



# Outdoor Program Centers Volunteer Handbook

Outdoor Program Center (OPC) Volunteers :  
Information Volunteers, Volunteer Naturalists,  
Program Volunteers, and Alpine Stewards

2020

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## **About AMC**

At AMC, connecting you to the freedom and exhilaration of the outdoors is our calling. We invite and help people of all ages and abilities to explore and develop a deep appreciation of the natural world. AMC helps you get outdoors on your own, with family and friends, and through activities close to home and beyond. With chapters from Maine to Washington, D.C., including groups in Boston, New York City, and Philadelphia, you can enjoy activities like hiking, paddling, cycling, and skiing, and learn new outdoor skills. We offer advice, guidebooks, maps, and unique lodges and huts to inspire your next outing. You will also have the opportunity to support our conservation advocacy and research, youth programming, and work maintaining 1,800 miles of trails. We invite you to join us in the outdoors.

## **Our Mission**

Founded in 1876, the Appalachian Mountain Club promotes the protection, enjoyment, and understanding of the mountains, forests, waters, and trails of America's Northeast and Mid-Atlantic regions. We believe these resources have intrinsic worth and also provide recreational opportunities, spiritual renewal, and ecological and economic health for the region. Because successful conservation depends on active engagement with the outdoors, we encourage people to experience, learn about, and appreciate the natural world.

## **An Overview of the AMC**

Organized in 1876, the same year the telephone was invented, the Appalachian Mountain Club is the oldest outdoor recreation and conservation organization in the country. A non-profit organization with more than 90,000 members and 13 chapters from Maine to Washington D.C., we are committed to the protection, enjoyment, and wise use of the mountains, rivers, and trails of the Appalachian region. The AMC pursues a bold conservation agenda while encouraging responsible recreation, based on the philosophy that successful, long-term conservation depends upon first-hand experience of the natural environment.

The AMC has taken a leading role in conservation issues including the protection of the Northern Forest, clean air and water advocacy, environmental quality research, and more. The AMC also offers educational experiences to the people of the Appalachian region through providing visitor information and conducting programs that include trail maintenance, Leave No Trace ethics, safe and efficient backcountry travel, local ecology, and more. The AMC slogan, "conservation, education, recreation" defines our overall effort.

## General Volunteer Information

### Locations and Roles

Outdoor Program Center Volunteers serve at many AMC facilities, including the eight High Huts, the Highland Center, Pinkham Notch Visitor Center, Cardigan Lodge, Medawisla Lodge, Mohican Outdoor Center, Harriman Outdoor Center, Gorman Chairback Lodge, Hermit Lake Shelters, Guyot Campsite, and Liberty Springs Tentsite. They serve as Information Volunteers, Volunteer Naturalists, Program Volunteers, and Alpine Stewards.

### Minimum Qualifications and Commitment

- Current AMC membership
- Minimum age of 18
- Friendly, outgoing, professional manner
- Knowledge of outdoor recreation and backcountry safety
- Familiarity with the AMC facility and nearby trails where the volunteer serves
- Pass a criminal background check every three years
- Serve a minimum of 32 hours annually, and commit to the program for at least three years
- Additional minimum requirements for Program Volunteers and Alpine Stewards

### Training

Attend a spring training each year for the first two years, and then at least once every three years thereafter. Essential training topics for all new Outdoor Program Center volunteers include AMC Conservation & Research; \*Code of Conduct, Youth Protection, and Harassment Prevention; Volunteer Role Overview (specific to each volunteer role/location); and Introduction to Diversity, Equity, and Inclusion. Additionally, Program Volunteers participate in \*Risk Management & Leadership, and Alpine Stewards participate in Leave No Trace, Alpine Trail Maintenance (Cairns & Scree Walls), Mountain Watch Phenology Observations, and Alpine Ecology. In-person full weekend trainings include additional required and enrichment topics, such as guided facility tours, interpretive skills, natural history content, AMC updates, short hikes, group activities, and more.

*\*Risk Management & Leadership, and Code of Conduct, Youth Protection, and Harassment Prevention, must be renewed every three years, either in-person at a training weekend or as a remote refresher.*

### Covid Training for OPC Vols

AMC's Risk Management team has created a series of short training modules covering key topics essential to working or volunteering with AMC this season. The training modules that are pertinent to OPC volunteers have been edited together into a 37-minute training video. If you will be volunteering as an Information Volunteer, Volunteer Naturalist, or Program Volunteer this year, you are required to watch this particular 37-minute, online, training video. After viewing the video, you'll be prompted to complete a short online confirmation and e-sign an acknowledgement of risk waiver. You are required to follow protocols outlined in the video when you are volunteering. You may find it helpful to re-watch the video just prior to your volunteer stint(s).

<https://www.youtube.com/watch?v=Z-5bosEaJMQ>

## Volunteer Benefits

- Lodging is provided at no charge where available. Lodging may be in a bunkroom, cabin, lodge room, or campsite, depending on the facility.
- Meals are provided at no charge, where available. Volunteers during self-service Hut season, or camping at Hermit Lake, Guyot, and Liberty Springs, will need to bring and cook their own food.
- Trail lunches will be provided to Program Volunteers (assisting staff guides on premium programs), Alpine Stewards on Mt. Washington, and Info Vols serving at Hermit Lake during spring skiing season.
- Volunteers receive a 30% discount on purchases at AMC stores during trainings and while volunteering
- Volunteers may receive a reduced rate for meals/lodging one night prior to and/or after their service at the same facility where they're volunteering, depending on availability.
- Volunteers may bring one guest at a reduced rate, matching the volunteer's lodging nights, if lodging is available. A volunteer's guest must be 16 years or older.

## Service Records

Volunteers complete a Service Record at the end of each volunteer stint. On-site staff also provide feedback about the volunteer using the Service Record. Service Records are important documents for record-keeping as well as sharing observations, questions, and concerns. Service Records are reviewed by the OPC Volunteer Coordinator, and data are uploaded into AMC's system, including volunteer dates, location, volunteer role, volunteer hours, and number of public service contacts (an estimate of the number of people of volunteer interacts with over the course of their stint). Feedback from volunteers may be shared with on-site staff, and vice versa. Volunteers will receive a link to access the [online Service Record](#) in their pre-stint email.

## Masks and Gloves

All OPC volunteers will be issued two washable cloth masks to use for the 2020 season. Wear one of your AMC-issued masks whenever you are interacting with guests, staff, or other volunteers. You are responsible for washing your masks and ensuring that you bring them both with you whenever you volunteer. Disposable gloves will be provided by lodge/hut staff to any volunteers if they will be handling money or other frequently touched items.

## Volunteer Uniform

Nametag: All OPC volunteers receive an AMC issued nametag to wear while volunteering. Please be sure that your nametag is visible to guests and staff at all times. The nametag is essential for guests and staff to identify you as an official volunteer. If you forget your nametag at home, please ask staff if they have an extra nametag you can borrow.

T-Shirt: An AMC volunteer t-shirt is provided to Information Volunteers, Volunteer Naturalists, and Program Volunteers. Please wear your t-shirt while volunteering. In colder weather, a long-sleeved shirt can be worn underneath, or a fleece jacket with an AMC logo can be worn over the t-shirt (with nametag visible).

Mask: Wear a face mask while volunteering during the 2020 volunteer season.

Patches: An AMC logo volunteer patch (with Velcro) is provided to Information Volunteers, Volunteer Naturalists, and Program Volunteers to be worn on a backpack strap. The patch can easily attach to a front backpack strap so that it's visible to hikers while you're volunteering on a trail or leading nature

walks. Alpine Stewards receive a similar patch, with the Alpine Steward logo (includes AMC, ATC, and USFS), and should wear it on their backpack strap while volunteering.

Alpine Steward Shirt: Alpine Stewards wear a Forest Service uniform shirt with an embroidered patch and pin identifying them as Forest Service volunteers.

Alpine Steward Vest: Alpine Stewards wear a bright safety vest over their clothes to help them stand out in a crowd and stay visible during inclement weather.

Additional Apparel (Stewards): Alpine Stewards may also wear a ball cap or knit hat with a Forest Service or Alpine Steward logo.

## **Background Check**

Due to their potential interactions with minors, OPC volunteers undergo a criminal background check once every three years.

- Volunteers receive an email message with directions to authorize the background check. The email will show that the AMC sender is Denise Horne ([dhorne@outdoors.org](mailto:dhorne@outdoors.org)). Denise is an AMC business office supervisor and she is our main staff contact with the company that runs the background checks (Intellicorp).
- Within 7-days of receiving the authorization email, please follow the directions explained in the email to access the link and enter your information. \*If you don't complete your part of the process during the 7-day window, don't panic, we will initiate a new invitation, which opens up a new 7-day window for you.
- These are criminal background checks, not credit checks.
- Canadians need to fill out a paper copy.

## **Scheduling and Communicating Volunteer Stints**

Requesting Stints: Open volunteer dates are announced periodically in mass emails to OPC Vols and/or Alpine Stewards. Volunteers ready to commit to volunteer dates ("stints") should email their request to the OPC Vol Coordinator, including dates, location, and volunteer role. The Coordinator will check the schedule and the volunteer's qualifications, and then sign them up accordingly. The Coordinator will also set up a lodging/meals reservation, if applicable.

Making changes and cancellations: If a volunteer needs to change or cancel a volunteer stint, or make changes to a lodging/meals reservation, they should email the Coordinator. Any volunteer lodging/meals reservations involving payment (for a discounted guest or extended stay) are subject to the same cancellation policy as regular guest reservations.

Pre-stint communication: The Coordinator will check in with the volunteer through email about one week prior to each volunteer stint. This email serves as a reminder, and it will include any important notes about the upcoming stint as well as attachments with important documents to review prior to volunteering.

## **Stay at Home Orders, Screening and Symptoms**

Please keep in mind state stay at home orders that may apply to you. And if you'll be traveling out-of-state to volunteer, please ensure that your own state and the state where you'll be volunteering have both lifted their stay at home orders (by the time you're volunteering), and that you're aware of any applicable travel quarantine guidelines. These orders are continually evolving – you should stay flexible and be aware that you may need to cancel, depending on where you live and where you want to volunteer.

Volunteers must cancel their volunteer stints if they are exhibiting signs and/or symptoms of illness including cold symptoms, cough, chills, muscle pain, headache, sore throat, loss of taste or smell, or fever. Volunteers will be asked a series of Covid symptom screening questions in their pre-stint email. They will also be asked symptom screening questions by their on-site supervising staff when they are volunteering and will have their temperature taken.

- Have you been in close contact with a confirmed case of COVID 19?
- Have you had a fever or felt feverish in the last 72 hours?
- Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough or shortness of breath?
- Are you experiencing any new muscle aches or chills?
- Have you experienced any new change in your sense of taste or smell?

### **AMC General Covid Information for Lodge Guests, including Volunteers with Overnight Lodging**

AMC has added a “Know Before You Go!” section on the website homepage that includes new information about lodging operations, policies, and visitor services. You’ll also see some state-by-state guidance, if available. This information is general (not specific to individual lodges or huts), and it will change throughout the season as information evolves. Please view the information here:

<https://www.outdoors.org/policies-covid>

### **Volunteer Recognition**

Outdoor Program Center volunteers are eligible for the AMC’s Stewardship Society. The annual **Stewardship Society Awards** honor AMC volunteers who carry on the tradition of public service, typically volunteering on trail work, conservation, education, or other stewardship projects. There are two Stewardship awards: the Marian Pychowska Award, recognizing 96+ hours of service, and the Warren Hart Award, recognizing 224+ hours of service. All hours for Alpine Stewards, Information Volunteers, Program Volunteers, and Volunteer Naturalists count toward eligibility. Learn more about these two awards and access the tally sheet through the Pychowska Award or Hart Award pages in the Volunteer Awards section of AMC’s website: <http://www.outdoors.org/volunteer/volunteer-awards/index.cfm>. If you have or will volunteer at least 96 hours this year, please submit your Stewardship Society tally sheet by December 1st.

### **Anniversaries**

Volunteer anniversaries are celebrated after 5 years, 10 years, and 20 years of service. Volunteers receive a token of appreciation from AMC (pin at 5 years, mug at 10 years, and vest at 20 years), shout out at volunteer training weekends, and recognition in *The Volunteer Exchange* biannual newsletter.

### ***The Volunteer Exchange***

*The Volunteer Exchange* is a biannual newsletter, typically published in early summer and late fall (bookending the high season for volunteers). This newsletter features original articles written by and for OPC volunteers. Volunteers are invited to submit written content and photographs focused on their own volunteer experiences with AMC, natural history, and outdoor skills. AMC staff may also include content related to volunteer trainings, introducing new facility managers and Volunteer Steering Committee members, and sharing important updates. This newsletter is focused solely on the OPC volunteer program, not the broader AMC volunteer community. A separate “Volunteer Newsletter” is sent out to all AMC volunteers (OPC vols, Chapter Trip Leaders, Trail Adopters, YOP vols, VCC vols, etc.) from AMC’s Volunteer Management Team periodically throughout the year.

## **INFORMATION VOLUNTEER (all “Info Vols”)**

**Volunteer Role:** AMC Information Volunteers orient guests to the facility, provide recreation information (trails, gear, trip planning, weather, etc.), conservation and natural history information, assist with retail sales, help check-in guests, assist with boating equipment, and promote AMC programs and membership.

### **Where and When**

- Huts, Cardigan, Mohican, Harriman – summer and fall weekends
- Guyot Campsite – summer weekends and fall holiday weekends
- Highland Center – weekends year-round; daily in summer; school vacation weeks
- Pinkham Notch Visitor Center -- weekends year-round; daily summer and early fall; school vacation weeks
- Hermit Lake Shelters -- weekends during spring skiing season, summer, and fall holiday weekends

## **VOLUNTEER NATURALIST (all “Vol Naturalists”)**

**Volunteer Role:** AMC Volunteer Naturalists lead nature walks, talks, campfire programs, and other activities. Naturalists draw on their own expertise, which can range from alpine ecology to logging history to wildlife management.

### **Where and When**

- Medawisla Lodge – weekends July through September; some weekday opportunities in summer
- Highland Center and Pinkham Notch Visitor Center – as needed throughout the year
- Huts -- Sunday through Wednesday, June through Columbus Day. (suspended for 2020 season)

## **PROGRAM VOLUNTEER (all “Program Vols”)**

**Volunteer Role:** AMC Program Volunteers assist AMC staff guides with multi-day programs ranging from one to three days in length. These programs include a variety of activities, such as hiking, paddling, backcountry navigation, and family camping. Program Volunteers hold current WFA+CPR certification or higher.

