

Character Challenge

Employee Handbook

SAFETY

CARE OF HAZARDOUS MATERIALS & SMOKING

There are no hazardous materials allowed on site of the Character Challenge Course. Garbage is to be removed to the dumpster site at Eagle Beach Resort when necessary. Cleaners and chemicals for the privy are to be stored behind the desk in the office. The privy is to be cleaned daily as well. Please be sure hand sanitizer is filled for cleanliness. Stock toilet paper and let course directors know of any needs. Sweep the office and organize the ropes/materials as needed. There is no smoking on the site near the elements. If individuals would like to smoke, they must do so by the parking area. There are NO alcohol/drugs allowed on the property and this must be reported to the course directors immediately.

CONTACT WITH LOCAL OFFICIALS

C4 makes annual contact with applicable local emergency officials to notify them of the course operation and to verify appropriate emergency-response information. Emergency contact numbers are posted in the window at the C4 office.

MAINTENANCE PROGRAM

A documentation log is kept in the office at C4. Ropes and elements should be inspected daily before participants arrive. Please document the inspection, number of hours used, number of participants, etc in the log. Please notify course directors of any maintenance needed immediately.

TRANSPORTATION

MEDICAL EMERGENCY TRANSPORTATION

C4 has a system in practice that assures emergency transportation is available at all times. The 9 passenger van is available at all times to transport staff or participants in case of any emergency. The two course directors are available and able to transport. Emergency transportation is provided by the van or the area's ambulance services. In general, the ambulance service is used when the victim is not stable and/or has need for special equipment (e.g., life-support systems).

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Please use your cell phone if needed for an emergency and there is a land line located at Eagle Beach Resort. Walkie talkies will be available as well.

PARKING AREAS

Please be sure that all participants use the designated parking areas and watch for safety with vehicles and buses moving. Be especially cautious when involved in team initiatives and when participants are around vehicles. Please use orange cones for boundaries during initiatives in the parking area.

HEALTH AND WELLNESS

FIRST AID AND EMERGENCY CARE PERSONNEL

C4 is located 7 miles north of Park Rapids, which is where the nearest hospital is. This is about a 10 minute drive from Park Rapids. Local contacts have been made for safety and emergency procedures. There is a first aid kit in the C4 office, along with biohazard bags and protective gloves. Please keep course directors notified if there is a need for more materials.

HEALTH HISTORY

C4 requires that all participants complete and sign the waiver. If there are health concerns, it is required that these are discussed and/or documented before entering the course or elements.

RESPONSE TO ACCIDENT/INJURY

C4 staff must complete the accident/injury form immediately with each situation. A copy of the waiver must be attached to this form. Please notify the course directors immediately as well and document any follow-up needed.

Information on Universal Precautions

As part of an overall exposure control plan, mandated by the OSHA Blood borne Pathogens Standard, "universal precautions" are part of infection-control practices. They are specific guidelines that must be followed to provide every person protection from diseases which are carried in the blood. Since blood can

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carry all types of infectious diseases, even when a person does not look or feel ill, knowledge of universal precautions is essential for anyone who might come into contact with blood or other body fluids.

The following are sample guidelines, recommended by the Centers for Disease Control, to prevent cross- contamination from blood borne pathogens:

1. All health-care providers should use appropriate barrier precautions to prevent skin and mucous-membrane exposure when contact with blood or body fluid of any person is anticipated. Personal protective equipment such as latex or vinyl disposable gloves should be readily available.
2. Any person giving first aid should **always** wear latex or vinyl disposable gloves if blood is visible on the skin, inside the mouth, or if there is an open cut on the victim. Gloves should be changed after contact with each person.
3. Gloves should **always** be worn when handling items or surfaces soiled with blood or bloody fluids. Such areas (floor, counter, etc.) should be flooded with bleach solution (1 part bleach to 10 parts water), alcohol, or a dry sanitary absorbent agent. However, routine cleaning practices are all that are needed if blood is not visible or likely to be present. With regard to the requirement to wear gloves, these items should always be worn when cleaning up blood from a counter after a cut finger, but gloves do not usually need to be worn to handle urine-soaked bedding, unless blood is obvious. Disposable towels and tissues or other contaminated materials should be disposed of in a trash container lined with plastic. Biohazard bags ("red bags") are to be used for dressings or other materials used to soak up blood or other infectious waste.
4. Remove gloves properly - pulling inside out. Place gloves in bag with waste. Hands and other skin surfaces should be washed with soap and water immediately and thoroughly if contaminated with blood or other body fluids.

