing staff injury claims, volunteer leaders,
and designing an effective staff training.

Continuation of the Highly Certified Yet Under Prepared Leader Discussion
Dr. Kent Clement
Thursday, October 15, 8:30 a.m.–12:00 p.m.
This presentation is designed to be the next step in the process of un-
derstanding how we determine which qualifications are desirable and
which qualifications are mandatory for new and continuing outdoor
programming staff. There will be an overview of the current state of the
industry, with a focus on the types of skills and abilities that staff
positions require and the process of developing a process that
will enable professionals to develop the skills and abilities that are
needed.

Developing Judgment and Decision-making in Our Staff
Dr. Lester Zook
Thursday, October 15, 10:30 a.m.—12:00 p.m.
This session will address the development of professional judgment and
developing models to use as a common structure and vocabulary; coaching
techniques through role playing and discussion; and self-reflection
as a critical step to being an effective coach.

Risk Alignment Series: Achieving Organizational Alignment Through Staff Management
Dr. Lester Zook
Thursday, October 15, 8:30 a.m.–12:00 p.m.
This session will address the development of professional judgment and
developing models to use as a common structure and vocabulary; coaching
techniques through role playing and discussion; and self-reflection
as a critical step to being an effective coach.

Risk Management With Volunteer Leaders
Alex Koosell & Brenda Portee
Thursday, October 15, 10:30 a.m.–12:00 p.m.
This session will address the development of professional judgment and
developing models to use as a common structure and vocabulary; coaching
techniques through role playing and discussion; and self-reflection
as a critical step to being an effective coach.

Training Your Staff To Be Risk Managers | Liz Tuhy
Thursday, October 15, 8:30 a.m.–10:00 a.m.
This workshop and small group discussion, led by a very experienced
NOLS program manager, on how to engage your field staff as risk
managers.

Legal and Insurance
Our Legal and Insurance track presenters worked hard to develop a
series of focused, non-redundant offerings to address current legal
and insurance issues in wilderness risk management. This includes
an insurance panel, an advanced legal topics session, and last year’s
popular mock trial.

Ask the Lawyers | Charles (Reb) Gregg, Cathrine Hansen-Stamp, Frances Mock, Wilma Gray, & Tony Clapp
Thursday, October 16, 8:30 a.m.–10:00 a.m.
This moderated session will allow audience members to ask ques-
tions of the panelists regarding legal issues which may have arisen
in the course of the conference or otherwise. Time permitting, the
panelists will expand on earlier discussions of legal issues and raise
others that may not have been addressed.

Emerging Legal Issues for Adventure Programs
Catherine Hansen-Stamp and Charles (Reb) Gregg
Pre-Conference, October 14 1:00p.m.–5:00p.m.
This interactive session is designed for those who understand basics and
would like to have a deeper look at relevant legal concepts and current
case law. An important segment will focus on the practical value and
legal impact of what programs say and write – including on their
website, in staff manuals, incident reports and e-mails, and in staff
conversations in or out of the field, with participants or otherwise.

Fundamental Legal Issues
Charles (Reb) Gregg
Thursday, October 15, 8:30 a.m.–10:00 a.m.
In this interactive session we will cover the basic legal principles
which must be understood to protect an organization’s clients and
staff, including areas of exposure to legal claims, your duty of care,
negligence and defenses to a negligence claim, the doctrines of in-
herent and assumed risk, avoiding liability by the use of releases and
waivers, and the duty of care to the public, including areas of exposure
to legal claims, your duty of care, and the doctrine of open and
honest feedback.

The role of “the human element” as an antecedent to outdoor acci-
dents is well documented. Attitudes such as egoism, casualness, and
hurry do more to cause and complicate outdoor accidents than the
capriciousness of natural forces. This workshop will explore some
of the psycho-social dynamics at work in a few of these dangerous
activities, and then propose leadership strategies (preparation and
management) to address them. The ultimate goal is to help develop
leaders who are more aware of the dynamics of dangerous attitudes
and better prepared to mitigate them before they cause a disaster.

Risk Alignment Series: Achieving Organizational Alignment Through Staff Management
Dr. Lester Zook
Thursday, October 15, 8:30 a.m.–12:00 p.m.
The distance between establishing and accomplishing visions, goals,
and missions is filled with treacherous obstacles. These obstacles
often spell disaster on the successful outcome of even the most noble
endeavors. Under the Risk Alignment Series: Achieving Organizational Alignment Through Managing Staff, we will identify four key
areas of staff management, preparing professionals for impact and
success rate in achieving desirable outcomes. Additionally, we will
introduce you to the “ Outcome meter” and its use in establishing
processes, identifying potential threat areas, and charting execution.