### **Where and When**

- Highland Center and Pinkham Notch Visitor Center –throughout the year when multi-day programs are scheduled and assistance is needed.
- Cardigan Lodge, Medawisla Lodge, and Gorman Chairback Lodge – Program volunteers may assist staff guides when multi-day programs are scheduled and assistance is needed



## **VOLUNTEER ALPINE STEWARD (suspended for the 2020 season)**

**Volunteer Role:** Alpine Stewards provide outreach education to help protect the fragile alpine ecosystem on Franconia Ridge and on Mt. Washington summit cone trails. Stewards engage with hikers about Leave No Trace principles, alpine ecology, trail conditions, and backcountry safety. Stewards monitor alpine plants at designated research plots and may perform light trail maintenance. The Volunteer Alpine Steward Program is a partnership between the Appalachian Mountain Club, the White Mountain National Forest, and the Appalachian Trail Conservancy.

### **Where and When**

- Franconia Ridge (meals & lodging at Greenleaf Hut)– Weekends, mid-May through late October
- Franconia Ridge (camping at Liberty Springs Tentsite) -- Weekends, late-May through mid-October
- Mt. Washington (meals & lodging at Pinkham)– Weekends, late May through mid-September

## **Cardigan Lodge Info Vols**

### **The Role of the Information Volunteer at Cardigan Lodge**

- Welcome overnight lodge guests and campers. Orient them to Cardigan and inform them about guest services as well as activities they can enjoy during their stay.
- Greet day hikers at the main trailhead to engage them in conversation about their hiking plans, trail advice, backcountry safety, Cardigan Lodge, and AMC.
- Visit campsites to share information with guests and offer assistance.
- Host a campfire.
- Optional -- offer short nature walks, if interested.
- Optional -- offer evening talks, if interested.

### **Schedule Outline**

- Arrival day: Check-in between 3PM and 5PM. Help guests as they arrive and engage with guests until about 8pm
- Full volunteer day(s): Assist guests and day hikers from about 7:00AM to 12:00. Take a big break. Assist again from about 5:00 to 8:00.
- Departure day: Assist guests and staff from about 7:00AM until about 11:00AM
- Keep in mind that this schedule should be flexible, according to the changing needs of the site. A more detailed schedule and list of guidelines will be provided to the volunteer prior to serving.

**\*Please see the Cardigan Info Vol Guidelines document for more detailed information about the volunteer role and typical schedule.**

## Highland Center Info Vols

### The Role of the Information Volunteer at the Highland Center

- Welcome guests and orient them to the facility.
- Share advice about trails, hike planning, backcountry conditions, gear, and the local area.
- Assist guests with LL Bean equipment in the gear room. Show guests how to adjust their pack for the best fit and instruct them in the use of poles (to prevent hyper-extension and breaking).

### Typical Schedule Outline    \*single day options available for local volunteers

- Arrival day: Check-in between 3:00 and 4:00. Help guests as they arrive and engage with guests before, during, and after dinner, until about 7:30pm
- Full volunteer day(s): Assist guests and staff from about 7:00 to 9:30. Take a long break. Assist hikers and train passengers at the Crawford Depot on train days from about 12:45 to 4:00. Take another break. Assist again at the lodge from about 5:30 to 7:30
- Departure day: Assist guests and staff from about 7:00 to 10:30

**\*Please see the Highland Info Vol Guidelines document for more detailed information about the volunteer role and typical schedule.**

## Pinkham Notch Visitor Center Info Vols

### The Role of the Information Volunteer at Pinkham

- Welcome and orient visitors to the Pinkham facility and the guest services available to them (retail offerings, meal service, bathrooms, etc.)
- Advise hikers about local trails, trip planning, and backcountry safety
- Promote AMC's mission and encourage visitors to get involved in AMC activities, including citizen science (like iNaturalist) and guided outdoor programs
- Assist with answering hiker questions through the Trail Information phone line. This may include answering the phone and/or returning calls addressing hiker voicemail questions.

### Typical Schedule Outline    \*single day options available for local volunteers

- Arrival day: Check-in between 3:00 and 5:00. Help guests as they arrive and engage with guests before, during, and after dinner, until about 8:00.
- Full volunteer day(s): Assist guests and day hikers from about 7:00 to 11:00. Take a lunch break. Continue volunteering 11:30 to 1:00. Take a long break. Assist again from about 5:00 to 8:00, including a break for dinner.
- Departure day: Assist guests and staff from about 7:00 to 11:00

**\*Please see the Pinkham Info Vol Guidelines document for more detailed information about the volunteer role and typical schedule.**

# Highland Center & Pinkham Notch Visitor Center Volunteer Naturalists

## The Role of the Volunteer Naturalist

- Lead a 30-minute nature walk at 5:00
- Lead a 60-minute activity after dinner (7:30 at Highland, and 8:00 at Pinkham). This evening activity can be another nature walk; a talk focused on natural history, area cultural history, or outdoor skills; or a campfire program (Highland only). Short night hikes are also an option.
- Promote AMC's mission and encourage visitors to be involved with iNaturalist, the Junior Naturalist program, and other conservation and education initiatives.
- Talks can focus on natural history, outdoor skills, or leave no trace principles. Walks can focus on general nature appreciation or specific topics like tree ID, adaptations, mosses & lichens, etc.
- Create your own content or use an available program provided by AMC's interpretive staff.
- Campfire programs are encouraged at the Highland Center. Volunteers set up and host the campfire, including hauling wood and water with a cart, and would ensure that the campfire is out at the end of the evening.

## 2020 Parameters for Walks, Talks, and other Complimentary Lodge-based Activities

- Group size will be limited to 10 people, including you.
- Participants in walks and talks must sign a Covid waiver. Be sure that you have enough pens and copies of the waiver for all participants. Each guest only needs to sign this once for the duration of their stay, i.e. if they participate in more than one program, they only have to complete the waiver once. Ask lodge staff to put completed waiver forms in an envelope addressed to Nancy Ritger.
- Follow social distancing protocols. Anyone who isn't already part of a contact group (like a family or household) should be at least 6 feet apart from you and each other
- Wear a mask when you first meet up with the group, until social distancing can be maintained, and any time you need to get closer than 6 feet.
- Plan to meet your group outside and stay outside for the duration of the walk/talk/activity.
- All minors must be accompanied by their parent/guardian.
- Please plan on avoiding hands-on activities this year, except for touching flora, rocks, etc. that you come across on a nature walk.
  - Volunteers should not bring food or drinks to share with their participants.
  - Bring "extra essentials" like hand sanitizer, and perhaps something to cover the mouth of someone who is coughing/sneezing (like a buff or bandana)
  - Before touching any group equipment individuals must wash their hands with soap and water or use a hand sanitizer containing 60% or greater alcohol content.
  - All equipment must be cleaned with appropriate guidelines at the conclusion of the activity.
  - Volunteers should only use disinfecting supplies provided by AMC staff at your facility. See staff to obtain approved sprays or wipes.

## Duration and Distance

- Keep all activities you lead to a max of 60 minutes.
- Nature walks that remain within 1/5 mile of the facility don't require any special training or gear
- Nature walks that travel between 1/5 and 1/2 mile from the facility have these additional requirements: Volunteer must have taken the Risk Management & Leadership training session in the past 3 years, must carry a Highland or Pinkham first aid kit, and must verbally review the "Liability Statement" from the Trip Introduction Talk with their group at the beginning of the nature walk.
- Do not lead nature walks that travel farther than 1/2 mile from the facility

## Huts Info Vols – 2020 Adjusted Season

### The Role of the Information Volunteer in the Huts

- Give trail and safety advice to day visitors and overnight guests.
- Sell retail merchandise (proceeds support AMC's mission).
- Answer questions about the AMC, its mission, programs, and facilities
- Be available to volunteer from 11:00 am-4:00 pm

All huts will be closed to overnight guests for the remainder of 2020. The huts will be open to day traffic during the summer months to provide water, public bathrooms, rescue and first aid services as well as trail information and retail/food service. Access to common areas or other areas within buildings will be restricted by physical barriers and signage to reduce indoor crowding.

Though the huts are closed to overnight guests, we can accommodate volunteers needing to stay in the hut on Friday and/or Saturday night. Volunteers will have their own bunkroom. Info Vol pairs (both are experienced hut Info Vols) are welcome but only if you're from the same household (partners, relatives, or roommates). Volunteers may not bring guests with them this season.

Volunteers who choose to spend the night would need to bring a sleeping bag, and bring their own food, and if they need to cook that food they would bring whatever gear they need for cooking it outside. Volunteers will not have access to the hut kitchen, but the caretakers can provide unlimited hot water, so most volunteers electing to spend the night would probably want to bring the type of backpacking meals, like Good-to-Go meals, that just involve pouring in hot water, stirring with a spoon, and letting the meal cook itself.

**\*Please see the Huts Info Vol Guidelines document for more detailed information about the volunteer role and typical schedule.**

## Huts Vol Naturalists (suspended for the 2020 season)

### The Role of the Volunteer Naturalist in the Huts

- Provide interpretive programming to hut guests. The primary role of the Volunteer Naturalist is delivering an evening program, and offering short talks or walks after breakfast and in late afternoon.
- Answer questions about White Mountain flora, fauna, weather, and other topics
- Give trail and safety advice to day visitors and overnight guests.
- Answer questions about the AMC, its mission, programs, and facilities.

### Schedule Outline

- Arrival day: Hike to the hut and check-in between 3PM and 5PM. Engage with guests before, during, and after dinner. Deliver an evening program and answer questions afterward.
- Full volunteer day(s): Offer a short morning program after breakfast, take a long break (go for a hike or just relax and enjoy the scenery), offer an informal program and engage with guests in the late afternoon, and deliver an evening program after dinner.
- Departure day: Offer a short morning program after breakfast. Then hike out.

## **Hermit Lake Shelters Info Vols (suspended for the 2020 season)**

### **The Role of the Information Volunteer at Hermit Lake Shelters**

- Give trail advice to day visitors and overnight guests at Hermit Lake.
- Check in overnight shelter guests.
- Answer questions about the AMC, its mission, programs, and facilities.
- Sell retail merchandise to day visitors and overnight guests (proceeds support AMC's mission).

### **Schedule Outline – Spring Skiing Season**

- Friday: Check-in at Pinkham between 3PM and 6PM
- Saturday: Hike up to Hermit Lake after breakfast, check in with caretaker, and spend your day helping visitors and overnight shelter guests. Hike back to Pinkham in time for dinner.
- Sunday: Hike up to Hermit Lake after breakfast, check in with caretaker, and spend your day helping visitors and overnight shelter guests. Start hiking out after 1PM.

### **Typical Schedule Outline – Summer & Early Fall**

- Friday: Hike up to Hermit Lake in afternoon or early evening.
- Saturday: Assist day hikers and campers from about 8:00 to 12:00 and again from about 2:00 to 6:00.
- Sunday: Assist day hikers and campers from about 8:00 to 12:00.

## **Guyot Campsite Info Vols (suspended for the 2020 season)**

### **The Role of the Information Volunteer at Hermit Lake Shelters**

- Check-in and orient campers to the facility -- location of tent pads, shelter, bear boxes, water source, privy, etc.
- Give trail advice and share information about trail conditions, weather, and backcountry safety
- Assist novice campers with setting up tents and using their camp stoves
- Educate guests about Leave No Trace camping and hiking
- Answer questions about the AMC, its mission, and programs.

### **Typical Schedule Outline – Spring Skiing Season**

- Friday: Arrive by 3:00, check in with the caretaker, set up camp, and get oriented.
- Saturday: Take the morning and early afternoon off. Go for a hike or relax. Volunteer from 2pm to about 8pm (minus time for cooking and eating your dinner).
- Sunday: Be available to campers from about 7am to 9am.

## **Mohican Outdoor Center Info Vols**

### **The Role of the Information Volunteer at Mohican Outdoor Center**

- Welcome day visitors and overnight guests. Orient them to the facility and inform them about the guest services and boating opportunities they can enjoy during their stay.
- Advise visitors about nearby hiking trails and help them plan safe hikes.
- Assist guests with boating equipment rentals. Talk with guests about boating safety and about steering clear of the rattlesnake dens.
- Lend gear from the Demo Center.
- Help host the bonfire on Saturday nights during the summer season.
- Optional -- offer short nature walks or talks, if interested.

### **Typical Schedule Outline   \*single day options available for local volunteers**

- Friday: Check-in between 3PM and 5PM. Help guests as they arrive and engage with guests before, during, and after dinner, until about 8PM.
- Saturday: Assist guests and staff from about 8:30AM to 12:00, including eating breakfast at 8:00. Take a big break. Assist again from about 3:00 to 8:00, including eating dinner.
- Sunday: Assist guests and staff from about 8:30AM until about 11:00AM

**\*Please see the Mohican Info Vol Guidelines document for more detailed information about the volunteer role and typical schedule.**

## **Harriman Outdoor Center Info Vols**

### **The Role of the Information Volunteer at Harriman Outdoor Center**

- Welcome guests, orient them to the facility, and talk about the programs, trails, and waterfront activities they can enjoy during their stay. Inform them about using the wagons.
- Give trail advice about local hiking trails.
- Assist guests at the waterfront with canoes and kayaks.
- Take a hike around the lake and check/restock the backcountry campsites
- Help outfit guests with outdoor gear from Harriman's Demo Center
- Optional -- offer short nature walks or talks, if interested.

### **Typical Schedule Outline   \*single day options available for local volunteers**

- Friday: Assist guests and staff from about 3:00 to 7:00.
- Saturday: Assist guests and staff from about 8:00AM to 12:30, and again from about 2:30 to 6:00.
- Sunday: Breakfast buffet open at 7:30. Assist guests and staff from about 8:00 until 12:00

**\*Please see the Harriman Info Vol Guidelines document for more detailed information about the volunteer role and typical schedule.**

# Medawisla Lodge Vol Naturalists

## The Role of the Volunteer Naturalist at Medawisla Lodge

- Lead nature walks or other activities after breakfast and in late afternoon.
- Lead evening programs. This can be a talk, a nature walk, or you can host a campfire. Campfires are very popular!
- Promote AMC's mission and its work in Maine, such as sustainable forestry and fish passage restoration.
- Encourage guests to be involved with iNaturalist and the Junior Naturalist program

## 2020 Parameters for Walks, Talks, and other Complimentary Lodge-based Activities

- Group size will be limited to 10 people, including you.
- Participants in walks and talks must sign a Covid waiver. Be sure that you have enough pens and copies of the waiver for all participants. Each guest only needs to sign this once for the duration of their stay, i.e. if they participate in more than one program, they only have to complete the waiver once. The Medawisla Managers need to store completed Covid waivers in the office.
- Follow social distancing protocols. Anyone who isn't already part of a contact group (like a family or household) should be at least 6 feet apart from you and each other
- Wear a mask when you first meet up with the group, until social distancing can be maintained, and any time you need to get closer than 6 feet.
- Plan to meet your group outside and stay outside for the duration of the walk/talk/activity.
- All minors must be accompanied by their parent/guardian.
- Please plan on avoiding hands-on activities this year, except for touching flora, rocks, etc. that you come across on a nature walk.
- You can use laminated photos/papers that can easily be decontaminated with a spray or wipe and the volunteer needs to decontaminate them afterward.
  - Volunteers should not bring food or drinks to share with their participants.
  - Bring "extra essentials" like hand sanitizer, and perhaps something to cover the mouth of someone who is coughing/sneezing (like a buff or bandana)
  - Before touching any group equipment individuals must wash their hands with soap and water or use a hand sanitizer containing 60% or greater alcohol content.
  - All group equipment must be cleaned in accordance with appropriate guidelines at the conclusion of the activity.
  - Volunteers should only use disinfecting supplies provided by AMC staff at your facility. See staff to obtain approved sprays or wipes.