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AVAILABILITY OF AN AUTOMATED EXTERNAL DEBIBRILLATOR (AED)

C4 is located within 10 minutes of a hospital and clinic, as well as accessing EMT. There will not be an AED on site, but C4 is able to access this availability and medical services in about 10 minutes time.

OPERATIONAL MANAGEMENT

REVIEW OF FOUNDATIONAL PRACTICES

YES, FFM has written evidence of a policy in practice that recommendations in the Foundational Practices are reviewed annually.

<p>Erosion control methods are in practice where applicable.</p> <p>Considerations: Are appropriate control methods in effect on paths, around buildings, and elsewhere? Who has the responsibility to regularly evaluate areas to determine where erosion may be creating unsafe or impacting the environment.</p>	<p>Reviewed _____</p> <p>Railraod ties built in fall of 2011 to help erosion. Will continue to monitor. Please keep participants on the paths. 2016-Boardwalks completed around course for erosion control.</p>
<p>The site is free from observable evidence of a sewage disposal problem.</p> <p>Considerations: Is there standing water around sewage disposal areas? Is there a foul smell coming from these areas?</p>	<p>Reviewed _____</p> <p>Privy is cleaned daily, no sewage problems.</p>
<p>Adequate shelter for all participants and staff is provided during inclement weather.</p>	<p>Reviewed _____</p> <p>Use DOJO building.</p>

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<p>Considerations: Is there adequate space for program to continue in spite of the weather? Has appropriate shelter been provided/identified for use in case of tornado, flood, extreme heat, sun shelter, or other severe conditions? What future needs can you predict?</p>	<p>Use pavilion at C4 for cover during rain or storms.</p>
<p>The site provides separate facilities to provide privacy and freedom from guests for staff during their time off.</p> <p>Considerations: Is there a place for staff to "get away?" What steps could be taken to provide staff with areas, or places where they can relax with some privacy on their time off?</p>	<p>Reviewed _____</p> <p>Staff can use the office at C4. They get a 30 minute lunch break if over a 5 hour shift.</p>
<p>Procedures are in practice regarding the use and release of any and all personal information related to participants and staff.</p> <p>Considerations: Do you obtain permission to release or print photos of individuals?</p>	<p>Reviewed _____</p> <p>Waiver is signed to release permission for photos or to not use them in marketing.</p>
<p>Inventories of all facilities and equipment are reviewed and revised at least annually.</p> <p>Considerations: Are the inventories reviewed by administration in consideration not only of purchasing</p>	<p>Reviewed _____</p> <p>Course directors review inventory weekly and annually to determine needs. Safety is reviewed, documentation is kept of equipment,</p>

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<p>needs but also in light of insurance needs, equipment replacement schedules, depreciation schedules, and identification of equipment or supplies available for use?</p>	<p>and additional materials are ordered accordingly.</p>
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<p>The training for C4 program staff is of sufficient length to adequately prepare staff for their roles in programming and supervision. Considerations: The training plan should take into account the variety of ways that staff are to be trained, the need for them to interact with each other and on C4 property for effective learning, and their previous experience.</p>	<p>Reviewed _____</p> <p>Initial training completed by Adventure Guild in August of 2010. ABEE from Wisconsin continues with annual inspection and training. Documentation of additional training is documented in staff portfolios. Eight hours will be mandatory for staff each year for continuing education.</p>
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STAFF BREAKS & LUNCHES

Staff at C4 will receive a 15 minute break (paid) after a four hour work schedule. There will be a 30 minute unpaid lunch after five hours of work and 2- 15 minute breaks (paid) and a 30 minute lunch (unpaid) for an eight hour workday. 1- 30 minute unpaid break for 5 hour shift. These breaks can be taken at C4, off property, or at Eagle Beach Resort in the lodge. It is imperative that you take your break or lunch and please contact course director to be sure that your group can be accounted for.

