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# **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	Legal and Insurance - L
Emergency Procedures & Crisis Response - ER	Staff Hiring and Training Practices - ST
Wilderness Medicine - WM	Field Practices – FP
Emerging Issues - EI	

## PRE-CONFERENCE SCHEDULE

Monday, October 12, 2009	
8:00 a.m.–5:00 p.m.	<b>Wilderness First Responder Recertification (ST) Rm 101</b> Gates Richards
Tuesday October 13, 2009	
7:30 a.m.–8:00 a.m.	<b>Pre-conference Workshop Registration Corridor</b>
8:00 a.m.–5:00 p.m.	<b>Wilderness First Responder Recertification cont. (ST) Rm 101</b> Gates Richards
	<b>NOLS Risk Management Training (PM) Rm 106</b> Liz Tuohy and Dave Yacubian
Wednesday October 14, 2009	
7:30 a.m.–8:00 a.m.	<b>Pre-conference Workshop Registration Corridor</b>
8:00 a.m.–5:00 p.m.	<b>Wilderness First Responder Recertification cont. (ST) Rm 101</b> Gates Richards
	<b>NOLS Risk Management Training cont. (PM) Rm 106</b> Liz Tuohy and Dave Yacubian
	<b>When Judgment Is Crucial: Outward Bound USA's Instructor Judgment Training Workshop (ST) Rm 107 &amp; 108</b> Jim Garrett
1:00 p.m.–5:00 p.m.	<b>Using Case Studies as a Risk Management Teaching Methodology (PM) Rm 102</b> Deb Ajango
	<b>Emerging Legal Issues for Adventure Programs (L) Rm 105</b> Catherine Hansen-Stamp and Charles (Reb) Gregg
5:00 p.m.–7:00 p.m.	<b>Early Conference Registration Corridor</b>

## CONFERENCE SCHEDULE

Wednesday October 14, 2009	
5:00 p.m.–7:00 p.m.	<b>Conference Registration Corridor</b>
7:00 p.m.–9:00p.m.	<b>Opening Speaker - Janet Zeller Ballroom B/C</b>
Thursday, October 15, 2009	
7:00 a.m.–8:30 a.m.	<b>Breakfast* Ballroom A</b>
8:00 a.m.–5:00 p.m.	<b>Exhibitor Showroom &amp; Bookshop Hours Ballroom B/C</b>
8:30 a.m.–10:00 a.m.	<b>Small Program Risk Management (PM) Rm 101</b> Christopher Barnes and Justin Talbot
	<b>Training Your Staff to be Risk Managers (ST) Rm 102</b> Liz Tuohy
	<b>Accidents in Outdoor Recreation Programming (FP) Rm 103</b> Jed Williamson, Kathy Capps, Aram Attarian
	<b>Risk Management Issues in the Digital Age (L) Rm 104</b> Catherine Hansen-Stamp and David Concannon
	<b>Fundamental Legal Issues (L) Rm 105 &amp; 106</b> Charles (Reb) Gregg
10:00 a.m.–10:30 a.m.	<b>Break and Exhibitor Showcase Ballroom B/C</b>
10:30 a.m.–12:00 p.m.	<b>Theory vs. Reality: Lessons Learned in Crisis Response (ER) Rm 101</b> Deb Ajango, Kirk Shimeall, and Rick Rochelle
	<b>Navigating Risk in International Locales (PM) Rm 102</b> Bill Fredrick
	<b>Continuation of the Highly Certified Yet Under-Prepared Leader Discussion (ST) Rm 103</b> Dr. Kent Clement
	<b>Use of Participant Agreements: Releases, Acknowledgment of Risks and Related Issues (L) Rm 104</b> Catherine Hansen-Stamp
	<b>Risk Alignment Series: Achieving Organizational Alignment Through Staff Management (ST) Rm 105 &amp; 106</b> Rick Braschler
12:00 p.m.–1:30 p.m.	<b>Lunch* Ballroom A</b>
1:30 p.m.–3:00 p.m.	<b>Medical Topics: New, Controversial and Old (WM) Rm 101</b> Dr. David Johnson
	<b>Insurance Coverage: Which Coverages Do I Need? (L) Rm 102</b> Cole Schlack
	<b>Managing Legal Issues After a Serious Incident: What do you do; What do you say? (L) Rm 103</b> Frances Mock
	<b>Why Victim Relations is as Important as Public Relations (ER) Rm 104</b> Will Marling
	<b>System Complexity Index: Organizing Risk Planning (PM) Rm 105 &amp; 106</b> Jeff Jackson
3:00 p.m.–3:30 p.m.	<b>Break and Exhibitor Showcase Ballroom B/C</b>