Risk Management With Volunteer Leaders
Alex Koosell & Brenda Portee
Thursday, October 15, 10:30 a.m.–12:00 p.m.
This session will address the development of professional judgment and
developing models to use as a common structure and vocabulary; coaching
techniques through role playing and discussion; and self-reflection
as a critical step to being an effective coach.

Training Your Staff To Be Risk Managers | Liz Tuhy
Thursday, October 15, 8:30 a.m.–10:00 a.m.
This workshop and small group discussion, led by a very experienced
NOLS program manager, on how to engage your field staff as risk
managers.
FIELD PRACTICES
This track evaluates specific practices and assessment tools as benchmarks for industry practice.

Accidents in Outdoor Recreation Programming
Jed Williamson, Assan Attarian, & Kathy Capps
Thursday, October 15, 8:30 a.m.–10:00 a.m.
Do you know what the most common injury in outdoor recreation programming is? Examination of accident data as part of the risk management process allows administrators and field staff to make better informed decisions about actual program risks. This session looks at accident theory and industry trends. Information includes the most common types of injury, the activities that involve the most accidents, and a discussion of how this information affects decision makers.

Managing Risk While Afloat
Christopher Stec & Jeremy Oyen
Thursday, October 15, 8:30 a.m.–4:30 p.m.
This educational session will provide participants with guidelines and tools for comprehensively evaluating three core aspects of a paddling program: participants, staff, and overall program management. Join the Safety Education & Instruction Department of the American Canoe Association (ACA) as we provide a range of insights to ensure that you understand all the risks that are involved once you float participants away from shore.

Where Are the Instructors?: Benefits of Unaccompanied Wilderness Program Components
Andrew Bobilya, Ken Kalisch, & Dave Sperry
Friday, October 16, 8:30 a.m.–10:00 a.m.
An organization whose policies call for the carrying and administration of prescription drugs must be aware of the laws governing these activities in the jurisdictions in which it operates. If the practices are found to be illegal or questionable, the organization has some tough choices to make—ethical, legal and cultural. Continue as before, hopeful that the actions can be defended? Or change its operations, perhaps putting students in jeopardy? We will explore the challenges posed by existing practices and laws so that an organization confronted with choices in this regard can be better informed about its options and their legal implications.

The Role of Medical Directors in Risk Management
Dr. Seth Hawkins
Thursday, October 15, 3:30 p.m.–4:30 p.m.
Healthcare providers (HCP), including physicians, are often involved in the risk management and operational activities of wilderness organizations. However, expectations for HCP involvement vary widely between organizations. Even within organizations, the expectations can be quite different for the clients, the organization’s staff, the organization’s leadership, and the HCPs themselves. This roundtable discussion will explore various models and critique their strengths and weaknesses. Possible topics include off-line versus on-line versus field medical direction, the role of telemedicine, midlevel providers, insurance issues, compensation issues, client expectations, and medicolegal considerations.

EMERGING ISSUES
Each year we profile issues that programs are actively struggling to understand and evaluate such as the use of prescription medications on wilderness programs and the role of physicians as medical advisors.

Common Problems, Uncommon Solutions: The Land Managers and Users Perspectives
Jay Surr & Sara Newman
Friday, October 16, 8:30 a.m.–10:00 a.m.
Land managers from the National Park Service, the Forest Service, and other federal land agencies will face off with recreational land users to identify and confront the conflicts and misunderstandings that arise in land use to include issues related to, risk management, and liability.

Legal Implications of Prescription Drugs in the Wilderness
Christopher Barnes
Friday, October 16, 8:30 a.m.–10:00 a.m.
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Emerging Issues

Deb Ajango is self-employed as a safety education instructor and consultant. Deb has an extensive background working as a practi- tioner and administrator in the profession, has more than 2,000 field days of experience, and has provided risk management consultation and program reviews throughout the United States.

Aram Attarian has been working in the adventure industry for over 30 years. He is currently associate professor at NC State University specializing in adventure recreation and outdoor leadership. He has over 20 seasons as a course director and instructor with North Carolina Outward Bound School (NC OBS). He is a member of the NC OBS board of directors where he chairs the safety committee and participates in safety and program reviews for organizations including NC OBS and the Association for Experiential Education.