SCHEDULES

Due to unforeseen reservations or cancellations, weekly schedules may need to be modified. You will be contacted by a course director with these changes. It is vital to check your email and cell phone daily for communication. If you cannot work certain dates during the season, please contact the course directors with this information as soon as possible. Please be sure the course directors have your current contact information.

Team or large group curriculum schedules will be given at least one day ahead of time. If you are unable to work at your shift, you are responsible to find a replacement. If you are ill, please call the evening prior to your day of work to be able to find a replacement. Please contact course directors if you have any questions on the schedule or with the curriculum.

INSURANCE COVERAGE

C4 has insurance for the course with Hibbs Hallmark Incorporated and worker's compensation for staff is provided by Pro Resources.

STAFF EMERGENCY TRAINING

C4 has a program of annual training and rehearsal to prepare the staff to carry out their responsibilities in emergency situations. The following are reviewed during staff training:

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- Evacuation in case of storm, including tornadoes
- Medical emergency (including accidents)
- Phone contact and procedures for contacting directors and staff
- Rescues in regards to medical emergencies or participants needing to be removed from an element
- Review of basic course operations

HUMAN RESOURCES

HIRING POLICIES

C4 has written policies that:

- For new staff, at least two reference checks and verification of previous work (including volunteer) history.
- For new staff, a personal interview has been completed by course directors.
- For new staff, a background check is required.

JOB DESCRIPTIONS/INFORMATION

Some basic requirements and expectations of staff facilitators are as follows:

- Arrive 15 minutes before your shift begins.
- Pull ropes as needed and check ropes for safety. Document safety and equipment checks in log at office.
- Check all equipment for safety.
- Monitor weather conditions and safety of elements, as well as participants.
- Wear staff shirt and khakis pants, khaki capris, or khaki shorts. Wear a jacket or other clothing as needed as is appropriate for the weather. (black preferred)
- Use appropriate language and professionalism.

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- Keep a positive attitude and motivate participants. We want C4 to help mold and change lives. We all must believe this! It will only happen through humor, confidence, and rapport with participants.
- Encourage all participants and challenge them to develop their character.
- Clean office, privy, and garbage as needed. (Check list in C4 office for other duties).
- Keep course directors informed of all needs, safety issues, accidents, or anything else that is important.
- No smoking on course and no alcohol or drugs allowed on property.
- Prepare for the elements ahead of time that you will facilitate. (see binders at office)
- Prepare debriefing questions for groups. (laminated sheets available)

JOB TRAINING

C4 implements a system to provide staff members, prior to assuming job responsibilities, training that is specific to his/her individual job functions, including clear expectations for acceptable job performance. This training is documented in the staff portfolio and is the responsibility of the staff member. Course directors will provide necessary training and information needed for the portfolio.

Some of these requirements include:

- Job skills needed for each position
- Reports reviewed to be completed daily (portfolio, time sheet, and accident/incident as needed)
- Safety procedures for C4 and operating procedures
- Emergency evacuation procedures, emergency phone numbers, contacts
- Review of health concerns or needs of participants
- Rescues and safety procedures.

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PERSONNEL POLICIES

C4 provides all staff with written personnel policies that address the following:

- General equal employment opportunity policies
- Absences
- Performance evaluation
- Work rules and personal conduct, including sexual harassment policies

CHARACTER CHALLENGE COURSE COMPANY PERSONNEL POLICIES

Character Challenge Course Company (C4) provides equal employment and volunteer opportunities to staff and applicants without regard to race, color, religion, national origin, gender, age, disability, or veteran status - except in limited instances when age or gender considerations are bona fide occupational requirements.

Participant Welfare: The first responsibility of each and every staff member is the welfare and safety of the participants. Each staff member is expected to take every care to protect the participants.