## **Duration and Distance**

- Keep all activities you lead to a max of 60 minutes.
- Nature walks that remain within 1/5 mile of the facility don't require any special training or gear
- Nature walks that travel between 1/5 and 1/2 mile from the facility have these additional requirements: Volunteer must have taken the Risk Management & Leadership training session in the past 3 years, must carry a Highland or Pinkham first aid kit, and must verbally review the "Liability Statement" from the Trip Introduction Talk with their group at the beginning of the nature walk.
- Do not lead nature walks that travel farther than 1/2 mile from the facility

## **Volunteer Steering Committee (VSC)**

### **Purpose**

The purpose of the Volunteer Steering Committee (VSC) is to promote effective and rewarding experiences for AMC's Outdoor Program Centers Volunteers. Committee members work toward this mission by assisting staff with the planning and delivery of engaging, relevant volunteer trainings. The Volunteer Steering Committee also serves the volunteer community by listening to ideas and concerns, and sharing feedback.

### **Members and Commitment**

The Volunteer Steering Committee is made up of 3 to 5 active volunteers who serve 3-year terms. One or two members rotate out each year. Terms begin and end September 1<sup>st</sup>. The committee should meet in person at least twice per year. Each committee member should attend and assist with at least two training weekends a year. Committee members must also be available for on-going communication via email and phone throughout the year.

### **Qualifications**

- Enthusiasm for volunteering with the AMC
- Ability to cooperate and engage with a variety of new and experienced volunteers
- Current volunteer and at least three years of experience in one or more volunteer programs
- Positive staff reviews as documented in Service Records
- Availability to attend meetings and trainings in New Hampshire, New Jersey, and Maine.

## **Lead Alpine Stewards**

### **Purpose**

Three Lead Stewards serve as role models for all Stewards, including mentoring new Stewards; participating in a fall program review/planning meeting with partner organization representatives; assisting with the planning and delivery of engaging, relevant trainings; and acting as liaisons with AMC's Outdoor Program Centers Volunteer Coordinator. Lead Stewards serve for three-year terms. Terms begin and end June 1st.

### **Qualifications**

- Enthusiasm for the Volunteer Alpine Steward Program
- Ability to cooperate and engage with a variety of new and experienced volunteers, members of the public, and VASP partner organizations
- Current volunteer and at least three years of experience as an Alpine Steward
- Strong familiarity with trails, alpine plants, and the VASP role on Franconia Ridge (based at Greenleaf and Liberty Springs) as well as Mt. Washington
- Availability to attend annual fall leadership meeting and spring training



# AMC ORGANIZATION-WIDE POLICIES

## AMC Code of Conduct

### Table of Contents

1. Introduction and Code of Conduct Value Statement
2. Scope
3. Standards of Conduct
4. Misconduct
5. Reporting and Issues Management
6. Related Policies and Information

### **1. INTRODUCTION AND CODE OF CONDUCT VALUE STATEMENT**

Since its founding in 1876, the Appalachian Mountain Club (AMC) has promoted the protection, enjoyment, and understanding of the mountains, forests, waters, and trails of America's Northeast and Mid-Atlantic regions through building and maintaining trails; operating huts, lodges, and campsites; engaging in conservation; and providing outdoor experiences for adults, youth, and families. We invite and help people of all identities to explore, develop, and deepen their appreciation of the natural world. AMC's Code of Conduct ("the Code") is meant to help guide and inspire behavior that creates a welcoming community.

AMC believes that the outdoors belongs to everyone. To be sustainable and impactful in carrying out our mission, the AMC community must create and embrace opportunities to be inclusive, kind and equitable so that we can best reach and reflect the diverse population of the Northeast and Mid-Atlantic Regions. As a multi-faceted non-profit, our greatest opportunity for success and mission impact lies with engaging a broader community of people from diverse backgrounds and experiences who share our passion for the outdoors.

AMC strives to provide:

- An accessible, safety conscious, and inclusive community
- Outdoor recreation, adventure, and enjoyment
- Opportunities for teaching, learning, sharing, and skill building for people of all identities and backgrounds
- Care for trails and access to recreational opportunities
- Active engagement in and advocacy for protecting the outdoors we enjoy

As part of our mission we encourage people of all identities to connect with the outdoors safely and responsibly. While many AMC activities require little to no previous experience, for safety reasons, some outdoor activities require participants to meet certain physical and cognitive criteria.<sup>1</sup>

### **2. Scope**

This Code of Conduct applies across the AMC community. Our community includes employees, volunteers, members, program participants, guests, visitors, contractors, vendors, and others who interact with the organization. It applies to interactions that take place across our operations, including in offices; on trips, programs and trainings; at AMC owned or operated facilities of all types; in meetings; on the trail; at social events; in written communication including online and social media; and at other events,

activities, and places where we represent AMC. In other words, this code applies in every area of AMC – whether inside, outside, or online.

### **3. *Standards of Conduct***

In every context, the people of AMC will conduct themselves in a manner consistent with AMC's mission and Diversity, Equity, and Inclusion (DEI) values and in a way which is not detrimental to AMC, its members, the public or staff, and which will provide the highest level of enjoyment in the activities and other events sponsored by AMC. With this in mind, individuals will:

- Uphold a community built on mutual trust, integrity, and dignity for all, where issues are addressed in a respectful and inclusive manner. Involve staff and volunteer leadership as appropriate.
- Conduct and participate in AMC sponsored activities while prioritizing personal and group safety and minimizing the associated risks
- Respect the outdoors and the many ways people connect with one another and with natural places
- Remain free from conflicts of interest
- Follow all policies/rules as applicable, internal or external
- Represent the AMC and its mission in a positive, professional, and respectful manner

We encourage the involvement of all people in our mission and activities through membership, program participation, facility visitation, and volunteerism. Our goal is to be a community which values kindness, and is comfortable, inviting, and accessible for people with a broad range of identities and backgrounds.

### **4. *Misconduct***

Misconduct includes actions in violation of the Standards of Conduct and inconsistent with AMC's mission and Diversity, Equity, and Inclusion values. Misconduct also includes actions that may be detrimental to AMC's community, the public, and the outdoor places we value. Examples of misconduct include, but are not limited to:

- Unwelcome or exclusionary behavior toward others of any kind (based on identities including, but not limited to race, gender identity, gender expression, sexual orientation, physical ability, physical characteristic, socioeconomic background, nationality, age, religion, or beliefs)
- Failure to prioritize personal and group safety during participation in AMC sponsored activities, whether through disregard for stated policies and rules or through negligence.
- Disregard for Leave No Trace principles and/or for the rules and regulations of outdoor places we visit.
- Failure to represent the AMC and its mission in a positive, professional, and respectful manner.

Some violations of the Standards of Conduct may rise to the level of serious misconduct, including:

- Willful disregard for personal and group safety during participation in AMC-sponsored activities resulting in imminent risk toward self or others
- Physical or sexual assault; violence or threats of violence toward others
- Discrimination, harassment, or hostility toward others of any kind (based on identities including, but not limited to race, gender identity, gender expression, sexual orientation, physical ability, physical characteristic, socioeconomic background, nationality, age, religion, or beliefs)
- Bullying
- Sexual harassment
- Illegal or unethical activity while participating in AMC sponsored activities, or outside of AMC sponsored activities when such misconduct may result in harm to the organization, its members, its staff, or the outdoor places we value
- Misuse or embezzlement of AMC funds or other assets

## **5. Reporting and Issues Management**

This section assures that mechanisms are in place to support the Code. In particular, action outlines are provided for when there has been an alleged breach of the Standards of Conduct. These resolution strategies are grouped into a few areas.

### Support Team

The team that supports issue resolution will be comprised of employees from AMC's Human Resources, Risk Management, and Volunteer Relations departments. Where Volunteer Units have established internal review processes, volunteers will coordinate and communicate with staff. Additional assistance could come from the Leadership Team, Volunteer Unit Leadership, and Compliance Officers of the Board of Directors as well as outside counsel, as needed. The goal is to provide an objective and fair analysis while maintaining process integrity and individual privacy as much as possible.

### Communication Venues and Criteria for Reporting

AMC will consider all complaints and issues that are in violation of the Code for investigation and any possible disciplinary action. AMC will consider anonymous complaints, however, in order to facilitate AMC's investigation, complainants are encouraged to provide the following details when reporting an issue:

- Name and contact information
- Type of misconduct
- Name of person(s) breaching the Standards of Conduct
- Date, time, and location of incident
- Details of incident
- Names of any witnesses

These details may be communicated to AMC through:

- Email: [CodeofConduct@outdoors.org](mailto:CodeofConduct@outdoors.org)
- Regular mail: AMC, Attention: Code of Conduct, 10 City Square, Boston, MA 02129
- Phone: 617/391-6626

AMC's ability to investigate an issue could be impeded if the above requested information is not provided.

### Problem Solving and Investigation

AMC's standard is to acknowledge receipt of the initial complaint within five business days, and endeavor to resolve complaints connected with the Code as quickly as possible. During the investigation, designated members of the Code of Conduct Support Team typically will speak separately with the complainant and the respondent. The Team may interview others as deemed appropriate.

### Consequences and Closure

At the conclusion of the investigation, a decision will be made as to the need for any discipline, including but not limited to mediation or counseling, loss of membership, exclusion from activities, revocation of leader or volunteer status, termination of employment, or legal prosecution. As appropriate, AMC will inform the complainant(s) and the respondent(s) of the investigation's outcome. Parties can engage in an appeals process, which will be described when the parties are informed of the investigation's conclusions. Outcomes of the appeals process are final and are conducted by members of the Support Team (described above).

### Metrics and Policy Management

While individual issues will be kept confidential by AMC, broader metrics such as issue types, locations and other un-identifying characteristics will be tracked internally by Risk Management and Human Resources departments to build better training programs and communications around AMC's Code of Conduct.

#### **6. *Related Policies and Information***

If you have questions about any of these policies or information, please contact your staff or volunteer liaison.

#### **Sexual Harassment Policy**

The AMC does not condone nor will it tolerate sexual harassment by any member or staff. Sexual harassment may be physical or verbal and may be between the same sex or opposite sex. Those who feel that a case of sexual harassment has taken place should report the matter to their committee chair in the case of volunteers or the President in the case of a member of the Board. Incidents will be thoroughly investigated and a determination made if there is a case of sexual harassment. The investigation should be conducted in a manner to ensure the privacy of those involved. If an incident of sexual harassment is determined to have occurred, appropriate disciplinary action may be taken up to and including removal as a member, and a Board member may be asked to resign. Individuals with questions regarding sexual harassment issues may contact either the Chapters Relations Director or Human Resources Manager for assistance.

#### **Conflict of Interest Policy**

In general, a person has a conflict of interest if he or she, or a member of their families or an organization in which he or she has an interest, has an existing or potential financial or other interests which may impair or reasonably appear to impair a member's independent, unbiased judgment in activities conducted for the Club, or which may be seen as providing a financial or other benefit. In these cases, members should disclose, in writing, to the committee chair such potential conflict of interest, and should refrain from such activity until the committee chair, in consultation with others as needed, has determined that the potential conflict will not have an adverse effect on the club and its members. Board members will be guided by the Bylaws while staff will be guided by the Personnel Policy and Procedures manual.

#### **Diversity Statement of Purpose**

The Appalachian Mountain Club promotes the protection, enjoyment and wise use of the mountains, rivers and trails of the Northeast for the benefit of all people. The AMC, through its membership, encourages the involvement of all people in its mission and activities, through its memberships, programs, policies and procedures. Our goal is to be a community which is comfortable, inviting, and accessible for people of any age, gender, race, religion, ethnicity, ability, sexual orientation or socioeconomic status.

#### **General Liability**

AMC maintains a general liability insurance policy insuring the Club and its volunteers against damages arising out of acts of authorized persons in furtherance of official Club Activities. The liability policy includes coverage for defense costs. To be personally covered by AMC's liability insurance policy volunteers must be current AMC members acting in accordance with the requirements and guidelines set forth in this document.

## Drugs and Alcohol

**Illegal Drugs:** Illegal Substances are strictly prohibited on all AMC programs. Participants or AMC staff possessing or using illegal drugs on an AMC program will face prompt disciplinary action and, if necessary, the proper authorities will be notified.

**Alcohol:** The AMC Alcohol Policy varies according to the program nature, age of participants, and program activities. All program participants and AMC staff will abide by the pertinent Alcohol policy for the specific program in which they are participating.

**Tobacco:** Smoking and/or the use of tobacco products in any form by minors on AMC programs is strictly prohibited. Staff smoking and/or the use of tobacco products in any form is not permitted on any AMC program. See Program Staff Manual or related Program materials for an Alcohol and Drug Policy specific to the program.

## Minors

### A. Program Policies

The following policies are intended to establish an emotionally and physically safe environment for minors (individuals under the age of 18) participating in AMC programs. The AMC has zero tolerance for abuse of children or for placing minors in danger.