3:30 p.m.–4:30 p.m.	<b>The Role of Medical Directors in Risk Management (L) Rm 101</b> Dr. Seth Hawkins
	<b>Ask the Lawyers (L) Rm 102</b> Charles (Reb) Gregg, Cathrine Hansen-Stamp, Frances Mock, Wilma Gray, Tony Clapp
	<b>Managing Risk While Afloat (FP) Rm 103</b> Christopher Stec and Jeremy Oyen
	<b>Conducting Internal and External Incident Reviews (ER) Rm 104</b> Jed Williamson and Jay Satz
	<b>Medication Management of Adolescents in the Field (WM) Rm 105 &amp; 106</b> Mark Vermeal
4:45 p.m.–6:00 p.m.	<b>Structured Networking Ballroom A</b>
6:00 p.m.–7:00 p.m.	<b>Exhibitor Reception Ballroom A</b>
<b>Friday October 16, 2009</b>	
7:00 a.m.–8:30 a.m.	<b>Breakfast* Ballroom A</b>
8:00 a.m.–5:00 p.m.	<b>Exhibitor Showroom &amp; Bookshop Hours (bookshop closes at 3:30pm) Ballroom B/C</b>
8:30 a.m.–10:00 a.m.	<b>Crisis Management (ER) Rm 101</b> Drew Leemon
	<b>Common Problems, Uncommon Solutions: The Land Managers and Users Perspectives (EI) Rm 102</b> Jay Satz and Sara Newman
	<b>Legal Implications of Prescription Drugs in the Wilderness (EI) Rm 103</b> Charles (Reb) Gregg and Frances Mock
	<b>Urban Outdoor Program Risk Management (PM) Rm 104</b> Rebecca Bear and Nancy Oswald
	<b>Insurance Panel: The Insured, Broker, Insurer, and Lawyer's Perspectives (L) Rm 105 &amp; 106</b> Christopher Barnes, Catherine Hansen-Stamp, John McManamon, Doug Killeen
10:00 a.m.–10:30 a.m.	<b>Break and Exhibitor Showcase Ballroom B/C</b>
10:30 a.m.–12:00 p.m.	<b>Hands On Discovery Workshop and Practice with Depositions (L) Rm 101</b> Wilma Gray and Tony Clapp
	<b>Where Are the Instructors?: Benefits of Unaccompanied Wilderness Program Components (FP) Rm 102</b>   Andrew Bobilya, Ken Kalisch, and David Sperry
	<b>Leading Beyond Invincibility, Group-Think, and Other Catastrophic Attitudes (ST) Rm 103</b> Dr. Lester Zook
	<b>Risk Management With Volunteer Leaders (ST) Rm 104</b> Alex Kosseff and Brenda Porter
12:00 p.m.–1:30 p.m.	<b>Lunch* Ballroom A</b>
1:30 p.m.–5:00 p.m.	<b>Developing Judgment and Decision-Making in Our Staff (ST) Rm 102</b> Tod Schimelpfenig and Liz Tuohy
	<b>Common Teen Psychological Problems Encountered on Wilderness Expeditions: Recognition, Medical Options, and Practical Application of Outward Bound Behavioral Techniques (WM) Rm 103</b> Dr. Lynn Yonge and Katie Cartier
	<b>Designing and Managing an Effective Staff Training (ST) Rm 104</b> Gretchen Ostherr and Josh Cole
	<b>Mock Trial (L) Rm 101</b> Wilma Gray and Tony Clapp

3:00 p.m.–3:30 p.m.	<b>Break Corridor</b>
6:30 p.m.–8:00 p.m.	<b>Keynote Dinner and Awards Ceremony Ballroom B/C</b>
8:00 p.m.–9:30 p.m.	<b>Keynote Speaker - Robert Birkby Ballroom B/C</b>
9:30 p.m.	<b>Conference Ends</b>

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

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**\*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.