Facilities: All staff are responsible for care of the building and equipment. This includes documenting any need for maintenance or safety issues.

Insurance: Worker's compensation is carried by C4 on each employee. This is through Pro Resources in Detroit Lakes, MN.

Pay Periods: The hourly wage agreement is decided upon before the hiring process of each employee based on qualifications, experience, et.al. C4 will turn in payroll bi-weekly and checks will be issued by Pro Resources.

Sick Leave: If a staff member is sick, please report to the course directors a day in advance in possible. If not, please report it as soon as possible so that a replacement staff can be found.

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Breaks & Lunches: Staff at C4 will receive a 15 minute break (paid) after a four hour work schedule. There will be a 30 minute unpaid lunch after five hours of work and 2- 15 minute breaks (paid) and a 30 minute lunch (unpaid) for an eight hour workday. Staff will receive 1-30 minute unpaid break for a 5 hour shift. These breaks and lunch can be taken at C4, off property, or at Eagle Beach Resort in the lodge.

Alcohol/Tobacco/Controlled Substances: Alcohol and controlled substances are not allowed on C4 property. In addition, employees are not to return to the property under the influence of alcohol or controlled substances. Breaking this policy is grounds for immediate dismissal. Smoking and chewing tobacco are not allowed on the elements.

Community Relations: Staff are asked to be sensitive to the people in the communities near the property. Each staff member represents C4 in his or her dealings with members of the local communities, as well as behavior off the business property.

Grievances: Should there be a disagreement over the interpretation of policies or a grievance related to one's duties or relationships with fellow staff members, it should be reported to one of the course directors promptly.

Evaluation: In an effort to help the staff member perform his or her at an optimum level, each staff member is evaluated on a regular basis. It will be filed in the staff member's personnel file and shared with each staff member for review.

Harassment: C4 recognizes that a person's right to freedom from discrimination includes the opportunity to work and play in an environment untainted by harassment. Offensive speech and conduct are inappropriate and intolerable to the harmonious relationships necessary for the operations of the camp program. Harassment has the potential to create an intimidating, hostile, or offensive work

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environment and may unreasonably interfere with an individual's work performance, which could adversely affect an individual's employment opportunity.

Harassment includes all unwelcome advances, written or verbal innuendos, threats, insults, or disparaging remarks concerning a person's gender, national origin, race, creed, color, ancestry, age, sexual orientation, veteran status, physical or mental disability, or religious beliefs that are offensive to a person associated with the camp program. Examples include verbal harassment (epithets, derogatory comments, demeaning jokes, slurs, threats, etc.), physical harassment (assault, unnecessary touching, impeding or blocking movement, physical interference with normal work or movement, etc.), and visual harassment (derogatory or demeaning posters, cards, cartoons, graffiti, gestures, etc.).

Sexual Harassment: In addition to the above, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of employment AND/OR submission to, or rejection of, such conduct is the basis for or a factor in any employment decision affecting the individual.

Any employee who has a question or concern regarding any type of discrimination or harassment is encouraged to bring it to the attention of the course directors. Any individual who is found to have harassed another individual, will be subject to discipline. Persons that have been exposed to harassment are encouraged to report the harassment immediately and document any incidents.

Note: These policies are designed to clarify, generally, the employer/employee relationship and should not be considered as a contract or a guarantee of employment.

Before you sign this personnel policy, be certain you have a complete understanding of what it will demand of you. Please contact the course directors with any questions.

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ACKNOWLEDGMENT & Signature page

I acknowledge receipt of the Character Challenge Course Company (C4) Personnel Policies and understand that this document supersedes all prior documents and any other verbal or written agreements. I have read and understand the policies. I also understand and agree that my employment is at-will, which means I have the right to terminate my employment at any time and for any reason and C4 has the same right.

I shall endeavor to understand and faithfully interpret C4 philosophy, objectives, and goals in my relationship with participants and all staff.

I shall conduct myself in an exemplary manner, recognizing that I am an adult role model. By my behavior, I will always try to demonstrate high moral values.