Christopher Barnes is the co-founder and Executive Director of the High Mountain Institute (HMI) in Leadville, Colorado. HMI’s defining program is the Rocky Mountain Semester, a semester-long academic and wilderness program for high school juniors. HMI also offers leadership development, wilderness medicine, avalanche, and other custom courses. HMI recently completed a two-year project to switch to better insurance.

Rebecca Bear currently manages the REI Outdoor School which serves over 11,000 people annually in 12 major metropolitan areas. The programs are urban one-day courses that focus on beginner level skills. She supports REI’s risk management committee and has developed a site management training program for the 150 + instructors at REI. Prior to working at REI, Rebecca served as the chair of risk management committee for Passages Northwest and worked with Outward Bound International in establishing international safety standards.

Robert Birkley is a longtime backcountry crew leader and instructor for the SCA. He also works with Berg Adventures International and has led trips for Mountain Madness. His books include current editions of The Boy Scout Handbook and The Boy Scout Fieldbook, a biography of climber Scott Fischer entitled Mountain Madness, and Lightly on the Land, the SCA’s manual of trail construction and maintenance.

Andrew Bobilya, Ph. D., is Co-Chair of the Outdoor Education Department at Montreat College. He has served as an instructor, trainer, and program coordinator for various wilderness and adventure programs for 36 years. His research interests include a variety of legal and logistical topics. Bobilya has served as general counsel to The Explorers Club and the X-Prize Foundation and as an advisor to several international expeditions, including six Titanic expeditions and two Mt. Everest expeditions.

Lee Dickinson has been working with the National Park Service for more than 34 years. Her first assignment was as an interpreter at Independence National Historical Park in 1975. At Independent National Historical Park, Lee served as interpretive supervisor, special park use coor-
dinater and public information officer, as well as serving as a public information officer on a type 2 risk management team. Lee has been the Special Park Uses program manager for the National Park Service since September 2001.

Bill Fredrick conducts risk management trainings, safety reviews, and incident investigations for the education abroad as director of risk management services at The School for Field Studies. He comes from an adventure education background having served for 18 years with Outward Bound. As a faculty committee member for Wilderness Medical Associates, he has taught emergency medicine to educators, rescue teams, and international service organizations in over a dozen countries.

Wilma J. Gray is a civil trial attorney in California specializing in recreation law. She is a partner in a mid-size defense law firm in the San Francisco Bay Area. After receiving a B.A. degree from Queen’s University, she worked for the Canadian government in Ottawa before moving to California. Born in rural Ontario, Canada, much of her youth was spent canoeing, hiking, cross-country skiing, snowshoeing, and as a counselor for outdoor youth programs.

Jim Garrett is the project director of Outward Bound’s Instructor Training Curriculum and national director of OBUSA’s Service Initiative. Jim has been affiliated with Outward Bound since 1964, first as a Hurricane Island OB sea program instructor (1965–74), then as a trustee and corporation member (1990–present). He is a veteran teacher in middle and high schools in the U.S. and abroad, a NOLS alumus (1973), former director of Harvard’s First-Year Outdoor Program (1999), and an advisor to Princeton University’s Outdoor Action Program.

Reb Gregg is a practicing attorney in Houston, Texas, specializing in outdoor adventure and education law. He serves on the board of directors of the SCA and The Friends of Big Bend National Park, on the Wilderness Risk Management Conference steering committee, and on the accreditation council of the Association for Experiential Education. Reb is legal counsel to a number of organizations, including summer camps, secondary and college outdoor programs, challenge courses, and outfitters.

Catherine Hansen-Stamp is an attorney in private practice in Golden, Colorado. She consults with and advises recreation and adventure programs on legal liability and best practices in risk management issues. She speaks and writes on these issues both regionally and nationally and has presented at the WRMC since its inception in 1994. Cathy is a member of the Wyoming and Colorado Bar Associations.

Dr. Seth Hawkins has served as medical director and advisor for many wilderness and outdoor organizations and events, including search & rescue teams, wilderness EMS teams, sporting and endurance events, outdoor clubs, and outdoor experimental schools. A fellow of the American Academy of Wilderness Medicine, he has over 15 years of experience in wilderness and out-of-hospital emergency medicine.

Jeff Jackson is a professor and coordinator of Algonquin College’s Outdoor Adventure Program, a professional adventure guide training program, where he oversees 18,000 student field days per year. He has worked as a guide, educator, and project manager since 1988, crossing a variety of disciplines, activities, and corporate cultures. Work experience includes leadership and management positions with Outward Bound, the National Outdoor Leadership School, and numerous commercial outfitters.