*201 Restaurant*

On-site casual restaurant offering approachable American dishes with a simplistic house made feel. 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

*Rue Cler Restaurant & Bakery Cafe*

0.3 miles, French. Open for breakfast, lunch and dinner. Dress code: Casual. Phone: (919) 682-8844

*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. Phone: (919) 433-0345

*Torero's*

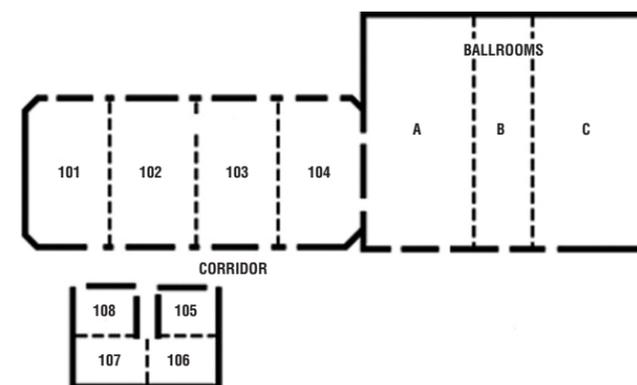
0.5 miles, Mexican. Open for lunch and dinner. Dress code: Casual. Phone: (919) 682-4197

*Nana's Restaurant*

0.5 miles, Mediterranean. Open for dinner. Dress code: Casual. Phone: (919) 493-8545

*Mellow Mushroom*

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# CONFERENCE TRACKS AND PRESENTATIONS

## OPENING AND KEYNOTE SPEAKERS

### Opening Speaker

#### **Wilderness Accessibility: The Right to Risk** New Topic!

Janet 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? Janet 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 canoeing instructor and a wilderness enthusiast.

### Keynote Speaker

#### **There Are Lions Out There:**

#### **Risk Management in an Age of Challenge** New Topic!

Robert Birkby

*Friday, October 16, 8:00 p.m.–9:30 p.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 Birkby explores the often dramatic evolution of risk acceptance and management over the last hundred years and suggests intelligent ways for the industry to prepare for the challenges of the future. 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.

## PROGRAM MANAGEMENT AND ADMINISTRATION

The Program Management and Administration track addresses a number of issues pertinent to program managers including communicating 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.

### **Navigating Risk in International Locales**

Bill Fredrick

*Thursday, October 15, 10:30 a.m.–12:00 p.m.*

What do we know, what do we think we know, and what do we need to know about operating in international locales? This presentation will survey the hazard landscape and then review the available research and best practices. We will discuss specific prevention and mitigation strategies for info acquisition, transportation,

medical care, and communications. We will look at international operations through a number of lenses with an eye to making the best use of our limited time and personnel.

### **NOLS Risk Management Training**

Liz Tuohy & Dave Yacubian

*Pre-Conference, October 13-14, 8:00 a.m.–5:00 p.m.*

Using lecture, discussion, exercises and hands-on scenarios, this training will provide a structured approach and the tools to build a risk management plan appropriate for your organization.

### **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 smaller programs.

### **System Complexity Index: Organizing Risk Planning** New Topic!

Jeff Jackson

*Thursday, October 15, 1:30 p.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 approached from a macro level, as opposed to the existing hazard-based approach, and is of use to administrators down to field level staff.

### **Urban Outdoor Program Risk Management**

Rebecca Bear & Nancy Oswald New Speaker!

*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.–5:00 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. Through small group discussions and guided review, audience members will take part in the case study review and will then apply key concepts in risk management planning.

### **When Judgment Is Crucial: Outward Bound USA's Instructor Judgment Training Workshop** | Jim Garrett

*Pre-Conference, October 14, 8:00 a.m.–5:00 p.m.*

This workshop is designed to increase 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.