1. AMC leaders who work in programs with populations under 18 will receive an AMC training in working with minors. Leaders will complete documents necessary for the AMC to conduct a criminal history background check on their name. See AMC Policy on Criminal Record and Background Checks of Employees and Volunteers.
2. The possession or use of Illegal Drugs, Alcohol, and/or Tobacco Products in any form by participants or staff on any AMC programs involving minors is strictly prohibited.
3. AMC staff and volunteers shall not engage in relationships of a romantic or sexual nature with participants who are minors.
4. Leaders are not to touch a minor except when providing first aid. Physical contact between staff /volunteer leaders and participants who are minors must not create an emotionally or physically unsafe environment for any parties involved. There can be no contact that may be construed as sexual in nature, abusive, or otherwise inappropriate.
5. Verbal exchanges between participants and leaders must not create an emotionally or physically unsafe environment for any individual involved in the program.
6. While participating in AMC programs, minors of the opposite sex shall not sleep in the same tents or lodging facilities (room, cabin, or lean-to) without an adult chaperone or staff member present. Parents or guardians of minors must be informed of co-ed sleeping arrangements prior to program start.
7. An AMC leader should never be alone with a minor. All AMC leaders will use precautions and techniques from their training to avoid being alone with a minor.
8. AMC leaders will under no circumstances share a bed or sleeping bag with a minor or program participant.
9. In the event that a minor discloses or exhibits evidence of abuse to a trip leader, that leader is obliged to report the abuse according to state laws. It is the committee chair/program manager's responsibility to be familiar with local/state laws regarding reporting of abuse. See pages 10-12 in the Guide's Manual.
10. In the event that a minor discloses personal information or a medical condition to a trip leader that might compromise the health and safety of the individual and/or the group, and this information was not disclosed through the medical screening process prior to the start of the program, that leader must consult with the program manager or committee chair immediately to

decide on a course of action for the care of the minor in question. This consultation may also result in referring the minor to an appropriate health center or other relevant agency.

### **Prevention of and Reporting of Abuse and Neglect of Children**

In the course of outdoor programs sponsored by the Appalachian Mountain Club, our staff and volunteer trip leaders could encounter situations where they have to take direct action in order to prevent or report the abuse or neglect of children. The following policies and procedures give AMC staff and volunteers guidance in handling such situations. The policies and procedures are based on the applicable General Laws of each state where we have programs and chapters, as well as existing AMC policies. Each case is unique and will require that we exercise good judgment and make adjustments as necessary. Staff should work with their supervisors; volunteers with their committee chairs to seek guidance and resolution – AMC's Human Resources Director can assist.

It is the policy of AMC that:

1. Each child entrusted to our care will be afforded every reasonable safeguard against abuse or neglect.
2. All AMC paid trip leaders for outdoor programs, as well as their supervisors, will be considered "mandated reporters." They will comply with the intent and legislative requirements of local authorities:

Chapter 119, section 51A of the General Laws of Massachusetts.

RSA 169-C, New Hampshire Child Protection Act

Title 22, Chapter 1071 Maine State Law

All AMC volunteer trip leaders are not considered "mandated reporters" but are encouraged to report child abuse in the child's home state, as any citizen is encouraged to do.

3. Each trip leader – volunteer or staff - will use the procedures listed below to:
  - Prevent child abuse
  - Evaluate suspected child abuse
  - Report cases of suspected child abuse
4. All AMC trip leaders will maintain confidentiality in handling information pertaining to allegations of child abuse or neglect. The use of names or other identifying information of both the child and the alleged abuser will be kept to a minimum.

# 10 Essentials for Day Hiking

## Basic List

1) map 2) compass 3) warm clothing 4) extra food and water 5) flashlight or headlamp 6) matches/fire starter 7) first-aid kit/repair kit 8) whistle 9) rain/wind jacket and pants 10) pocket knife

**Broader List** *\*Written by Matt Heid, AMC staff, published as a blog post on AMC's website.*

**1. Navigation** You need to know where you are and how to get where you're going. Carry a physical map of your area, not just a battery-powered option on your phone. Supplement it with a compass. A GPS unit, or other device, enhances convenience and location accuracy, but all are vulnerable to failure.

**2. Sun Protection** Don't get burned. At a minimum carry a broad-spectrum sunscreen that blocks both UVA and UVB. Lightweight pants and long-sleeve shirts offer the best protection for prolonged exposure. Add in sunglasses, sun-protective lip balm, and a head-shading hat for maximum shielding. This category is more or less essential depending on conditions, but is often crucial for summer hiking excursions.

**3. Extra Clothing** Be prepared for unexpected changes in weather and an unplanned and chilly night out. Clothing selection will depend on location, season, and likely conditions. Be aware of expected minimums for overnight temperatures, and plan accordingly. Always carry a lightweight rain jacket and pants, and possibly a heavy-duty trash bag, for additional warmth and protection from the wind and precipitation.

**4. Light** Don't get lost after dark. Many hikers go astray because they fail to bring a light. Basic headlamps are inexpensive and typically weigh less than 3 ounces.

**5. First-aid Kit** A minimalist approach might include an ACE bandage, over-the-counter painkiller (e.g., ibuprofen), antibiotic ointment, blister treatment, and a selection of Band-Aids; more comprehensive kits can include a vast array of items.

**6. Fire** Carry the tools to create and sustain a flame. Waterproof or "stormproof" matches are generally a good choice (lighters are vulnerable to moisture). The no-fail option is a flint or other sparking device. To sustain the flame, you can buy many pre-made tinders or make your own. Vaseline-coated cotton balls are a good DIY option; they ignite easily and burn up to 5 minutes.

**7. Repair Kit and Tools** Think knife and duct tape, arguably the two most versatile items for this category, followed by scissors. Supplement these with any crucial tools and parts you may need for your equipment.

**8. Extra Food** Energy is crucial for comfort, safety, and survival. Pack a dense form of it—such as an energy bar—for times of need.

**9. Extra Water** Hydration is beneficial and life-sustaining. Dehydration wears on your body and mind. Prolonged lack of water is a serious risk.

**10. Emergency Shelter** A space blanket is a lightweight, compact, and inexpensive option that can help protect you from the elements and provide a small amount of additional warmth in the event of an unplanned night out. Other options are available, such as an ultralight tarp or bivy sack, but add ounces and cost.

## HIKE SAFE

Hike Safe endeavors to teach people how to avoid a dangerous situation as well as educate people on what to do during an emergency, and the Hiker Responsibility Code stresses prevention as the best means of staying safe. The Hiker Responsibility Code advises hikers to be, above all, prepared for the worst situations and gives instant insight on how to do so. It also advises veteran hikers to reach out to inexperienced hikers and share the Hiker Responsibility Code and their experience with them. Designed for experienced trekkers and novice hikers alike, the Hiker Responsibility Code is posted throughout the White Mountain National Forest and other New Hampshire locations.

### Hiker Responsibility Code

**You are responsible for yourself, so be prepared:**

1. **With knowledge and gear.** Become self-reliant by learning about the terrain, conditions, local weather and your equipment before you start.
2. **To leave your plans.** Tell someone where you are going, the trails you are hiking, when you will return and your emergency plans.
3. **To stay together.** When you start as a group, hike as a group, end as a group. Pace your hike to the slowest person.
4. **To turn back.** Weather changes quickly in the mountains. Fatigue and unexpected conditions can also affect your hike. Know your limitations and when to postpone your hike. The mountains will be there another day.
5. **For emergencies.** Even if you are headed out for just an hour, an injury, severe weather or a wrong turn could become life threatening. Don't assume you will be rescued; know how to rescue yourself.
6. **To share the hiker code with others.**

The Hiker Responsibility Code is a guide for beginning any backcountry trek, no matter how long. It is also important to remember that even though it is summer in the valleys, wintry weather and storms can occur in the mountains without any warning. Additionally, snow from the winter is often slow to melt and can be prevalent at higher elevations. Snow that has melted can make water crossings high and potentially dangerous to cross; so all hikers should use extra caution.

**The Hike Safe Card**, *which is only valid in New Hampshire*, is sold and administered through the NH Fish & Game website, which includes a page on Frequently Asked Questions about the Hike Safe Card. Visit [info@wildlife.nh.gov](mailto:info@wildlife.nh.gov) for more information.



## Leave No Trace & Backcountry Ethics

Wild lands attract us for many meaningful reasons. For some, they possess the beauty, mystery, serenity, and tranquility we often lack in our day-to-day lives and landscapes. For others, they represent the true meaning of “wild”—untamed, untouched, and untraveled. For most of us, however, the wild lands we travel to are not areas where none have traveled before us—they are instead filled with well-traveled trails, rivers, and campsites that many have used before us, and may even be within the bounds of a state or national park or forest.

While the wilderness may seem rugged and permanent, it is actually an inherently fragile environment that has evolved over thousands of years. Ecosystems can be drastically altered in just minutes. And while the impact of one or two visitors may be minimal, the impact of several thousand visitors a year can be devastating for these fragile environments. Some would say that we “love our wilderness to death,” and if our practices don’t change, we will destroy much of the natural wilderness we love to experience. Specialized ecological processes can take many years to complete, especially in fragile environments such that as above tree line, but can be undone in moments by the careless actions of outdoor recreationists.

Our outdoor recreation can be the cause of many detrimental environmental impacts that we unknowingly contribute to while we “experience” the wilderness. Because humans have already drastically altered so much of the world’s wild lands, it is increasingly important that we learn about backcountry ethics, and learn specific minimal-impact travel skills. A knowledge and deep understanding of the importance of backcountry ethics and minimal impact skills that the AMC promotes is essential for all of our outdoor leaders. Furthermore, it is the leader’s responsibility to impart this knowledge to group members so that they too will act appropriately.

When you prepare to take a group into the wilderness, you must take into consideration *Leave No Trace* (LNT) practices that have become the national standard for outdoor and wilderness travel. Further information about LNT, and LNT teaching materials can be found on the non-profit program’s website, [www.lnt.org](http://www.lnt.org). For further discussion of LNT techniques, and for information regarding climates not found in the Northeast, *Soft Paths*, by Bruce Hampton and David Cole (published by NOLS), is a great resource. The AMC has a partnership with Leave No Trace, Inc and is one of the organizations that teaches LNT Trainer and Master courses.

## The Principles of Leave No Trace

### 1. PLAN AHEAD AND PREPARE

- Know the regulations and special concerns for the area you'll visit.
- Prepare for extreme weather, hazards, and emergencies.
- Schedule your trip to avoid times of high use.
- Visit in small groups. Split larger parties into groups of 4-6.
- Repackage food to minimize waste.
- Use a map and compass to eliminate the use of marking paint, rock cairns or flagging.

### 2. TRAVEL AND CAMP ON DURABLE SURFACES

- Durable surfaces include established trails and campsites, rock, gravel, dry grasses or snow.
- Protect riparian areas by camping at least 200 feet from lakes and streams.
- Good campsites are found, not made. Altering a site is not necessary.

*In popular areas:*

- Concentrate use on existing trails and campsites.

- Walk single file in the middle of the trail, even when wet or muddy.
- Keep campsites small. Focus activity in areas where vegetation is absent.

*In pristine areas:*

- Disperse use to prevent the creation of campsites and trails.
- Avoid places where impacts are just beginning.

### **3. DISPOSE OF WASTE PROPERLY**

- Pack it in, pack it out. Inspect your campsite and rest areas for trash or spilled foods. Pack out all trash, leftover food, and litter.
- Deposit solid human waste in catholes dug 6 to 8 inches deep at least 200 feet from water, camp, and trails. Cover and disguise the cathole when finished.
- Pack out toilet paper and hygiene products.
- To wash yourself or your dishes, carry water 200 feet away from streams or lakes and use small amounts of biodegradable soap. Scatter strained dishwater.

### **4. LEAVE WHAT YOU FIND**

- Preserve the past: examine, but do not touch, cultural historic structures and artifacts.
- Leave rocks, plants and other natural objects as you find them.
- Avoid introducing or transporting non-native species.
- Do not build structures, furniture, or dig trenches.

### **5. MINIMIZE CAMPFIRE IMPACTS**

- Campfires can cause lasting impacts to the backcountry. Use a lightweight stove for cooking and enjoy a candle lantern for light.
- Where fires are permitted, use established fire rings, fire pans, or mound fires.
- Keep fires small. Only use sticks from the ground that can be broken by hand.
- Burn all wood and coals to ash, put out campfires completely, then scatter cool ashes.

### **6. Respect Wildlife**

- Observe wildlife from a distance. Do not follow or approach them.
- Never feed animals. Feeding wildlife damages their health, alters natural behaviors, and exposes them to predators and other dangers.
- Protect wildlife and your food by storing rations and trash securely.
- Control pets at all times, or leave them at home.
- Avoid wildlife during sensitive times: mating, nesting, raising young, or winter.

### **7. BE CONSIDERATE OF OTHER VISITORS**

- Respect other visitors and protect the quality of their experience.
- Be courteous. Yield to other users on the trail.
- Step to the downhill side of the trail when encountering pack stock.
- Take breaks and camp away from trails and other visitors.
- Let nature's sounds prevail. Avoid loud voices and noises.

## **Hospitality Tips – “S.A.I.N.T.”**

### **Service**

Serve as a resource - have knowledge of the local area and the services and programs available to guests. Be attentive to questions, and if you don't know an answer, look it up or ask a staff member.

### **Anticipate**

Know what guests frequently ask for and need at your facility. If checking a guest in, make sure to orient them to the space and to where they will be able to find the restrooms, water, food, etc.

### **Inclusivity**

You have a responsibility and opportunity to be approachable and make people feel welcome.

Being inclusive means including everyone in a safe and positive experience, regardless of race, gender, ethnicity, sexual orientation, socioeconomic class, age, or ability.

Make eye contact with guests and smile when greeting and speaking with them.

Try not to have your back turned to guests.

You volunteer in a public space, so be conscious that your conversations are appropriate and positive, and that you project a positive attitude.

Never be on a personal phone or tablet in front of guests. This makes you very unapproachable.

### **Names**

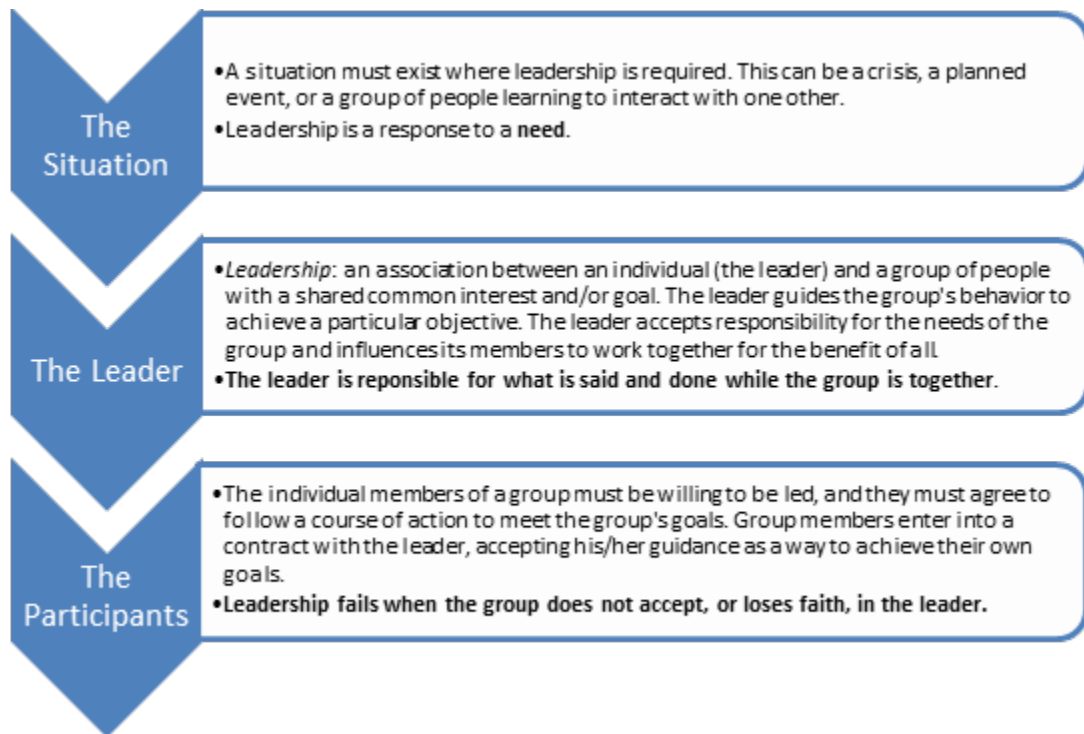
Ask for and use the names of the guests, staff, and other volunteers. This is a very easy way to make people feel truly welcome. Striving for personal, genuine connections and conversations will make your volunteer time rewarding and interesting in addition to providing memorable experiences for everyone.