Dr. David Johnson is uniquely qualified to discuss a wide range of topics. He brings years of experience as a backcountry traveler and patient caregiver. To make the session as valuable for each one of you as possible, please come prepared to challenge him with the questions whose answers have eluded you for years. He would welcome emails before the session as well (dejo@wildmed.com).

Ken Kalisch has over 35 years of experience in outdoor and adventure education as a professor, field instructor, program manager, researcher, and author. He is the author of The Role of the Instructor in the Outward Bound Process, which is used in many academic and professional training programs. Ken currently lives in the mountain town of Montrose where he serves as an associate professor of outdoor education at Montrose College.

Bill Kent is Chief of Training, Division of National Wildlife Ref- uge Law Enforcement, US Fish and Wildlife Service at the Federal Law Enforcement Training Center. Bill’s assignments have allowed him to work on National Wildlife Refuges across the country: from the sand dunes of Merritt Island in Florida to the forests of Vesper, CA; to the mountain ranges of the Sierra Nevada, California to the wetlands of Kemah, Texas (1978 to present). He is a current member of the Academy of Wilderness Medicine Institute and a fellow of the Academy of Wilderness Medicine.

Bill Killen is the Assistant Vice President of community underwriting for Philadelphia Insurance in Litlleton, CO. Doug has 15 years of experience in the risk management and liability business. He has been with Philadelphia Insurance for 16 years. Prior to that he worked at the University of MA, Klamath Basin, CA/OR, and more recently he spent 16 years at Kenai, AK. Wilderness public use management activities have been a significant area of responsibility for Bill.

Doug Killen has been with Philadelphia Insurance since 1981, where he joined the company as a property underwriter. He was later promoted to Assistant Underwriting Manager, Northeast Region, and then to Vice President of Underwriting for Philadelphia Insurance. He is currently serving as the Director of Underwriting for Philadelphia Insurance.

Kate Lee has been the special projects manager for the National Park Service since 1995. She is currently serving as the Special Park Uses program manager for the National Park Service since September 2001.

Dr. Sara Newman serves as the public risk management program director for the National Park Service where she manages a service-wide visitor safety program to support park efforts to conduct risk assessment, risk communications, and risk management to protect the public and natural resources at National Parks throughout the U.S. Dr. Newman served as the opening speaker for the WRMC in 2008 and currently serves on the WRMC steering committee. Dr. Newman is a commissioned officer in the United States Public Health Service.

Nancy Oswald has been with the SCA since 1999 where she is currently the executive director of the SCA. Prior to her tenure with SCA, she served as the executive director of the World Affairs Council of Marin and the Marin Junior League. Prior to that she worked as a program director for the National Park Service.

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Dave Sperry is an assistant professor of outdoor education at Montreat College. In addition to teaching, he is the director of Backcountry at Montreat, a college-sponsored guide/outfitter and outdoor recreation service. He is a certified trainer with the American Canoe Association and certified instructor with the American Mountain Guides Association. His first publication, Knots for Climbers, a chapter in the Wilderness Education Association’s Rock Climbing, was just released.

Chris Stec has spent his professional career teaching in the outdoors, bringing his paddling knowledge to the Safety Education and Instruction Department of the ACA. He is a Level 4: Whitewater/Flawwater Canoe Instructor Trainer Educator, a Level 5: Advanced Whitewater Canoe Instructor Trainer, a Level 5: Advanced Swiftwater Rescue Instructor, and has the Adaptive Paddling Endorsement. He was also one of the writers of the BSA’s canoeing merit badge pamphlet.

Justin Talkoff is the wilderness programs manager for the High Mountain Institute (HMI) in Leadville, Colorado. HMI’s defining program is the Rocky Mountain Semester, a semester-long academic and wilderness program for high school juniors. HMI also offers leadership development, wilderness medicine, avalanche, and other custom courses.

Liz Tussky was the program director for NOLS Rocky Mountain for five years, where she oversaw (directly and indirectly) 250 field staff per year and up to 45,000 student days annually. She was responsible for supervising instructors in risk management, student outcomes, and curriculum. She got a lot of practice in things like installing new curriculum on courses, addressing performance issues in staff, coaching staff to address student performance concerns, managing evacuations, and developing staff qualifications.