## EMERGENCY PROCEDURES AND CRISIS RESPONSE

Using the wealth of experience in this group of presenters the Emergency and Crisis Response Track addresses crisis plans as well as crisis/field incident and post incident response. New this year is a workshop on victim relations.

### **Conducting Internal and External Incident Reviews**

Jed Williamson and Jay Satz

*Thursday, October 15, 3:30 p.m.–4:30 p.m.*

After a significant accident or near miss occurs, conducting an internal incident review is critical to enhancing your organization's risk management program. In addition, when a program experiences a fatality or life-threatening or disabling injury, the common practice is to conduct an external review. This session will examine a process for conducting internal incident investigations, the decision to launch an external review, the role and make-up of the external review team and, finally, the "ground rules" for the external review team.

### **Crisis Management** | Drew Leemon

*Friday, October 16, 8:30am-10:00am*

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

### **Theory vs. Reality: Lessons Learned in Crisis Response**

Deb Ajango, Kirk Shimeall, and Rick Rochelle

*Thursday, October 15, 10:30 a.m.–12:00 p.m.*

As practitioners, receiving the call that someone has been critically or fatally injured on one of our programs is something that we all dread. Even though most of us will never receive that call, we must be both mentally and organizationally prepared in the event that it comes. Through personal experience of several fatal incidents both in the field and management response, the presenters will provide valuable lessons from these tragic events that you can apply immediately, whatever the size of your program. This is most certainly not a "war stories" session; it is about sharing what we wished we knew before and soon found out afterwards in the hope that you will be better prepared to achieve the best possible outcomes from such a tragic event.

### **Why Victim Relations Is as Important as Public Relations**

Will Marling New Topic & Speaker!

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

Victim relations is a key component of any crisis management strategy. A crisis that negatively impacts people results in victims at

some level. How an organization responds to the specific needs of these individuals can determine the amount of goodwill perceived from the organization as well as future litigation potential. This presentation is an orientation into the nature, value, and implementation of victim relations.

## 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: Recognition, Medical Options, and Practical Application of Outward Bound Behavioral Techniques**

Dr. Lynn Yonge & Katie Cartier New Topic & Speakers!

*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.

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

David Johnson

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

This session will endeavor to make some practical sense out of the medicine that many of us are called 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, 3:30 p.m.–4:30 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'll 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, 8:00a.m.–5:00p.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 wilderness medicine field. This course may be used to recertify Wilderness First Responder and Wilderness EMT (wilderness portion only) certifications.

## 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 15, 3:30 p.m.–4:30 p.m.*

This moderated session will allow audience members to ask questions 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 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 itself, including areas of exposure to legal claims, your duty of care, negligence and defenses to a negligence claim, the doctrines of inherent and assumed risk, avoiding liability by the use of releases and indemnities, and special issues associated with minors. Current cases of interest will be discussed and audience questions are encouraged.

### Hands On Discovery Workshop and Practice With Depositions

Wilma Gray & Tony Clapp *New Topic!*  
*Friday, October 16, 10:30 a.m.–12:00 p.m.*

Discovery is the critical part of every civil lawsuit. This session will prepare you for assisting attorneys to respond to written discovery, anticipating electronic discovery requests, and, finally, to prepare for a deposition. Participants will be divided into small groups to work on preparing written discovery responses, using their own program experience to respond. The entire group will discuss the language used in the written responses in order to learn what is appropriate to be written and how that can be twisted or interpreted by lawyers on the other side. We will cover what is “e-discovery” and how to be prepared for invasive discovery requests for electronically stored documents, up to actual impounding of computer servers. We will focus on what is a deposition and the rules of a deposition. We will select and coach volunteers from the audience to play the roll of an attorney asking questions, with volunteer witnesses responding. The audience will critique both the questions and the responses.

