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

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Massachusetts State Parks

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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 - normal 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 - a near miss incident almost happened, strong concerns require operational adjustments
4. Major Incident - significant injury, loss, equipment damage, ambulance, hospital, police involvement

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Program Locations and Frequency

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