### **Thank and be Thanked**

Staff and guests may thank you for volunteering, and you should feel appreciated. Be proud of your volunteer work helping people enjoy the outdoors and learn about the natural world, and promoting AMC's mission focused on conservation, recreation, and education. Please thank guests for staying with us. We are a non-profit, and their staying with us directly supports our mission -- without our guests, we would not be able to accomplish what we do.

## Leadership

Leadership is an elusive concept. What makes people follow a leader? Why do some people follow while others do not? Are people born with the ability to lead or can it be developed? Exactly what is leadership?



No single personality type is preferable for leadership. Some people seem to be "born" leaders, while others have developed the skills and traits over time after finding themselves in a leadership role. Good leadership traits can be found in all personality types. Generally, a person who is comfortable with responsibility, decision-making, and being a resource for others will find satisfaction in serving as a leader.

Leaders become most effective through hard work and extensive experience. In the outdoors, a leader must be prepared to face physiological, psychological, and environmental challenges. Experience generally reduces a leader's anxiety about the situations they may confront, and thus makes them more confident and skillful than someone with less experience. An experienced leader may also have a better idea of how their personality will affect others and will have developed the ability to select an appropriate approach for relating to their participants, depending on the situation.

## Leadership Styles

The way in which a leader approaches both a group and a situation is called **leadership style**. For example, a leader may decide to be low key instead of highly interactive. The leader's style reflects their personality, experience, and the situation at hand. A style type should be selected according to the situation and the participants. To address the needs of a group, or individuals within that group, a leader may need to employ several different leadership styles.

The four main styles are outlined in the Leadership Style Continuum. Leader and participant involvement in the decision-making process increases or decreases and the focus shifts more heavily on either interpersonal relationships or goal achievement with each style. Choice of style greatly influences a leader's effectiveness. A decision to change styles can be very important either as a long-term adaptation or as a quick adjustment in response to a new situation. When faced with many options, a leader must adopt a style that prioritizes risk management and brings about unity when participants cannot agree.



## Adapting Leadership Styles to Circumstances

How do you determine which situations are most appropriate for a given leadership style? How does a leader's style mesh with participants' roles and abilities? These are difficult questions to answer but are key in excellent, flexible leadership. We can make a few suggestions based on examples of different situations. You will notice objective hazards and participant skill levels are critical – the greater the risk, the more forceful or

decisive your leadership style will most likely need to be. However, because each group is different, the same style won't always work in seemingly similar situations.

To better understand this relationship, let's imagine you are leading a group hike on an exposed ridge line and a thunderstorm is approaching:

**Directing:** The leader assesses the situation and might say, "Everyone turn around now! We're going down." This style is particularly useful with groups in crisis or close to panic. When done well, this style can be very attractive to many participants who do not want to be involved in any of the decision making.

**Selling:** Continuing with our bad-weather example (but without a thunderstorm), this leader might say, "Look over there, there are some clouds building up. I think it's a bit risky to continue. We're probably going to get caught in a storm. We definitely don't want to get caught in a storm, right?" Once the group agreed, the leader would say "Ok! Let's go down."

**Participating:** This leader might start a conversation with the group by saying, "Look at those clouds over there. What do you think about continuing?" They would then listen to everyone's concerns, think about what everyone said, and then *the leader* would make the final decision. "I've thought it over and I've decided

we should go down. I know not everyone feels the same, but I agree with Alex and Jess that it's too risky to continue."

**Delegating:** This leader might be the first to notice and mention the clouds building up, but they might also wait until someone else in the group mentioned it, and then say, "I noticed them, too. What do you think? Should we continue to the top?" They would continue to ask questions and encourage everyone in the group to voice an opinion, occasionally summarizing what they are hearing. "So far this is what I hear: Alex and Jess, you definitely want to go down. Sandy, you seem undecided. What concerns do you have?" The discussion would continue until a solution was found that everyone could accept. "I have a real sense now that we all want to go back down to camp." With this style the leader facilitates the decision, but the group makes the decision. Discussions take time, but the result is greater support for each decision.

There are no rules and regulations governing the choice of leadership style. A good leader approaches each situation and each participant as unique. Previous experience might inform a leader's decisions, but flexibility and adaptation are the keys to success. As previously stated, leaders need the ability to switch from one style to another as the situation changes and as they get to know their participants.



**Leadership style is also an important factor to consider when selecting or working with a co-leader.** *If there is a leadership style you find challenging, consider seeking out a co-leader who is innately comfortable with that style. When working with a co-leader, take time to discuss your strengths and weaknesses in terms of leadership style(s) so you can give each other support as well as opportunities to practice different roles.*

## **Liability Protection for AMC Volunteer Trip Leaders**

### **FREQUENTLY ASKED QUESTIONS (FAQs):**

#### **1. How am I protected from liability should something go wrong on one of my trips?**

As a volunteer trip leader with the AMC, you are afforded many layers of protection that would not be in place if you led trips outside the AMC umbrella. The following structures are in place to protect you (and the AMC more broadly) from liability:

**Your training and experience:** Your training and experience as an AMC volunteer trip leader will help prevent accidents and minimize negative outcomes should an accident occur.

**Federal Volunteer Protection Act:** The Federal Volunteer Protection Act of 1997 states no volunteer may be held liable for harm caused by an act or omission if the volunteer was acting within the scope of his/her responsibilities. Protection from liability is not afforded if there is: gross negligence, criminal acts or reckless misconduct, or in the case of injuries caused by operating a motor vehicle that requires a license and insurance to operate, if the volunteer was under the influence of drugs or alcohol at the time of the act, or if the volunteer receives compensation for volunteering, in-kind or otherwise, that exceeds \$500 annually.

**Acknowledgement of risks:** All participants must be made aware of the inherent and specific risks they may encounter on a given AMC trip. They are made aware of these risks via the Acknowledgement and Assumption of Risks & Release Agreement (aka the Volunteer Release Agreement) and via a verbal statement about risk given by the volunteer trip leader at the start of any activity. When participants have an accurate picture of the risks inherent to a trip, they are far less likely to seek damages should an accident occur.

**Agreement not to sue:** In signing the Volunteer Release Agreement, all participants are agreeing not to sue the AMC, which includes its volunteer leaders. More specifically, they are agreeing not to sue the AMC for damages resulting from negligence, though if they believe gross negligence has been committed, they have the right to file a lawsuit.

**Agreement to file suit in Massachusetts:** In signing the Volunteer Release Agreement, all participants are agreeing that if they file a suit against the AMC, they will do so in the state of Massachusetts, no matter where the damage occurred, where the participant lives, or where the accused person lives. Massachusetts is the state in which the AMC is headquartered and it has strong case law history upholding the validity of release agreements.

**AMC Insurance:** All volunteer leaders are protected by the AMC's general liability insurance. A volunteer leader, acting in accordance with the AMC's Leadership Requirements and Guidelines, will be afforded legal counsel, court fees, and damage awards provided by the AMC's insurance, if needed.

#### **2. Is a non-publicized event covered by AMC insurance?**

For an Activity to be covered under the AMC's general liability insurance policy, it must be approved and announced or publicized to the public through the Activities Database (ActDB) and its established approval processes, with the exception of the two (2) circumstances noted below.

The following two (2) items are exceptions to the trip posting parameters as outlined above:

- I. Postings: Events such as Fall Hiking Week and Fall Gathering, and Volunteer-led Camps & Cabins (VCC) facilities generally post a list at the beginning of each week, or other time period, of their approved Activities scheduled for that period.
  - II. For events where time restraints or urgency of the situation necessitate immediate posting (e.g., a paddling Activity dependent on the current water level or a trail maintenance day to clear blow down immediately following a major storm), sponsoring club units must enter these activities in the Activities Database first for the purposes of leader member verification. Where there is urgency, they may post to other media after the trip is in queue for Approval.
3. **Are trip leaders covered under AMC's insurance policies for drive time, i.e., shuttling participants to and from trip sites while using personal or borrowed vehicles?**

No. The AMC's liability insurance does not protect leaders from liability in the case of motor vehicle accidents. Motor vehicle travel is outside the scope of AMC-sanctioned activities. Any leader or participant who drives others in their car must be familiar with and comfortable with the limits of their own personal insurance policy.

4. **Are trip leaders covered for injuries to themselves which require medical care?**

No. Trip leaders should carry and be comfortable with the limits of their own personal health insurance.



# AMC Stewardship Society Tally Sheet

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address:

Email:

The Stewardship Society Award honors AMC volunteers who carry on the tradition of public service activity and contribute to the protection, enjoyment, and wise use of the public lands. Stewardship Society members volunteer on club trail work, conservation, education, or other stewardship projects. The Marian Pychowska Award recognizes those who have given at least 96 Hours annually. The Warren Hart Award recognizes those who have given at least 224 Hours annually.

Volunteers with over 96 hours of qualifying volunteer time should complete this tally sheet and submit it to the appropriate AMC staff member prior to December 1st. When noting **Volunteer Type**, please use these categories: Trails, YOP, Info Vol, Vol Naturalist, Program Vol, Alpine Steward, VCC Program Vol, VCC Steward, Corridor Monitor, Shelter Caretaker, Conservation, Education.

Volunteers with over 96 hours of qualifying volunteer time should complete this tally sheet and submit it to the appropriate AMC staff member prior to December 1st. When noting **Volunteer Type**, please use these categories: Trails, YOP, Info Vol, Vol Naturalist, Program Vol, Alpine Steward, VCC Program Vol, VCC Steward, Corridor Monitor, Shelter Caretaker, Conservation, Education.

[illegible]

Additional Notes:
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## Volunteer Service Record – Info Vols, Vol Naturalists, and Program Vols

Use the [online Service Record](#).

If you want to print out a copy of the questions so that you can write down notes while you're volunteering, you're welcome to do so. When you return home after your volunteer stint, please open the online form using the above website link and type in your information to complete and submit the Service Record electronically. You will receive a reminder about the online Service Record in your pre-stint email, and that will include a hyperlink to the online form.

**These are the questions you'll need to complete with the online Service Record, updated for 2020:**

- Name
- Arrival and Departure Dates
- Location
- Type of Volunteering
- Number of Hours Volunteering
- If you volunteered at a BACKCOUNTRY location (Hut, Guyot Campsite, or Hermit Lake Shelters), how many hours did you spend hiking to/from the facility? *If you volunteered at a roadside lodge, please skip this question.*
- Altogether, approximately how many visitors did you actively engage with?
- How was your overall volunteer experience? (Terrible, Disappointing, Satisfactory, Positive, Fantastic)
- How did you feel you were the most helpful while volunteering?
- Do you have any observations, ideas, comments, or concerns to share?
- If you offered, delivered, or assisted with any evening programs, nature walks, games/crafts, campfires, night sky viewing, or other programming, please note the following about each activity:  
ACTIVITY - DATE - TIME - # ATTENDED  
*\*Required for Vol Naturalists and Program Vols. Please skip this question if you're an INFO VOL, unless you did offer any of the programming listed above during your Info Vol stint.*
- How did your programs/activities go?  
*\*Required for Vol Naturalists and Program Vols. Please skip this question if you're an INFO VOL, unless you did offer any of the programming listed above during your Info Vol stint.*
- With which staff member did you interact the most? This could be seasonal staff or a manager. *\*You only need to type in their first name.*

What type of information did you need to address with hikers?	Not at all	A few people	Many people	What type of information did you need to address with hikers?	Not at all	A few people	Many people
Alpine Plants				Volunteer Alpine Steward Program			
Leave No Trace principles				Trail conditions			
Safety Issues				Backcountry Camping			
Weather				Trail Advice, Directions			
Other topics:							

Do you feel you were able to increase public awareness of stewardship issues?

Do you have any concerns to report about trails or signage?

Did you lead or help with an evening program? If so, what was the program title and how did it go?

Do any of the Alpine Steward supplies/gear need replenishing or repair?

Did you perform any incidental trail work? \_\_\_\_\_ If so, please enter your work in the table below.

Work	#	Work	Linear Feet
Cairns Repaired		Scree Wall Repair	
False Cairns Removed		Rubbling	
Waterbar and Outflow Ditch Cleaned		Other:	

Additional comments:

Please return this form to Kyra Salancy at [ksalancy@outdoors.org](mailto:ksalancy@outdoors.org), or through the regular mail at AMC Highland Center, Route 302, Bretton Woods, NH 03575.

*Thank You for Volunteering!!!*

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## **Alpine Stewards – First Aid & SAR Situations**

Alpine Stewards may come across hikers in need of first aid assistance, and may be present at an AMC facility when staff are called upon to assist with a search and rescue. Alpine Stewards hold current Wilderness First Aid and CPR certifications, and carry an AMC approved first aid kit, and may be called upon to use the knowledge and skills they learned during their training. Wilderness First Aid training includes the administration of first aid in a wilderness setting, as well as responsibility to act, scene safety, documentation, and transferring responsibility to others with higher level of training. Steward are expected to follow the WFA standard of care and to follow AMC SAR protocol for communications (see AMC Radio Guidelines for Alpine Stewards).

### **Minor First Aid Situation on the Trail**

Example: A day hiker has a skinned knee.

What do you do? Do they need your help? If so, administer first aid following the training you learned in your WFA course. Help them wash out their wound and bandage it. Complete a Patient Care Form & Incident Report Form. Restock any first aid supplies you used before you head home.

### **Major First Aid Situation on the Trail**

Example: Day hiker with a broken leg on Franconia Ridge. This person needs major medical help and can't hike out.