I shall always seek to be truthful, honest, and fair in my communication and interaction with participants and all staff including course directors.

I shall be accepting of the diverse racial, national, religious, and cultural background of all guests, and not seek to impose my own particular views.

Employee Signature_____

Date_____

Course Director Signature_____

Date_____

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CONTINUING EDUCATION TRAINING

Staff will be expected to participate in five hours of annual training for continuing education. This will include safety procedures, operating procedures, facilitation of low and high elements, rescues, and other related topics of debriefing. New staff are expected to obtain 30 hours of unpaid training.

SUPERVISION OF STAFF

Travis Guida and Sarah Coumbe-Guida serve as course directors and supervise all staff. Performance evaluations will be completed yearly and reviewed with staff. C4 documents the skills that each staff member has obtained on the low elements, as well as on the high elements. This is documented in their staff portfolio and is reviewed annually, if not sooner, when new skill areas are verified for each staff.

If there are any questions regarding scheduling, safety, procedures, or any related topic, please contact one of the course directors immediately. Communication is essential to the success of our business and it is vital to the teamwork with one another. Please talk with one another if there are disagreements and refrain from gossip. Professionalism is key, along with a sense of humor!

FAMILY DAY

Staff will be able to invite up to 4 family members free of charge to the course on one specific day. This will allow time to share positive experiences with family and develop and practice technical skills.

PROGRAM DESIGN & ACTIVITIES

PROGRAM EQUIPMENT

C4 implements a system that requires camp program equipment be:

- Regularly checked for safety, maintained in good repair, and stored in a manner to safeguard effectiveness.
- Appropriate to the size and ability of the user.

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All gear for the ropes course is kept in the locked office in storage bins or placed on hooks and is inspected daily by staff before each use. This includes helmets, harnesses, ropes, carabiners and necessary equipment and materials. There is a documentation log for equipment at the ropes course in the C4 office where all records are kept.

PROGRAM VARIETY

C4 offers multiple program activities that implement individual team/group goals and provide participants the opportunity to experience progression, challenge, and success. This includes working on low elements for team building and progressing to high elements, while incorporating the goals of each group or organization. There will be debriefing questions asked to include character development in communication, teamwork, conflict resolution, problem solving, trust, and many more. Staff will be encouraged to utilize these terms in teaching and will review these skills during staff trainings. There will be laminated debriefing sheets available to use during group instruction. We stress creativity, humor, rapport, and connecting the elements to the group's particular goals. This takes time and effort before an event in order to prepare properly and ensure success.

OPERATING PROCEDURES

C4 activities are only facilitated by certified staff, as is documented in checklists and portfolios. Employees not certified must "challenge in" with course directors on each skill or element, and can meet nationally accredited standards at future trainings. All operations manuals and documentation logs are kept at the C4 office.

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Supervision & Safety Skills Assessment

Character Challenge Course Co. Staff

Name _____

Date of Observation _____

This checklist is a skills assessment of your demonstrated abilities during this training. If you have any questions, please feel free to discuss your ratings with the instructor. This assessment will be kept on file for documentation purposes. A **PASS** check in any of the areas signifies that you were trained on that particular skill, demonstrated that particular skill, and it was witnessed by the Instructor(s). If a skill is not performed in the view of the Instructor, a **FAIL** check will be issued. The rating is **PASS** or **FAIL**. This rating is up to the discretion of the Instructor(s). **Not Viewed N/V** is for the areas that are not relevant to the training, or for components for which the trainee was not assessed or viewed.