### Insurance Coverage: What Do I Need?

Cole Schlack  
*Thursday, October 15, 1:30 p.m.–3:00 p.m.*

Most programs know they need liability, but what about directors and officers, employment practices liability, and hired non-owned auto? There are hundreds of insurance coverages out there, so how do you know which to buy? In this session we will discuss in laymen's terms what each of the coverages are and how to figure out 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 McManamon, & Doug Killeen  
*Friday, October 16, 8:30 a.m.–10:00 a.m.*

Learn how to be prepared and what to consider in securing and maintaining appropriate insurance coverage for wilderness and adventure programs. In this session, presented by an insured, their lawyer, 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?** *New Topic!*  
Frances Mock

*Thursday, October 15, 1:30 p.m.–3:00 p.m.*  
Responding to a serious incident requires focused attention to the injured, the family, other course participants and staff, the media, local authorities, and land managers. How do you deal with these people and what are the legal issues to be considered? How can you be compassionate and thorough, yet smart, about the possibility that what you say and do might be used later by someone who sues you? What evidence should you collect and how do you do that? How much of what you collect and record will be available to someone who sues you? This presentation addresses these and related issues and what to expect if a lawsuit or criminal proceeding is filed.

### Mock Trial | Wilma Gray & Tony Clapp

*Friday, October 16, 1:30 p.m.–5:00 p.m.*  
Wilma Gray and Tony Clapp will present a mock trial of an actual case that went to trial, involving a wilderness outdoor adventure program that was sued for negligence. Plaintiff is a client who participated in an activity/trip and who sustained injuries. The witnesses include a family member, co-participant, program director, and trip leader. Participants will be selected from the audience to assist in presenting the evidence, to act as witnesses, and (for two brave souls) to play the roll of the attorneys for the defendant and the plaintiff. Liability, causation, and damages will all be disputed and the presentation of evidence will focus on those using the standard of care in the recreation industry. At the end of the evidence, the remainder of the audience will be divided into small groups to act as juries and to deliberate, considering all of the evidence and testimony that they have just heard and to render a verdict. Those verdicts will be compared to the trial verdict in a discussion about the actual case and outcome.

### Risk Management Issues in the Digital Age *New Topic!*

Catherine Hansen-Stamp & David Concannon *New Speaker!*  
*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, 10:30 a.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 will key in on current case law to discuss how courts view these written documents in the adventure and recreation program setting. Significant issues include: dealing with minors, releases, indemnity, and assumption of risks.

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## STAFF HIRING AND TRAINING PRACTICES

This track focuses on staff, our on-the-ground risk managers who make numerous critical decisions every day. Some of the topics to be addressed include training 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 *New Topic!*

Dr. Kent Clement  
*Thursday, October 15, 10:30 a.m.–12:00 p.m.*

This presentation is designed to be the next step in the process of understanding 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 in terms of how the industry typically determines staff qualifications and competency and then it will go into new potential ways to determine qualifications and competency using data-driven methods.

### Designing and Managing an Effective Staff Training *New Topic!*

Gretchen Ostherr & Josh Cole *New Speakers!*  
*Friday, October 16, 1:30 p.m.–5:00 p.m.*

Staff training is at the core of risk management; it is the primary method of managing risk in the field. Outward Bound has aligned staff training around three interrelated core concepts: accurate assessment, open and honest feedback, and outcomes-based design. We will present these concepts and give participants tools to integrate them into staff trainings.

### Developing Judgment and Decision-making in Our Staff

Tod Schimelpfenig & Liz Tuohy *New Topic!*  
*Friday, October 16, 1:30 p.m.–5:00 p.m.*

This workshop will be a combination of lecture, discussion and small group interaction. Our assumption is that judgment can be developed if we are intentional in how we make decisions, and reflect on the decision making process. Our intent is to help you develop judgment in your staff by being skilled, astute and intentional coaches of decision-making. In this workshop you will learn approaches for influencing organizational culture; decision-making 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.

### Leading Beyond Invincibility, Group-Think, and Other Catastrophic Attitudes | Dr. Lester Zook

*Friday, October 16, 10:30 a.m.–12:00 p.m.*

The role of “the human element” as an antecedent to outdoor accidents 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 attitudes, 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 | Rick Braschler *New Topic!*

*Thursday, October 15, 10:30 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, providing solutions for improving your impact and success rate in achieving desirable outcomes. Additionally, we will introduce you to the “Outcometer” and its use in establishing processes, identifying potential threat areas, and charting execution.

