Managing Risk with Volunteer Leaders

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Program Types?

Volunteers or Staff?
Who We Are
Agenda

- Introductions
- Organizational Risk Tolerance
- Volunteer Engagement and Management
- Training
- Supporting Volunteers
- Questions
- Resources
Risk Management

- Evolving standards
  - Wilderness Risk Management Conference
  - Volunteer standards?

- Volunteer led programs require creative solutions
Organizational Risk Tolerance
Sierra Club
Leader Standards Development
Organizational Culture
Always Engage Volunteers
(or volunteer representatives)
Volunteer Roles?

Staff Roles?
Volunteer Roles

“Volunteer”

Trip Leader

Program Manager (Chairperson)

Committees
(governance vs. management)

Board of Directors
Varied Management Structures

College/University
Club
Non-Profit
Scouts
Position Descriptions
“Hiring” Standards
Training
Feedback
Standard Approach to Problems with Volunteers
Participant Evaluations
Observation of Volunteers
(if feasible)
Engaging Risk Management Review Process
Do you know every one of your volunteers?
# Sierra Club Outings

## Volunteers by the numbers

<table>
<thead>
<tr>
<th>National Outings</th>
<th>Inner City Outings</th>
<th>Local Outings</th>
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<tbody>
<tr>
<td>• 350 trips</td>
<td>• 1000 trips</td>
<td>• 15,000 trips</td>
</tr>
<tr>
<td>• 4000 participants</td>
<td>• 14,000 participants</td>
<td>• 250,000 participants</td>
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<tr>
<td>• 500 volunteers</td>
<td>• 1,000+ volunteers</td>
<td>• 6,000 volunteers</td>
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TRAINING is the single most effective way to disseminate risk management practices and strategies to create a culture of safety.
Training

- Face to Face

- Tools/Resources
  Web resources
  Print material
  Video
Training Group Therapy

Tell your new friends how you train (or disseminate information) volunteers how to work with minors.

OR

Tell your new friends how you train your volunteers (and your organization) to respond to critical incidents.
What hasn’t been addressed?
Resources

- Manual of Accreditation Standards for Adventure Programs (AEE)
- Outdoor Safety: Risk Management for Outdoor Leaders (NZ Mt Safety Council)
- AMC Guide to Outdoor Leadership (Kosseff)
- Lessons Learned 1 & 2 (Ajango)
- Risk Management in Outdoor & Adventure Programs (Attarian)
- The Checklist Manifesto (Gawande)
- outdoored.com
- outdoorsafetyinstitute.com
Action Items

1) Discuss potential changes in risk management practices with field leaders to obtain valuable input, increase buy-in, and promote universal implementation.

2) Brainstorm creative leader training approaches and implement at least 2 new ideas that could improve on the status quo.

3) Learn the training and safety approaches at a peer organization and implement 1-2 of their best ideas in your program.