	Pass	Fail	N/V
1. Element/Gear Inspection	_____	_____	_____
<u>2. Course Set Up</u>			
2a. Zip Line	_____	_____	_____
2a1. Catch	_____	_____	_____
2a2. Receive	_____	_____	_____
2b. Leap of Faith	_____	_____	_____
2c. Dynamic Belay	_____	_____	_____
2d. 3G Swing	_____	_____	_____
2e. Power Swing	_____	_____	_____
2f. Team Ladder	_____	_____	_____
2g. Dynamic Duo	_____	_____	_____
3. Bowline-on-a-bite Knot Tying	_____	_____	_____
4. Harness Fitting	_____	_____	_____
5. Flow Checks	_____	_____	_____
6. Climbing Commands	_____	_____	_____
7. Take-Down Procedures	_____	_____	_____
8. Spotting	_____	_____	_____
9. Basic Facilitation/Sequencing	_____	_____	_____
<u>High Element Facilitation</u>			
10a. Zip Line	_____	_____	_____
10b. Leap of Faith	_____	_____	_____
10c. 3G Swing	_____	_____	_____
10d. Power Swing	_____	_____	_____
10e. Dynamic Belay	_____	_____	_____
10f. Team Ladder/Tree Climb	_____	_____	_____
10g. Dynamic Duo	_____	_____	_____
11. Technical Intervention / Rescue	_____	_____	_____

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12. Overall Proficiency (low) 1 2 3 4 5 6 7 8 9 10 (high)
13. Customer Relations (low) 1 2 3 4 5 6 7 8 9 10 (high)
14. Enforce established safety regulations (low) 1 2 3 4 5 6 7 8 9 10 (high)
15. Provide appropriate instruction to participants (low) 1 2 3 4 5 6 7 8 9 10 (high)
16. Identify and manage environmental and other potential hazards related to the activity Yes_____No_____
17. Apply appropriate emergency and rescue procedures related to the activity and the participants Yes_____ No_____

Trainee Signature

Course Director Signature

Date

Date

EQUIPMENT MAINTENANCE

C4 requires:

- Safety checks of all equipment and elements prior to each use.
- Written records of regular inspection and maintenance of all equipment and elements utilized in challenge activities as documented in C4 office.

The documentation logs are kept in the office on the property of the Character Challenge Course Company. The staff inspect ropes, course, helmets, harnesses, elements, and SSBs (belay devices) before each participant use. The course has a pre-check before participants use it.

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ACCESS CONTROL

C4 controls the access to activity areas, such as the ropes course, low elements, and zip line. There are posted safety regulations on the course and participants come to the course by reservation or schedule only. Trained and certified staff are present and ropes are taken down daily. The keys are removed so that participants cannot access the course independently.

COMPETENCY DEMONSTRATION

Be sure a waiver is signed and completed by ALL participants. Review any necessary modifications or health precautions. All participants at C4 are instructed on putting on their helmets, harnesses, and SSBs correctly. This should occur after the introduction to C4 is completed. Be sure to model how to put on all equipment and utilize a participant as an example.

All three pieces of equipment are monitored and checked by certified staff. Participants are monitored a second time during the "flow check" before entering the high ropes course. (listed below in handbook) Participants utilize the "practice course" before climbing to the top of the course. Staff model and reinforce safety and competency skills. All participants must participate in spotting school before participating in low elements as well to ensure safety.

PROTECTIVE HEADGEAR

C4 implements a policy that requires the use of protective headgear by all participants and staff when using high ropes elements. All participants must wear protective headgear sized appropriately for high elements. Staff check sizing of the helmets during the "flow check" for safety.

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RISK MANAGEMENT PLAN

1. A plan for staff-to-participant ratios and adequate supervision

Although not a specific number, C4 staff and Course Directors will aim to adhere to a ratio of approximately 10:1 (participants:staff). 2 staff are required at the following elements:

- Giant Swing
- Challenge Course and Zip Line
- Commitment Bridge

The total number of staff will vary depending on:

- Age and maturity of participants
- Events being facilitated
- Overall size of group
- Potential weather-related planning
- Staff provided by group, team, or organization

2. A comprehensive plan for staff training

All staff at C4 must complete a rigorous training through hands-on technical skills, the reading of the Operations Manual and related items, facilitation processes, review employee handbook, and participate in yearly skill assessment.

3. Course safety rules, regulations, and operational procedures

See Character Challenge Course Operations Manual.

4. A plan for ongoing in-service education

Each year all staff are expected to obtain 8 hours annually of continuing education. This includes events at course, professional seminars, or other activities pre-approved by Course Directors.