What do you do? Administer initial first aid following the training you learned in your WFA course, and as soon as you understand the full situation, contact AMC staff so that they can put a rescue into motion. Keep yourself safe and do your best. Be sure to document everything on a Patient Care Form. If you're on Franconia ridge, you'll be contacting the Greenleaf hut crew via cell phone and/or radio. If you're on Mt. Washington, first contact the State Park and then contact Pinkham Notch Visitor Center via cell phone and/or radio. Be prepared to stay with the patient until rescue personnel with a higher level of training take over. Complete an Incident Report Form after you return to the hut/campsite/lodge. \*Once the AMC on-call SAR coordinator is aware of the situation, you may be communicating directly with them instead of through hut/lodge/caretaker.

### **Search and Rescue (SAR) Situation at Greenleaf/Liberty/Pinkham**

Example: you're having dinner at Greenleaf/Liberty/Pinkham when a hiker is reported missing or injured. One staff member is now glued to the phone/radio in a communications role and some other staff members are heading out to search/assist.

What do you do? Remain at the facility and make yourself available to support on-site staff to help keep guests comfortable, fed, and happy. Please don't share any information about rescue/emergency situations with guests.

### **First Aid Kits**

- Use the provided first aid kit, containing AMC Standard First Aid Kit Contents. One kit will be available at each Steward location (Greenleaf, Pinkham, Liberty).
- Sign out the first aid kit when you arrive on-site, and sign it back in when you return it
- If you use any supplies while volunteering, you are responsible to restock them with extra supplies available from AMC staff on-site (Liberty caretaker, Greenleaf Hut staff, Pinkham staff).

### **Paperwork**

- Stewards complete an AMC Health Questionnaire in spring, send one copy to AMC's Outdoor Program Centers Volunteer Coordinator and carry the other copy with them while volunteering.
  - If Stewards administer first aid, they will complete a Patient Care Form and Incident Report form and submit those to AMC immediately following their stint
-

# AMC Radio Guidelines – Alpine Stewards

\*\*\* If you need to report an emergency, try your cell phone first. Call 911 if it's an immediate life-threatening situation. For all other emergencies, please use your cell phone and call the Pinkham Emergency number instead of using the radio. The Pinkham Emergency number is 603-466-8117. Staff will answer this phone from 6:30am to 10pm. If you do call 911 first, be sure to call that Pinkham number immediately after so that you can communicate with AMC staff about the situation.

If you don't have cell reception, and you need to report an emergency, please use your radio.

## Radio Overview

We share our system with several other agencies and must be aware of each other's needs. The radio system is not like a phone. When two people transmit at the same time, neither will be heard. Using repeaters, anything that you transmit will be rebroadcast to everyone with a radio. All of our radio traffic is monitored by over a hundred AMC employees as well as the FCC, dozens of amateurs and cooperating agencies like the NH State Parks, USFS, and Fish and Game. Our protocols must be consistent and professional at all times.

## Who should you try to call with your radio?

- If you're on Franconia Ridge and you want to reach Greenleaf Hut, call Unit 5 Greenleaf. Say "Unit Five Greenleaf." If you can't get through to Greenleaf, call Unit 19 Front Desk. Say "Unit One Nine Front Desk." This is the radio used by the Pinkham staff for Search & Rescue and other emergency calls.
- If you're on Mt. Washington and you want to reach AMC staff, call Unit 19 Front Desk. Say "Unit One Nine Front Desk." This is the radio used by the Pinkham staff for Search & Rescue and other emergency calls.

## What is the radio procedure?

1. When initiating each and every call, first turn on the radio and listen for a minute to make sure that no one else is in the middle of a radio call. You must monitor the frequency before transmitting every time to make sure that you are not interrupting someone else's communication.
2. When you're sure the channel is free, begin by saying "WYF-711". This is our FCC license. This license needs to be repeated after every 20 minutes of continuous use. If you forget it at the beginning of the call, you can say it when you clear. Make sure you pronounce each number ("WYF seven one one.")
3. Direct your transmission to the appropriate party. For example, "WYF 711, this is the Franconia Alpine Steward to Unit 5 Greenleaf." Identify yourself first, and then the unit you are trying to reach.
4. Be sure to conclude each communication by clearing the channel. This allows other units who may have been waiting to step in. Example: "Franconia Alpine Steward clear."
5. If you have trouble reaching your intended location, only make three attempts at calling and then stop. Then try calling a different radio unit.
6. Radios don't always work well. Be patient and don't blame the other person if they can't hear you.

***Important Tip: When using the radio, the beginning and the end of your transmission can be cut off and the receiver may not hear important information. To avoid this cut off, depress the transmission button, wait 1-2 seconds, and then begin to speak. After you finish speaking, wait 1-2 seconds and then release the button.***

**Alpine Stewards should only use a radio in case of emergency.**

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## The Repeaters

Washington: Located at the Mt Washington Observatory. We share the repeater with the Observatory, and the TV station at the summit. We need to be aware of their radio traffic and avoid at all costs interfering with their transmissions, especially their evening radio call at 6:30PM (7:30PM during the summer & fall). (See Private Line) This station is monitored by the members of the observatory staff. They usually hear most transmissions because the repeater speaker is located on the observation desk. The ground channel is on the same frequency as the output from this repeater.

Cannon: Located on the fire tower atop Cannon Mt. Ski Area. We do not share the repeater with anyone, but since it is linked to all the other repeaters, care should be made not to interfere with another organization's communications. This station is unmanned.

### AMC Equipment

**Frequency Selector Switch:** selects the frequencies on which the radio transmits or receives. It is either a rotary knob, or a set of up/down buttons. Frequencies vary from radio to radio, and the label on the radio correlates the following channels to numbers on the radio. The permutations of channels include:

- 1 Washington
- 2 Washington Ground
- 3 Cannon

### Specific Notes by Area\_ (general repeaters for use in parenthesis)

- **Mt Washington and the Ravines:** (Washington)

Reception varies because of the steepness of the slope prevents signals from getting to the Mt. Washington antenna. Better reception is usually obtained by moving up or moving away from the summit cone. Also consider using the ground channel when possible. Since the Washington Repeater is on the same frequency as the ground channel, anytime someone is using the repeater, all ground transmissions are overpowered by the giant transmitter on the summit.

### **Lafayette Ridge:** (Cannon, Washington)

Most of the ridgeline is high enough to have good reception to both Washington and Cannon. Once you go down any of the Western trails, only Cannon will work.

### **Getting Through:**

Hot spots are important in case of difficulty communicating with the mobile radio. Sometimes a movement of only a few inches or feet can dramatically improve your reception. If you are having difficulty receiving someone, ask him or her to move around a little, preferably up, and try again. Quite often, where they will be receiving the strongest signal from the repeater is also a good spot to transmit back to the repeater. (funny how that works...)

**Volume:** Left hand knob. Should beep when turned on, but you may need to turn it up quickly to hear it.

**Channel:** Middle knob.

**Push to Talk:** left side, large button.

**Red, steady** Transmitting, full power

**Red, flash:** Weak battery, not transmitting at full power.

**Green, flash** Frequency is busy- DO NOT TRANSMIT

**Yellow, steady** PL filter is disabled.

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**UHF RADIO NETWORK • UNIT NUMBER ASSIGNMENTS -- updated 5/2019****Appalachian Mountain Club WYF-711****AMC Outdoor Program Centers Division**

0 Lonesome Lake Hut  
1 Mizpah Springs Hut  
2 Madison Springs Hut  
3 Hermit Lake Shelters  
4 Lakes of the Clouds Hut  
5 Greenleaf Hut  
6 Zealand Falls Hut  
7 Galehead Hut  
8 Carter Notch Hut  
9 Jake McCambley  
10 Ian Benton-Highland Center/SAR  
11 Parker Peltzer-Pinkham Notch/SAR  
12 Whitney Brown- Huts/SAR  
13 James Wrigley  
14 Storehouse  
15 Construction Crew  
16 Emily Griffin-Huts/SAR  
17 Hiker Shuttles 1&2  
18 Reservations  
19 Information Desk  
302 Highland Center  
303 Sara Delucia  
N800 Joe Brigham  
85-89 Cardigan Lodge

**Harvard Mountaineering Club**

3A Harvard Cabin (Winter Only)

**State Parks**

70 Lafayette Place  
77 Mt. Washington State Park

**Randolph Mountain Club - WQQU 994**

90 Bill Arnold  
91 Gray Knob  
92 Crag Camp  
94 Ray Cotnoir  
95 RMC Field Supervisor  
96 RMC Trail Crew #1  
97 RMC Trail Crew #2

**AMC Trails Department**

80 Alex Delucia  
30 Amanda Peterson  
31 Camp Dodge  
32 Dodge Project Coord.  
33 Dodge Volunteer Crew One  
34 Dodge Volunteer Crew Two  
35 Dodge Volunteer Crew Three  
36 Dodge Volunteer Crew Four  
50 Zack Urgese/Trailmaster  
51 Trail Crew One  
52 Trail Crew Two  
53 Trail Crew Three  
54 Trail Crew Four  
55 Trail Crew Five  
60 Joe Roman-SAR/Field Coordinator  
61 Mahosuc Rover  
62 Kinsman Pond Shelter & Tentsite  
63 Liberty Spring Tentsite  
64 Garfield Ridge Shelter & Tentsite  
65 13 Falls Tentsite  
66 Guyot Shelter & Tentsite  
67 Ethan Pond Shelter & Tentsite  
68 Imp Shelter & Tentsite  
69 Speck Pond Shelter & Tentsite  
1 Nauman

**AMC Education**

100 NC Education Staff Administrator  
101 Highland Center Education On-Call  
102 Pinkham Education On-Call  
103 NC Education Field Staff  
106 YOP  
107 MLS  
108 Pinkham Naturalist Guides  
109 Highland Center Adventure Guides

**U.S. Forest Service**

40 Frank Carus  
41 Helon Hoffer  
42 Ryan Matz  
43 Various

**Mt. Washington Observatory - WQVE 785**

20 Obs



**APPALACHIAN MOUNTAIN  
COVID-19 WARNING AND LIABILITY WAIVER**

Appalachian Mountain Club (“AMC”) is pleased to be able to reopen some of its operations in accordance with state regulations. In connection with re-opening, AMC is requiring all volunteers and participants to read the following warning and sign the liability waiver in order to be present at AMC activities.

**COVID-19 Warning**

The World Health Organization has declared the novel coronavirus, COVID-19, as a worldwide pandemic. **COVID-19 is extremely contagious** and is believed to spread mainly from person-to-person contact. As a result, and in accordance with federal, state, and local regulations, AMC has put in place various preventative measures to reduce the spread of COVID-19. Despite these measures and the best intentions of AMC, AMC **cannot guarantee** that you will not become infected with COVID-19 as a result of participating in AMC activities. Further, **participating in these activities could increase** your risk of contracting COVID-19.

**Liability Waiver**

By signing this agreement, I acknowledge that I have read the COVID-19 warning above and understand the contagious nature of COVID-19. I voluntarily assume the risk that I may be exposed to or infected by COVID-19 by participating in AMC activities and using any of its facilities or equipment. I understand the risk of becoming exposed to or infected by COVID-19 during AMC activities may result from the actions, omissions, or negligence of myself and others, including, but not limited to, AMC volunteers, leaders, and staff.

To the fullest extent permitted by law, I voluntarily agree to assume all of the foregoing risks, and all other risks associated with participating in AMC activities, which also may result in personal injury, illness, permanent disability, and death (collectively, “Injury”), and accept sole responsibility for any Injury to me, and any damage, loss, claim, liability, or expense, of any kind, that I may experience or incur in connection with my participation in AMC activities. I hereby release, remise, covenant not to sue, discharge, and hold harmless AMC, its board, members, employees, volunteers, and any one acting on their behalf (the “AMC Releasees”), of and from any claims, including, but not limited to, all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating to my participation in AMC activities. I understand and agree that this release includes to the fullest extent permitted by law any claims based on the actions, omissions, or negligence of the AMC Releasees, and is binding regardless of the nature of my Injury, and if my Injury is COVID-19 related, whether I was infected before, during, or after participating in any AMC activities.

\_\_\_\_\_  
Volunteer/Participant Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Name (if applicable)

\_\_\_\_\_  
Parent Signature (if applicable)

\_\_\_\_\_  
Date

RMT 6/2020

# Trip Introduction Talk

## Arrival and Reminder of the Waiver

- Greet people as they arrive. Everyone should be wearing face coverings during the initial meet up until social distancing can be established. Remember: no shaking hands or traditional greetings that involve physical contact.
- Introduce yourself as the Activity Leader.
- Brief everyone on baseline measures you are taking today: social distancing, wearing a face covering, hand washing, etc. so expectations are clear.
- If they haven't completed a standard AMC waiver and/or COVID-19 release as part of their pre-trip paperwork and it is required for the Activity do that now. \*The standard waiver is necessary for activities that will be more than one hour in duration.
  - Reiterate the purpose of AMC's required Waiver Form(s) they must sign: Participant has acknowledged and accepted the risks associated with the Activity, and those inherent to participating on a group trip during the COVID-19 pandemic. Participant agrees to release AMC from liability.
- **Liability Statement – Verbally acknowledge the inherent risks of the activity (ticks, hypothermia, strainers, thunderstorms, etc.) including illness. Also, specifically state that “There are also inherent risks of illness when participating in this activity during a pandemic. We’ll be practicing preventative measures, however if you are in a high-risk group for contracting this virus, or are uncomfortable you may want to reconsider joining us.”**

## Introductions

- Gather the group together as social distancing allows
- Introduce Leader(s), sweep, and any other roles. Consider new roles like someone to monitor social distancing.
- Thank AMC members for supporting our mission of conservation, education and recreation. Invite others to join.
- Have participants introduce themselves.
- Describe the trip (conditions; distance/duration; expected pace/time and levels of exertion; turnaround time; etc.)
- Affirm that people have appropriate equipment, food, and water. Distribute any group safety gear (water treatment, sleeping bags, cue sheets, etc.)
- Do a pack shake-down or gear check, even for a shorter program: “We want to double check to ensure that everyone has the gear they need as an extra precaution in light of the pandemic. We want more than ever to avoid a situation where sharing gear, water bottles, clothing, etc. is necessary because someone forgot theirs.”
- Ask if anyone has first aid or other training, and locate first aid kits.
- Review signals/communication strategies as needed

## **The Trip Introduction Talk - Continued**

### **Personal Responsibility**

- Ask people to share concerns and personal medical conditions that could impact the activity with the Leader (provide a time to discuss these in private if people do not feel comfortable sharing them with the group).
- Remind participants of safety needs (as appropriate), e.g., insect repellent, sun- screen, drink water, eat snacks, stay dry, tick check, PFD, helmet, etc.
- Ask them to inform a leader about trouble during the trip.
- Explain what to do about needing to use a bathroom. During the pandemic the AMC does recommend the use of backcountry public toilet facilities as available when coupled with aggressive hand hygiene. If it is a multi-stall facility individuals should don a face covering.