Jed Williamson is the immediate past president of Sterling College in Vermont. He is co-author of the AEE Accreditation Standards for Adventure Programs, editor of Accidents in North American Mountaincrawling, and co-designer of the “Live, Learn, and Teach” graduate program in experiential education at University of New Hampshire. He has conducted many risk management reviews and accident investigations for adventure programs.

Dr. Lynn Yonge is a lifelong outdoorsman who has focused his medical practice on the treatment of troubled teens using the Outward Bound model. He founded the Five Rivers Outward Bound Base in Fairhope, Alabama, in 2006. Dr. Yonge completed the requirements for fellow status in the Academy of Wilderness Medicine in 2007. He participates in the training of Outward Bound field staff in issues pertaining to troubled teens.

Lester Zook is the director of the Outdoor Ministry and Adventure Leadership program at Eastern Mennonite University in Harrisonburg, Virginia. His doctorate is from the University of Virginia (1995). In 2004, he started WILD GUYde Adventures, providing adventure guiding and staff training for summer camps, groups, and families in the various backcountry areas of Virginia and West Virginia.

Dave Yacubian is the Risk Management Director for Nature Bridge, the largest nonprofit residential environmental education partner of the National Park Service. His primary responsibilities are overseeing all aspects of risk management for the organization’s four current programs located in the western United States. Additionally, Dave consults for NOLS Professional Training and works as a WMI and NOLS field instructor. Since 2006 Dave has served on the board of Environmental Traveling Companions, an organization that provides outdoor adventures for disabled participants.

Janet Zeller is the National Accessibility Program Manager for the U.S. Forest Service on the recreation staff located in Washington, DC. Since 1991, she has been involved in the development and implementation of the Forest Service accessibility programs and policies. Janet also works with other Federal agencies and organizations on recreation and accessibility issues. Janet helped develop the interagency wilderness accessibility approach, and instructs nationwide on accessibility and universal design of programs.

The American Canoe Association (ACA) is a national nonprofit organization serving the broader paddling public by providing education related to all aspects of paddling, stewardship support to help protect paddling environments, and sanctioning of programs and events to promote paddlesport recreation.

The Association for Experiential Education (AEE) accreditation program is a standards-based evaluation process by objective, independent reviewers and has become the industry-accepted level of professional evaluation for experiential and adventure programs.

The Association for Challenge Course Technology (ACCT) identifies, refines and publishes standards for installing, maintaining and managing challenge courses. ACCT provides forums for collaboration and professional development and advocates for the challenge course industry.

Greenfield Community College Outdoor Leadership Program’s mission is to train skilled, field-proven leaders for entry-level careers in the outdoor adventure industry—leaders sensitive to and respectful of the people they work with and the environments and cultures in which they travel.

High Point Ventures provides staffing solutions and business consulting to the outdoor industry. Our project services include; sales consulting, staff placement, retail optimization, e-marketing, catalog and website design, event design and management, and staffing training.

Landmark Learning is the national’s leading year-round, multicertification training center for outdoor educators and emergency medical personnel, providing training from our base in N.C., Ecuador, and locations around the U.S.

Mountain Khakis Design. Quality. Consistency. Authenticity. Est. in 2003 and based in Jackson Hole, Mountain Khakis have become a staple in the wardrobe of everyone from ranch hands to golf pros, those who travel by jet as well as those who travel by thumb. The brand story continues to resonate to those that believe freedom and rugged adventure is a way of life. MK is a proud member of 1% For The Planet.

Nantahala Outdoor Center (NOC) has more than 35 years experience as the premier provider of whitewater rafting trips, paddling instruction, group adventure programming, and activities at our Rope Challenge Course. NOC also offers Wilderness Medicine Education through a partnership with SOLO.

The mission of the National Outdoor Leadership School (NOLS) is to be the leading source and teacher of wilderness skills and leadership that serve people and the environment.

The mission of North Carolina Outward Bound is to inspire people to discover and develop their potential to care for themselves, others, and the world around them through challenging experiences in unfamiliar settings.

Conference Exhibitors

The power of people, passion, and purpose comes together in one place. The American Canoe Association (ACA) identifies, refines, and publishes standards for installing, maintaining, and managing challenge courses. ACCT provides forums for collaboration and professional development and advocates for the challenge course industry.

The Association for Experiential Education (AEE) accreditation program is a standards-based evaluation process by objective, independent reviewers and has become the industry-accepted level of professional evaluation for experiential and adventure programs.