5. A comprehensive inspection schedule

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C4 will have its procedures, equipment, platforms, cables and ropes inspected annually. ABEE, Inc., owned by Ryan Olson, serves as the Professional Vendor Member for C4. ABEE is certified by the Association of Challenge Course Technology and maintains the status through a series of qualifying events and documented hours of course operation.

6. Specific emergency procedures geared toward the challenge course adventure learning program.

All emergency procedures are implemented from Operations Manual. As needed, staff may belay participants (vs. use of emergency auto-belay device). This decision is based on individual situation and is determined by necessity. (see below for more specific information)

Character Challenge Course Company Accident/Incident Report Form

Name of individual: _____

Date: _____ Birthdate: _____ Age: _____

Time of Accident/Incident: _____

Address: _____

Phone Number: _____

Name of Parent/Guardian if minor: _____

Name/Addresses of Witnesses:

1. _____

2. _____

Describe the sequence of activity in detail including what the injured person was doing at the time of injury:

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Where did the injury occur/on which element?

Was the injured person participating in an activity at the time of injury? (give details:)

Was there any equipment involved and what kind?

Could have anything been done to prevent the injury?

Emergency procedures followed at time of accident/incident:

By whom? _____

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Submitted by: _____

Position: _____

Date: _____ Time: _____

Follow-up Information:

Attach waiver to accident/incident form and give to course directors please.

RISK & LIABILITY

Physical and Emotional Risk is inherent in adventure learning and challenge course environments. Those risks, particularly "perceived risk" are what make adventure learning so effective AND so different from other types of education. However, the "actual risks" (i.e. injuries to body, mind, or spirit) are also present and must be managed in a professional manner. Proper and ongoing training is key to managing those risks. An age-old mantra in the adventure learning/challenge course world is "do no harm". As facilitators it is our primary responsibility to create environments where perceived risk is properly used to spur learning and growth, and where real risk is minimized and managed so that those under our care are sufficiently safeguarded against injury. **Always remember that Risk is not just physical. Emotional and Social Risks are deeply powerful realities that must be attended to in adventure learning.**

OUR RESPONSE

So how should we as facilitators and adventure learning/challenge course programs respond to the issues of negligence and liability?

1. Utilize an informed consent form. In this form the actual risks of the involved activities (ropes course, etc) are outlined and the participant (and their legal guardian in the case of underage participants) sign that they understand the risks involved in a given activity and voluntarily choose to participate.
2. Understand and operate with an understanding of the concept of Standard of Care. Simply stated, Standard of Care simply means "what a reasonable and prudent professional would have done in the same situation."

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Understanding what the Standard of Care is for the adventure learning / challenge course facilitator, including the most up-to-date "best practices" is the best reason for ongoing training. When you're following the safest and most widely accepted best practices, it's more difficult to prove negligence.

3. Provide Adequate Supervision. Supervision falls into two categories, *General* and *Specific*. *General* supervision assumes that leader's immediate availability to anyone who might be in need, requiring that the leader be in the immediate vicinity, overseeing the activity. This means that the facilitator **CANNOT** start the group on an activity and then walk away! *Specific* supervision involves providing the group with specific information about a given activity, assessing their understanding of and capacity to do the activity, informing them of the inherent risks in the activity, and instructing them regarding the specific safety practices required. Adequate supervision requires a liberal application of common sense and a commitment to ongoing learning and training.
4. Attention to proper teaching methods. Proper teaching methods, including the way a facilitator instructs the group is critically important. The instruction must provide adequate information and guidance to the group regarding the parameters of a given activity. A proper, progressive sequence. See Section 2.2 (Sequencing) must be followed in order to allow the group to build upon the prior experiences, thus preparing them for more challenging activities. Group size, maturity, preparedness, skill, physical ability (or disabilities), must be taken into account and adjusted for. Staff at C4 will be trained in-house and can opt to "challenge in" to meet ACCT standards. Profiles of each facilitator will be kept on file with a portfolio that outlines all types of activities and hours facilitated.