### **Ground Rules and Expectations for Group Trips**

- Leader(s) are trained to make decisions in the best interest of group safety and comfort.
- If social distancing becomes too difficult, the Leader may decide to turn back or end the event.
- Outline and explain any specific or changed procedures in place for current pandemic recommendations – especially those that will require participant efforts or behaviors [i.e. specific policies your group will follow for hand washing, gear sanitization and sharing, meal eating, etc.]
- Let your participants know that you are carrying extra hand sanitizer and a face covering, which they should ask for if they needed.
- If any member of the group shows signs/symptoms of COVID-19, or refuses to comply with preventative measures, they will no longer be able to participate, and will have to leave.
- Participants are responsible for monitoring each other and recognizing hazards.
- We will stay together as a group (stop at junctions, etc.)
- We may need to adjust our pace or plans.
- AMC is a Leave No Trace Partner (carry in-carry out; stay on the trail; cell phone etiquette).
- Explain plans for breaks.
- Ask participants to remain close enough to see the person in front of them as applicable.

Explain what to do if one gets separated from the group.

## AMC Standard First Aid Kit Contents

Lines indicate supplies grouped within a single re-sealable bag

- |  |   |
|--|---|
| <input type="checkbox"/> 1 CPR pocket mask ( <i>not in a bag</i> )   | <input type="checkbox"/> 2 3" rolls conforming gauze                              |
| <input type="checkbox"/> 1 SAM splint ( <i>not in a bag</i> )  | <input type="checkbox"/> 4 4"x4" gauze pads                                       |
| <hr/>  | <input type="checkbox"/> 1 5"x9" trauma dressings                                 |
| <input type="checkbox"/> 2 maxi pads   | <input type="checkbox"/> 15 bandages (variety of sizes)                           |
| <input type="checkbox"/> 2 tampons   | <input type="checkbox"/> 2 sheets moleskin  |
| <hr/>  | <hr/>   |
| <input type="checkbox"/> 6 non-latex gloves  | <input type="checkbox"/> 1 eye irrigation syringe                                 |
| <input type="checkbox"/> 1 biohazard bag   | <input type="checkbox"/> 1 bottle Potable Aqua                                    |
| <input type="checkbox"/> 3 re-sealable bags (do not include if using 3 or more re-sealable bags to organize kit) | <input type="checkbox"/> 1 pair tweezers  |
| <hr/>  | <input type="checkbox"/> 1 pair trauma shears                                     |
| <input type="checkbox"/> 2 triangle bandages (cravats)   | <input type="checkbox"/> 1 small roll (a few yards) duct tape                     |
| <input type="checkbox"/> 1 roll 1" medical tape  | <input type="checkbox"/> 1 lighter  |
| <input type="checkbox"/> 1 3" ACE bandage  | <input type="checkbox"/> 6 safety pins  |
| <input type="checkbox"/> 1 cold compress (ice pack)  | <input type="checkbox"/> 1 pencil or pen  |
| <hr/>  | <input type="checkbox"/> 1 notepad  |
| <input type="checkbox"/> 1 tube liquid glucose   | <input type="checkbox"/> 1 laminated tick ID card                                 |
| <input type="checkbox"/> 6 iodine prep pads  | <input type="checkbox"/> 1 hand-held mirror                                       |
| <input type="checkbox"/> 6 alcohol prep pads   | <input type="checkbox"/> 1 first aid handbook                                     |
| <input type="checkbox"/> 6 packets diphenhydramine   | <hr/>   |
| <input type="checkbox"/> 6 packets (or 1 tube) hydrocortisone cream  | <input type="checkbox"/> 3 AMC Patient Care Forms                                 |
| <input type="checkbox"/> 6 packets (or 1 tube) antibiotic ointment   | <input type="checkbox"/> 3 Incident Report Forms                                  |
| <input type="checkbox"/> 6 packets (or 1 roll) antacid tablets   | <input type="checkbox"/> 3 Self-Evacuation Forms                                  |
| <input type="checkbox"/> 3 packets burn gel/cream  | <input type="checkbox"/> 1 copy of your driver's license for ID purposes          |
| <input type="checkbox"/> 6 packets ibuprofen   | <input type="checkbox"/> 1 copy of the AMC Health Questionnaire filled out by YOU |
| <input type="checkbox"/> 6 packets acetaminophen   | <hr/>   |
| <input type="checkbox"/> 6 packets aspirin   |   |

### Additional Supplies during Covid-19 Pandemic

- Hand sanitizer with 60% alcohol content or greater
- At least three pairs of medical grade gloves
- An extra face covering

## Patient Care Form - Treatment Plan

**Plan:** Treatment Plan for every problem on Assessment List:

1)

2)

3)

4)

Monitor: How and how often do you plan to monitor this patient? Any changes needed to treatment?

**Sign Off:** Anyone 18 and older can refuse care.

*I decline further medical care by the AMC and/or transportation to a local hospital.*

Patient Name (printed): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

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## Patient Care Form

### Patient Information

Patient Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: M / F

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_

Emergency Contact Phone #: \_\_\_\_\_

Course Name: \_\_\_\_\_ Date of Injury: \_\_\_\_\_

Care-Giver: \_\_\_\_\_ Location: \_\_\_\_\_

### Chief Complaint and Mechanism of Injury

(Pain Questions: onset, palliates/provokes, quality, radiating, severity (1-10), and trend)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Primary Survey Problems

Airway \_\_\_\_\_

Breathing \_\_\_\_\_

Circulation \_\_\_\_\_

Central Nervous System \_\_\_\_\_

Deformity \_\_\_\_\_

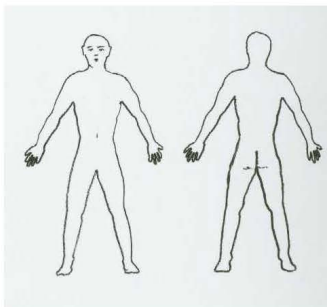
Environmental \_\_\_\_\_

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## Patient Care Form - Secondary Survey

**Physical Exam:** Describe locations of pain, tenderness, and injuries:



**Patient History**

Signs, Symptoms \_\_\_\_\_

Allergies \_\_\_\_\_

Medications \_\_\_\_\_

Past/Previous \_\_\_\_\_

Last food/drink & urination/defecation \_\_\_\_\_

Events \_\_\_\_\_

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## Patient Care Form - Secondary Survey and Assessment

**Vitals** (every 5 minutes for critical, every 15 for non-critical)

Time						
LOC oriented x ?						
Resp. R & effort						
Heart R & effort						
Skin Color, Temp, Moisture						
BP						
Pupils						

**Assessment:** Problem List or Field Diagnosis

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_

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## INCIDENT REPORT FORM

### SECTION 1 – Please indicate all the reasons you are submitting an incident report:

- ☐ Subject sought care at a medical facility or medical care was recommended by staff.
- ☐ Subject left a program earlier than initially intended.
- ☐ Non-AMC outside assistance (such as search and rescue) was used.
- ☐ Incident/event significantly impacted subject's or others' experience(s).
- ☐ Near miss (i.e. significant injury could have resulted, but was narrowly avoided).
- ☐ An embedded tick was found on a subject.
- ☐ Extra precaution because a minor was involved or the potential for future inquiry or implication exists.

### SECTION 2 – Subject information:

Name: \_\_\_\_\_ DOB or age: \_\_\_\_\_ ☐ Male ☐ Female

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

*Parent/Guardian for a minor*

☐ Guest at AMC facility ☐ Program participant ☐ AMC staff ☐ Other: \_\_\_\_\_

### SECTION 3 – Incident information:

Program and/or facility name: \_\_\_\_\_ Activity at time of incident: \_\_\_\_\_  
*e.g. TWA or Highland Center e.g. hiking, trail work, cooking*

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_  
*mm/dd/yyyy*

Location at time of incident: \_\_\_\_\_

Describe the weather conditions: \_\_\_\_\_

### SECTION 4 – Injury or illness information (please indicate type(s) and location(s) for any boxes checked)

Were body fluids spilled? ☐ Yes ☐ No If yes, were universal precautions followed? ☐ Yes ☐ No

What body system(s) were involved in this injury or illness?

☐ Skin (blister, abrasion, laceration, rash, infection, burn, frostbite, etc.)

☐ Musculoskeletal (contusion, strain, sprain, dislocation, fracture, etc.)

☐ Digestive (nausea, vomiting, diarrhea, dehydration, etc.)

☐ Thermoregulation (hypothermia, hyperthermia, fever, etc.)

☐ Immune (allergic reaction, bacterial/viral/fungal infection, etc.)

☐ Head and/or spinal injury (loss of consciousness, blow to head, neck or spine, major fall, etc.)

☐ Respiratory or cardiac (shortness of breath, asthma, angina, racing heart, etc.)

☐ Other (diabetes, dental, behavioral)

☐ Not Applicable



## INCIDENT REPORT FORM

Subject Name: \_\_\_\_\_

**SECTION 5 – Cause(s) of incident:** (please check up to three causes)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Fall / slip / trip              | <input type="checkbox"/> Equipm't / clothing failure    | <input type="checkbox"/> Created hostile environm't |
| <input type="checkbox"/> Hazardous animal                | <input type="checkbox"/> Inadequate food or water       | <input type="checkbox"/> Exceeded ability           |
| <input type="checkbox"/> Hazardous weather / environm't  | <input type="checkbox"/> Misused med. / alcohol / drugs | <input type="checkbox"/> Motivation                 |
| <input type="checkbox"/> Pre-existing physical condition | <input type="checkbox"/> Unsafe behavior                | <input type="checkbox"/> Other: _____               |
| <input type="checkbox"/> Pre-existing psych. condition   | <input type="checkbox"/> Technique                      |   |
| <input type="checkbox"/> Failure to follow instructions  | <input type="checkbox"/> Separation from group          |   |

**SECTION 6 – Evacuation information:**

- ☐ Not Applicable, skip to section 7

How did subject leave the program or facility?

- ☐ Subject left without staff assistance on \_\_\_\_\_  
mm/dd/yyyy

Name(s) of anyone accompanying subject: \_\_\_\_\_

- ☐ Subject left with staff assistance on \_\_\_\_\_  
mm/dd/yyyy

Name(s) of assisting staff: \_\_\_\_\_

- ☐ Subject left with outside assistance (ambulance, SAR, etc.) on \_\_\_\_\_  
mm/dd/yyyy

Name(s) of assisting agencies: \_\_\_\_\_

Did subject return to the program or facility? ☐ Yes ☐ No If yes, date: \_\_\_\_\_  
mm/dd/yyyy

**SECTION 7 – Narrative:** (Please provide a brief, factual account of this incident and the ensuing response)

**SECTION 8 – Reporting information:**

Is the subject a minor? ☐ Yes ☐ No If yes, was parent/guardian notified?: \_\_\_\_\_  
mm/dd/yyyy

Report prepared by: \_\_\_\_\_ Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please submit this form to your program/facility supervisor and ensure the RMT chair receives a copy with the annual safety report.



## Incident Report Form Use Guidelines

The Incident Report Form is a tool for tracking and addressing serious and/or recurring issues in AMC programs. It is used by program managers as well as the Risk Management Team in the ongoing process of evaluating and improving program safety.

**An incident report should be completed after any injury, emergency, or “near miss” on any AMC program or at an AMC facility.** In general, a report should be made of any injury or incident to a program participant that significantly impacts the participant’s experience. In addition, if any one of the following occur, an Incident Report Form should be completed:

- A situation that may prompt interest at a later time in the form of concerns, parental inquiries, or formal complaints
- A significant injury or incident at a facility that requires staff attention
- An incident of harassment, sexual or otherwise
- Abusive behavior, verbal or physical
- Significant behavioral issues
- “Near Misses” – incidents with the potential for serious injury or future inquiry

Injuries to staff should also be documented with this form, however, this form does not replace supervisor notification and the appropriate Worker’s Compensation forms for staff.

**Use your judgment when deciding whether or not to fill out the form. If you are unsure whether or not an incident should be reported, fill out the form.** While you do not need to report every blister, small cut, or inappropriate remark, if a participant has a blister that is large or painful enough to significantly impact their experience, it should be reported.

**The Incident Report Form should be filled out as soon as possible after an incident without interfering with response to the incident.** This will usually be within 24 hours of the incident or of the end of the program if the incident did not require evacuation. During treatment of an injury, or during an evacuation, detailed information should be recorded on the Patient Care Form or a SOAP note. Timely completion of this form is a mandatory job responsibility for AMC staff.

**The Incident Report should be completed by the AMC staff member(s) or volunteer(s) most directly involved with response to the incident.** Once the form is complete through the signature and date by the incident responder, it should be submitted as soon as possible to the program manager. If a patient care form or SOAP note was used, it should be attached. The program manager should then complete the final section of the form, keep one copy in the program files, and submit one copy to the chair of the Risk Management Team. If any additional copies are made for distribution, this should be indicated at the end of the form. This is an internal, confidential form and should be treated as such and stored appropriately.

### **When filling out the form:**

- Gather all relevant information from all care providers before filling out the form
- Only fill out one form for any individual incident
- Be thorough and make sure to fill out every part of each section
- Narrative – when filling out this section, it is not necessary to include details recorded on the patient care form, which should be attached. It is also important to be objective and avoid any opinion, judgment, or analysis.

## Confidential Health Questionnaire

Participant Name: \_\_\_\_\_ Course Start Date: \_\_\_\_\_

Appalachian Mountain Club Program Name: \_\_\_\_\_

Age at Course Start: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Home Address: \_\_\_\_\_

Emergency Contact(s): \_\_\_\_\_

Primary Emergency Phone Number: (day) \_\_\_\_\_ (eve): \_\_\_\_\_

Emergency Cell Phone/Page: \_\_\_\_\_

Relationship of Emergency Contact(s): \_\_\_\_\_

---

### SEVEN-QUESTION HEALTH QUESTIONNAIRE

Parent or legal guardian should complete form for their minor child participating in AMC activity

- |  | Yes | No |
|--|-----|----|
| 1. Have you experienced an asthma attack at any time in your life? (Asthma can potentially be affected by exercising at altitude, in dry air, extreme cold, etc.)  |     |    |
| 2. Have you ever been diagnosed with type I or type II diabetes? (A diabetic can easily become dehydrated in backcountry environments. Further, long, arduous days/hikes can lead to hypoglycemia, etc.)   |     |    |
| 3. Have you ever visited a medical professional for a serious allergic reaction, or have you ever been given a shot of epinephrine for an allergy or anaphylaxis?<br>(Some people are allergic to stinging insects; nut products or other food products which a co-participant might be carrying or may be included in a meal prepared by AMC staff ; iodine, which might be used to treat drinking water and/or clean wounds, etc.) |     |    |
| 4. Have you ever received medical treatment for angina, a heart attack, or any type of heart disorder/disease?   |     |    |
| 5. Have you ever been diagnosed with or are you currently being treated for high blood pressure? (The environment and workload associated with AMC courses can sometimes affect BP and/or the efficiency of some BP medications.)  |     |    |
| 6. Have you ever seen a medical professional following a seizure, or are you currently being treated for any type of seizure disorder? (Some seizures are triggered by fatigue and dehydration [which can occur following a long hike], significant change in diet, stress, etc.)  |     |    |
| 7. Is there anything else you think we should know about your medical background? (I.e., anything that could affect your safety or ability to participate fully?)  |     |    |

**DIETARY RESTRICTIONS:** Please be specific (vegetarian, no red meat, vegan, lactose intolerant, food allergies, strong food dislikes, etc.)