### Risk Management With Volunteer Leaders

Alex Kosseff & Brenda Porter *New Speaker!*  
*Friday, October 16, 10:30 a.m.–12:00 p.m.*

Volunteer outdoor leaders are invaluable to many outdoor organizations, yet risk management training and supervision can be challenging with volunteers. In this workshop we will explore successful strategies to help your organization's volunteers become better risk managers. We will include a variety of interactive activities, theories, and opportunities to network with others who work with volunteer outdoor leaders.

### Training Your Staff To Be Risk Managers | Liz Tuohy

*Thursday, October 15, 8:30 a.m.–10:00 a.m.*

A 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** New Topic!

Jed Williamson, Aram Attarian, & Kathy Capps New Speakers!  
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** New Topic!

Christopher Stec & Jeremy Oyen New Speakers!  
Thursday, October 15, 3:30 p.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** New Topic!

Andrew Bobilya, Ken Kalisch, & Dave Sperry New Speakers!  
Friday, October 16, 10:30 a.m.–12:00 p.m.

The solo and final expedition formats are common and often powerful course components within many wilderness experience programs. Recent concern about the supervision of students when instructors are not present has raised concern about these program components. Join us for an engaging workshop presenting a summary of eight years of research on the solo expedition and preliminary results from a recent study of the final expedition. In addition, we will discuss benefits and programming strategies.

## 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** New Topic!

Jay Satz & Sara Newman New Speaker!  
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 access, risk management, and liability.

**Legal Implications of Prescription Drugs in the Wilderness**

Charles (Reb) Gregg & Frances Mock  
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** New Topic!

Dr. Seth Hawkins New Speaker!  
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.

## SPEAKER BIOGRAPHIES

**Deb Ajango** is self-employed as a safety education instructor and consultant. Deb has an extensive background working as a practitioner 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 NCSU specializing in adventure recreation and outdoor leadership. He has over 20 seasons as a course director and instructor with North Carolina Outward Bound School (NCOBS). He is a member of the NCOBS board of directors where he chairs the safety committee and participates in safety and program reviews for organizations including NCOBS 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 complete a two-year process 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 Birkby** 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 16 years. His research interests include intentional program design, participants' perceptions of the Solo and Final Expedition, and first-year college student programs. He coordinates the college's wilderness orientation program and the Wilderness Leadership Immersion Semester.

**Rick Braschler** serves as the director of risk management for Kanakuk Kamps, Kids Across Africa, Men at the Cross, and CircuiTree Solutions. Operations include youth and adult camping, sports,

adventure, challenge, extreme, facilities, trips, campus events, and national and international exposures. Rick also serves as the senior risk consultant for CircuiTree Professional Services, providing risk consulting, process design, and SOP development for outdoor organizations throughout the country and abroad.

**Kathy Capps** has been working in the adventure industry in the field and administratively for the past 10 years. Currently she is the adventure program manager for Raleigh Parks and Recreation Department in North Carolina. Kathy's professional and research interests are in the field of risk and emergency management.

**Katie Cartier**, despite a business education, is an educator at heart. After spending three years in the field full-time, she now focuses on recruiting and training new Outward Bound field staff and supervising courses during their field activities.

**Tony Clapp** is a partner in the law firm of Harris, Karstaedt, Jamison & Powers, P.C. in Colorado. As a trial lawyer, Tony specializes in defending civil claims, including those claims brought against outdoor recreation programmers and providers. Tony is a former fly-fishing and whitewater rafting guide. He also is a volunteer ski instructor at the National Sports Center for the Disabled in Winter Park, Colorado. He is a PSIA certified ski instructor.

**Kent Clement** is a professor and department chair in the outdoor studies area at Colorado Mountain College in Leadville, Colorado. He is a long-time outdoor leadership instructor, former executive director of the Wilderness Education Association, and is a current advisory board member for WEA.