OutdoorEd.com is the premiere Web resource for outdoor education professionals providing information for program and risk management through blogs, articles, and Wikis. OutdoorEd.com is developer of the International Incident Database System which will be displayed at the conference.

Outward Bound delivers challenging learning experiences that inspire character development, leadership and service. Outward Bound helps its students realize their full potential, for themselves, and for a better world.

Prescott College Signature programs within the Prescott College low-residency MA and Ph.D. programs include Adventure Education, Sustainability Education, and Adventure-based Psychotherapy, reflecting the College’s commitment to the environment and social justice.

The Powell & Elliott Collaborative is a full service management consulting-firm. We work with educational, therapeutic, and wilderness programs to improve their services, solve their problems, and ultimately make them a lasting success.

SCA provides college and high school-aged members with hands-on conservation opportunities in virtually every field imaginable, from tracking grizzlies through the Tetons to restoring desert ecosystems and teaching environmental education at Washington, D.C.’s Urban Tree House.

The mission of Wilderness Medical Associates (WMA) provides the highest quality medical training for people who work in remote areas. We give students the skills and confidence to prevent and respond to emergency medical situations.

The Wilderness Medicine Institute of NOLS (WMI) provides the highest quality medical education and information for the recognition, treatment, and prevention of wilderness emergencies.

Spot LLC, a leader in personal satellite messaging and emergency communications, is dedicated to providing reliable location-based services to its customers including alert notification to a global rescue coordination center.

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Join us Thursday, October 15 from 6:00 p.m.–7:00 p.m. for this year’s Exhibitor Reception! While you network with great companies who support our industry, enjoy light refreshments and drinks from the bar. We will also be raffling some exciting giveaways, so show up to win! Here are this year’s exhibitors…stop by and let them introduce themselves!
In 1992, representatives from Outward Bound, Alpine Towers, Wilderness Medical Society, Wilderness Education Association, Exum Mountain Guides, Association for Experiential Education, International Safety Network, National Association of Search and Rescue, American Mountain Guides Association, American Alpine Club, Outdoor Network/Outdoor Recreation Coalition of America, the National Park Service and NOLS met in Lander, Wyoming, to form the original Wilderness Risk Managers Committee. The group set an agenda that involved an examination of current issues within the industry and each organization. The committee wanted to serve as an informal think tank, providing better understanding and coordination in the outdoor education arena.

After meeting for a second time in 1993, the committee sponsored the inaugural Wilderness Risk Management Conference (WRMC) at NOLS Pacific Northwest in Conway, Washington, in 1994. Since that time the conference has served as a venue for sharing experiences and aligning practices in wilderness risk management. The conference is known for its high quality workshops and spirit of collegiality and openness.

Over time, multiple groups have influenced the WRMC. The Wilderness Risk Managers Committee has become a national consortium of outdoor schools, guide services, organizations, and land managers who have helped to develop the conference agenda and to attract high quality presenters. NOLS, the lead conference sponsor, along with co-sponsors Outward Bound and the Student Conservation Association, continued to enhance the professionalism of the conference and extend its reach within the industry.

As both the conference and committee grew, it became apparent that the current structure no longer best served the needs of either planning the conference or addressing key industry issues. In 2009, the committee disbanded itself and installed a small annual steering committee with responsibility for speaker selection and agenda development. In addition, a new interest group forum was created to follow the annual conference to allow for discussion of current industry related issues. The WRMC continues to evolve under the guidance of the co-sponsors and remains an excellent educational opportunity for those providers new to the field and the premier venue for established professionals in the adventure education industry.

### 2009 WRMC Steering Committee

- Rob Chatfield  
  *Outward Bound® USA*
- Charles R. (Reb) Gregg, J.D.  
  *Legal Issues in Outdoor Pursuits*
- Sara Newman  
  *National Park Service*
- Jay A. Satz  
  *The Student Conservation Association*
- Shana Tarter  
  *National Outdoor Leadership School*
- Mark T. Vermeal  
  *The Student Conservation Association*
- Jed Williamson  
  *American Alpine Club*

For more information on the steering committee contact:

Shana Tarter, Committee Chair  
shana_tarter@nols.edu  
307-335-2353

### Annual Conference Co-Sponsors

**Lead Sponsor**  
*National Outdoor Leadership School*  
Rick Rochelle  
Drew Leemon  
Shana L. Tarter

**Co-Sponsors**  
*Outward Bound® USA*  
Billy Roos  
Michael Lindsey

*The Student Conservation Association*  
Jay A. Satz  
Mark T. Vermeal