---

If you answered **YES** to **Any** of the above questions please answer the following as well:

- I was diagnosed with \_\_\_\_\_ in the last year.
- I have visited the emergency room in the last year due to \_\_\_\_\_.
  - I have had to use epinephrine following an asthma attack/allergies or anaphylaxis in the last year? \_\_\_\_\_
    - Will you be bringing/carrying epinephrine on the outing? \_\_\_\_\_
    - What are you allergic to? \_\_\_\_\_
  - How often do you use your inhaler to treat your asthma or wheezing? \_\_\_\_\_
  - Do you have poor circulation due to your diabetes? \_\_\_\_\_
  - Will you be carrying insulin or wearing an insulin pump during your outing? \_\_\_\_\_
  - Are you able to exert yourself for more than 30 minutes without experiencing angina (chest) pain? \_\_\_\_\_
  - Are you currently taking medication for your seizures? \_\_\_\_\_
  - Have you experienced a seizure within the past year? \_\_\_\_\_
  - Is your blood pressure currently under control (i.e., systolic under 140 and diastolic between 60 and 100)? \_\_\_\_\_

If there is anything else you think we should know about your medical background, please explain here. Attach a separate sheet if necessary.

---

**PLEASE READ CAREFULLY! Participants (and parents/guardians, if appropriate) must read and sign below.**

**Participant acknowledgement of accuracy and understanding.** By signing this form, I am declaring that, to the best of my knowledge, I have completed the questionnaire accurately. I also understand that by knowingly filling out the form inaccurately, or by withholding pertinent information about my health, I could potentially be increasing the risk to myself or others.

**Consent to accept aid.** By signing this form, I am giving consent and permission for AMC staff, volunteers, representatives, or contractors to provide medical care to me or to my child, to transport me or my child to a medical facility, or to seek the aid of emergency medical services as deemed appropriate. I further authorize AMC staff, volunteers, representatives, or contractors to render whatever treatment they consider necessary for my or my child's health, and I agree to pay all costs associated with that care and transportation.

\_\_\_\_\_  
Participant's name (printed)

\_\_\_\_\_  
Participant's signature

\_\_\_\_\_  
Signature of parent/guardian (if applicant is under 18)

\_\_\_\_\_  
Date

## AMC Outdoor Activity Risk Management Matrix

### Minimum standards for staff led programs

To be used in conjunction with the RMS manual and staff manuals

Manuals will give specifics on training requirements and policies by program

Applicable to all staff run outdoor activities that travel greater than 1/5 of a mile from road or full service facility

### Liability and medical forms- for all AMC Outdoor Activities

Activity Length	Liability Statement	Liability Form	Medical Form	COVID-19 Release
Activity is less than 1 hour	✓			✓
Activity run more than one hour up to full day	✓	✓	self-report	✓
Trip climbs more than 2500 vertical feet, travels more than 2.5 miles into backcountry, or is a multi-day offering	✓	✓	AMC Med Form	✓

### General Outdoor Activities

Activities with adults and/or where minors are with their guardians

	First Aid training and requirements			Training needs		Required Checks		Group Management	
	WFA & CPR Certifications	Backcountry Communication device	FA Kit w/ minimum contents	Basic Risk Management Training	Child Safety Policy training (if working with minors)	Field Manual w/ sign off	CORI check	Maximum leader/Participant Ratio	EAP required
<b>Category One - Remain within 1/2 mile of a road or Full service facility including hut</b>									
1 Primary Leader	✓		✓	✓	✓		✓	1/25	✓
* Secondary Leader				✓			✓	2/30	✓
<b>Category Two - Travel more than 1/2 mile but less than 2.5 miles (furthest distance) from a road or full service destination including hut</b>									
1 Primary Leader	✓	✓	✓	✓	✓	✓	✓	1/10	✓
* Secondary Leader	✓			✓			✓	2/20	✓
<b>Category Three - Travels more than 2.5 miles from a road or full service facility including a hut</b>									
1 Primary Leader	✓	✓	✓	✓	✓	✓	✓	1/6	✓
* Secondary Leader	✓			✓			✓	2/12	✓

\* Secondary Leader must be accompanied by Primary Leader.

### Outdoor Trips for Minors (minors defined as under the age of 18)

Trips where parent or legal guardian are not with youth at AMC program these include (but are not limited to)

A Mountain Classroom, YOP, Teen Wilderness, Teens Trails programs, Camp and scout programs at destinations

	First Aid training and requirements			Training needs		Required Checks		Group Management	
	WFA & CPR Certifications	Backcountry Communication device	FA Kit w/ minimum contents	Basic Risk Management Training	Child Safety Policy training	Field Manual w/ sign off	CORI check	Maximum leader/Participant Ratio	EAP required
<b>Category One - Outdoor Activities remain within 1/2 mile of a road or hut</b>									
1	✓		✓	✓	✓		✓	2/12 ***	✓
<b>Category Two - Outdoor Activities travel more than 1/2 mile from a road or full service facility including a hut</b>									
1	✓	✓	✓	✓	✓	✓	✓	2/12 ***	✓

\*\*\* This ratio requires that outdoor trips with minors must be accompanied by two adults that have leadership responsibility to the group.

At a minimum, each trip must have one designated AMC representative that meets the above requirements.

### Canoeing and Kayaking

	First Aid training and requirements			Training needs		Required Checks		Group Management	
	WFA & CPR Certifications	Backcountry Communication device	FA Kit w/ minimum contents	Basic Water Safety Training	Child Safety Policy training	Field Manual w/ sign off	CORI check	Maximum leader/Participant Ratio	EAP required
<b>Category One - Trips remain within 1/2 mile of a full-service facility</b>									
1	✓		✓	✓	✓	✓	✓	2/12	✓
<b>Category Two - Trips travel more than 1/2 mile from a full service facility</b>									
1	✓	✓	✓	✓	✓	✓	✓	2/10	✓

# Standards for Cleaning and Sanitizing Shared Clothing, Equipment and Trails Tools

Date Last Updated: 6/30/2020

Please note, these standards outline guidelines related to the accepted practices associated with the sanitization of AMC rental and demo clothing and equipment across facilities and programs. Not all cleaning products, delivery mechanisms or recommendations will be available or actionable in all circumstances. Staff should consider availability of resources, staff capacity, and time constraints when determining the best alternatives. This includes “quarantining” equipment for 5-7 days to ensure the virus is no longer transmissible or opting not to loan certain equipment in certain circumstances. Any disinfectants used to treat clothing and equipment should be on the EPA’s [approved list](#) of products proven to be effective against SARS-CoV-2. Staff should carefully follow the manufacturers recommendations when using chemical treatment to disinfect rental/demo clothing and equipment. When using an EPA-registered disinfectant, follow the label directions, including contact time, which is the amount of time the surface should be visibly wet. Review the EPA’s [6 steps](#) for safe and effective disinfectant use.

- 1) Issuing Shared Equipment
  - a) Group size should be limiting when issuing equipment in indoor spaces to enable staff and participants to maintain social distancing.
  - b) Commonly touched surfaces, work areas, and public areas should be frequently cleaned and disinfected according to [CDC guidance](#)
  - c) All staff and participants should be asked to wear a cloth face mask covering nose and mouth when within gear rooms and demo centers.
  - d) Where possible, one-directional flow will be mapped out in gear rooms, including clearly marked ingress and egress points and easy-to-understand directional signage that will show the direction of traffic flow.
  - e) Where possible, clearly mark physical distancing spaces/guidelines with floor/ground markings.
  - f) Alcohol-based hand sanitizer must be made readily available and must be placed at sign-out locations, and at exits.
  - g) Pack items to be issued in bundles when possible and issue items directly to participants limiting contact when handling. Participants will hold onto program items deemed for personal use until the program is over or sanitization is needed.
- 2) De-issuing Equipment and Program Personal Use Items:
  - a) Staff will wear cloth face mask coverings and protective gloves and ask participants to drop items into open collective containers, limiting contact for staff in packaging items before sanitation.
  - b) If cleaning and sanitizing de issued gear or clothing that is coming from someone who is ill, leave the items sealed together and quarantined from staff and other items for as long as is practical as the virus’ potency does
  - c) During cleaning and sanitation, staff will wear protective gloves, face coverings, and if splashing is possible, a protective gown. Staff will report breaches in PPE (i.e. a tear in a glove) to a supervisor.
  - d) Staff will wash hands with soap and water anytime they remove gloves.
  - e) All borrowed clothing will be laundered at the warmest appropriate water setting for items and completely dried at highest appropriate temperature.

- i) High-risk items, such as base layers/poly pro, socks, hats, mittens, and balaclavas will be washed at a setting with a minimum of 140° F. Bleach-based products should be used when possible.
    - ii) For items that may be damaged by high temperature in the washer or dryer, such as rain gear, staff will dip items in bucket of diluted bleach, swirl around for complete contact, let soak for at least one minute, and hang to air dry.
  - f) Personal or borrowed clothing will not be shared amongst participants except in an emergency or among family/cohort groups. If extra clothing must be shared (such as on a cold or wet day), the extra layers of clothing should come from staff.
  - g) Each gear room will have its own set of protocols – this list of protocols should direct those gear room protocols while allowing for unique protocols within each gear room depending upon space and resources available.
- 3) Equipment Sanitation
- a) All equipment use should be documented, with date of last use and staff initials recorded. All equipment storage locations will have a sheet to be signed and dated upon sanitizing of the equipment. Staff will supervise or perform the sanitizing.
  - b) Upon closure of a program, equipment will be sanitized to the following standards:
    - i) Vehicles: Vehicles will be cleaned per the protocol supplied by the fleet manager.
    - ii) Pens: pens for signing waivers and other pre-course activities should either become part of the participants' personal gear during the program or sanitized in-between use with spray sanitizer.
    - iii) Hiking & Backpacking Equipment
      - (1) Sleeping Bags: When possible, wash the bag, inside-out. If the bag isn't down, wash and rinse in the hottest water available. If a washing machine is not accessible, quarantine bags for at least 7 days. Use of a sleeping bag liner does not change this protocol.
      - (2) Tents, daypacks, and backpacks: Soak in a diluted bleach solution, swirl for complete contact, let soak for one minute, then hang to air dry.
      - (3) All cooking equipment that comes in direct contact with food: Clean in warm soap wash, cold rise, and then cold bleach solution and let air dry.
      - (4) Other cooking equipment such as stoves, lighters, fuel bottles or tanks: Spray with diluted bleach solution and let air dry.
      - (5) Trekking poles and sleeping pads: Spray with a diluted bleach solution or wipe down with an EPA approved disinfectant following the manufacturer's recommendations related to contact time, letting the solution sit on the surface for one minute before wiping dry, or let air dry.
      - (6) Boots & footwear: Spray thoroughly inside and out using an EPA approved disinfectant spray (including but not limited to Lysol® Disinfectant Spray EPA #777-99, Lysol® Disinfectant Spray Max Cover Mist #777-127, Lysol® Disinfectant Spray Neutra Air 2-in-1 #777-136, Lysol® IC Quaternary Disinfectant Cleaner EPA #47371-129-675) or dilute bleach solution.

- iv) Climbing Equipment:
  - (1) Hard goods such as carabiners, helmets, and belay devices should be sprayed with a diluted bleach solution, letting the solution sit on the surface for one minute before wiping dry.
  - (2) Soft goods, such as ropes, chalkbags, harnesses, cordelettes and webbing, and protection that has webbing sewn into it, should be quarantined for 7 days.
- v) Boating Equipment:
  - (1) Throw bags, rescue slings, and PFDs with rescue belt harnesses should be quarantined for 7 days.
  - (2) All other boating gear should be sprayed with a diluted bleach (or other EPA solution), letting the solution sit on the surface for one minute before wiping or letting the equipment air dry.
- vi) Trail Work Equipment
  - (1) All trail tool storage locations, whether at camp or in a facility, will have a sheet to be signed and dated upon cleaning of the tools. Staff will supervise or perform the sanitizing, wearing a face covering and utilizing disposable gloves if possible.
  - (2) Work Helmets, work gloves, and protective eyewear: Staff will spray with diluted bleach solution and let air dry.
  - (3) At the end of each workday:
    - (a) Trail tools will be cleaned with water to remove all visible debris.
    - (b) Tools will then be sanitized with a diluted household bleach solution. Spray the tools down and let them air dry. This should occur where the tools are cached overnight so they do not have to be touched again after sanitation until the following workday.
  - (4) Tools and equipment will have one specific participant per day. If participants are switching tools during the day or trading tools with another group, tools will be sanitized by the participant before giving the tool to another.
  - (5) After a work week, clean the tools one final time very thoroughly in preparation for use by the next group.

## IMPORTANT CONTACT INFORMATION

Kyra Salancy  
Outdoor Program Centers Volunteer Coordinator  
AMC Highland Center  
Route 302  
Bretton Woods, NH 03575  
**[ksalancy@outdoors.org](mailto:ksalancy@outdoors.org)**  
603- 374-8521

AMC Contact Service Center  
603-466-2727

Pinkham Notch Visitor Center  
603-466-2721

Highland Center  
603-278-4453

Cardigan Lodge  
603-744-8011

Mohican Outdoor Center  
908-362-5670

Medawisla Lodge  
207-695-3085

Harriman Outdoor Center  
617-523-0636 x6522

AMC's Website --- [www.outdoors.org](http://www.outdoors.org)

**If you need to report an immediate life-threatening emergency, call 911.**

**If you're volunteering in the White Mountains, and need to connect with AMC about an emergency (after calling 911 or the emergency is non-life threatening) please call the Pinkham Emergency number: 603-466-8117. Staff will answer this phone from 6:30am to 10pm.**