**Joshua Cole** is program director for Outward Bound in Washington. The Washington program operates in some of the most technical terrain in the U.S. and runs sea kayaking, mountaineering, backpacking, and canoeing courses in the San Juan Islands and North Cascades. Josh has been a field instructor, course director, and trainer for Outward Bound. In addition, Josh has an MSc in geological sciences, with several publications and presentations at national conferences.

**David Concannon** is an attorney in Wayne, Pennsylvania, specializing in litigation with an emphasis on outdoor recreation matters. He also advises equipment manufacturers, training agencies, instructors, adventure providers, explorers, and expeditions on a variety of legal and logistical topics. Concannon 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 Independence, Lee served as interpretive supervisor, special park use coor-

dinator and public information officer, as well as serving as a public information officer on a type 2 all 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 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 Judgment 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 (1990s–present). He is a veteran teacher in middle and high schools in the U.S. and abroad, a NOLS alumnus (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 providers and related organizations on legal liability and 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, outing clubs, and outdoor experiential 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 diploma, 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 cove of Montreat where he serves as an associate professor of outdoor education at Montreat College.

**Bill Kent** is Chief of Training, Division of National Wildlife Refuge 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: Merritt Island, FL; Okefenokee, GA; Parker River, MA; Klamath Basin, CA/OR; and most recently he spent 16 years at Kenai, AK. Wilderness area public use management activities have been a significant area of responsibility for Bill.

**Doug Killeen** is the Assistant Vice President of commercial underwriting for Philadelphia Insurance in Littleton, CO. Doug has 15 years of underwriting experience dealing with contractual requirements and risk management based programs. Philadelphia Insurance is a niche oriented property and casualty insurer that specializes in several recreation and wilderness programs.

**Alex Kosseff** managed risk for the Appalachian Mountain Club's volunteer programs for six years. He has presented on volunteer risk management at five WRMCs and over a dozen other conferences. Through Adventure Safety International he works with a wide array of volunteer led outdoor programs including mountain clubs and university recreation programs.

**Drew Leemon**, NOLS Director of Risk Management, began his career in outdoor education in 1979 and has held his current position since 1996. He is a past chairman of the Wilderness Risk Managers Committee and is on the steering committee for the Wilderness Risk Management Conference. He has published papers on wilderness injury and incident data and is co-editor of the *Manual of Accreditation Standards for Adventure Programming* and co-authored *Risk Management for Outdoor Leaders*.

**Will Marling** has earned undergraduate, graduate, and post-graduate degrees in a variety of disciplines. In 2000 he was trained by the National Organization for Victim Assistance® (NOVA) and added to his skill set for responding to people in crisis. His praxis has been informed as a responder to national and international events from violent crimes to natural disasters. Will was living in Ireland when he was appointed executive director in July 2007.

**John McManamon** currently lives in Estes Park, CO. John has been in the insurance business for 31 years. John recently completed in the National Senior Games in Palo Alto, California, and won the bronze medal in racquetball. John and his wife Lynn have 6 children and 9 grandchildren. John specializes in hard to place insurance, and loves to compete in all areas (business, sports, etc.)

**Frances Mock** is an attorney specializing in advising wilderness and recreation programs. She is Outward Bound's counsel to the National Risk Management Committee and provides advice to OB and other clients on responding to serious incidents, claims, and lawsuits, as well as other matters such as ADA compliance, liability release forms, contracts, and general risk management. Frances worked in the outdoor industry as a guide and instructor for ten years before becoming an attorney.

**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 prevent visitor injuries at National Parks throughout the United States. 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 Midwestern regional program director for Community Programs. Nancy is responsible for developing and implementing new programming and partnerships in the SCA's Midwest region including Chicago, Detroit, Milwaukee and Pittsburgh. Nearly 1,000 youth in these communities are engaged annually in conservation jobs, outdoor education, and training programs with the SCA and its partners. She has nearly 20 years of nonprofit experience in outdoor education and leadership programming.

**Gretchen Ostherr** is the director of Outward Bound's Training Institute, which oversees training, curriculum, and research nationally for Outward Bound. She is a member of Outward Bound's Senior Leadership Team and she is a member of the AEE Accreditation Council. Gretchen has been a field instructor, course director, trainer, and program director for OB's sailing and semester programs.

**Jeremy Oyen** is the director of the ACA's Safety Education and Instruction Department. His diverse background includes canoe guide in Canada, outdoor retail store manager, and director of Cleveland Metroparks' Institute of the Great Outdoors. He is a

Level 3: Coastal Kayaking Instructor Trainer Educator, an Adaptive Paddling Instructor Trainer and a Level 3: River Canoe and Level 3: River Kayak Instructor. He is the editor of two new books from Human Kinetics, Canoeing, and Kayaking.

**Brenda Porter** is the education director for the Colorado Mountain Club, a volunteer-based outdoor organization with more than 900 volunteer trip leaders. She is currently revamping their volunteer leadership and risk management training program, including design of supplementary web-based training materials.

**Kurt Rausch** works in the National Park Service Commercial Services Division where he manages NPS concessions and conditional use authorizations, including the administration of programs to ensure implementation of risk management and environmental programs by commercial operators. Kurt has conducted over a hundred environmental and safety audits of NPS facilities and is the lead trainer for the NPS on Commercial Services Risk Management Programs. Kurt is also the Commercial Services representative on the NPS Environmental Safeguards All Hazard Emergency Plan Team.

**Gates Richards** has been involved in outdoor education and EMS since the early 90's. Over the years he's worked outdoor programming throughout the Rocky Mountains, Pacific Northwest and Alaska. He's worked urban EMS in Washington, DC, Seattle, WA, Gunnison County, CO and is an Intermediate EMT in Lander, WY. Gates began teaching for WMI in 1998 and now bears the title of WMI Special Programs Manager.

**Tod Schimelpfenig** is the curriculum director of the Wilderness Medicine Institute and a fellow of the Academy of Wilderness Medicine. He has 35 years experience with NOLS and as a practicing EMT. Tod is a founder of the Wilderness Risk Managers Committee, former NOLS risk management director and NOLS Rocky Mountain branch director, the author of *NOLS Wilderness Medicine*, and co-author of *Risk Management and Leadership*. He is also a two-time winner of the WMS Warren Bowman Award for contributions to the field of wilderness medicine by a non-physician.

**Cole Slack** is the program manager for CBI Insurance Agency's Outfitters and Guides Program and the Wilderness/Environmental Education Program. The programs provide liability, property, auto, and umbrella coverages as well as risk management services. Cole has presented for ANCA (with Cathy Hansen-Stamp in 2008), NATSAP (with Reb Gregg in 2008), IECA, IOGA and MOGA.

**Kirk Shimeall**, after working as a wilderness guide, was demoted to management at Catherine Freer Wilderness Therapy Programs twelve years ago and now works as the wilderness program manager. He enjoys many outdoor activities with his wife and two young sons, surfing, dark chocolate, playing Ultimate, natural building with cob and straw bale, and reading irreverent satire such as *The Onion*. He is currently pursuing an MBA with an emphasis on sustainability from one of the nation's leading "green" business schools, Bainbridge Graduate Institute.

**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, currently bringing his paddlesports knowledge to the Safety Education and Instruction Department of the ACA. He is a Level 4: Whitewater/Flatwater 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 Talbot** 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 Tuohy** 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 instilling 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 Mountaineering*, 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 that 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.

## CONFERENCE EXHIBITORS



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, provides forums for education and professional development and advocates for the challenge course industry.



**AERIE Backcountry Medicine** serves our students by inspiring them to become compassionate, skilled care providers. We serve the communities where we teach by supporting organizations that unite diverse groups of people in commonly shared environmental and social causes.



**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 diverse 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 staff training.



**Landmark Learning** is the nation'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.



**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 expeditions 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 service 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.



**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.



**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 (WMI)** of NOLS (WMI) provides the highest quality education and information for the recognition, treatment, and prevention of wilderness emergencies.

**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!

*Agenda cover photos (clockwise from upper left) by Brian Fabel, Luken Weaver, and Brad Christensen*

# HISTORY OF THE WRMC

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.

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## 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