



Outdoor Program Centers Volunteer Handbook

Outdoor Program Center (OPC) Volunteers:
Information Volunteers, Volunteer Naturalists,
Alpine Stewards, Guided Trip Volunteers, and
Evening Speakers

2025

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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.

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.

Mission

The Appalachian Mountain Club fosters the protection, enjoyment and understanding of the outdoors.

Vision

Where the natural world is healthy, loved, and protected and the outdoors is a part of every person's life.

Core Values

Joy
Inclusive
Collaborative
Bold
Resilient
Integrity

General Volunteer Information

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

Training

Training includes a variety of topics, with content dependent on the volunteer role and location, delivered online and in-person. All volunteers must take the training about Code of Conduct, Youth Protection, and Harassment Prevention once every three years. Alpine Stewards and Guided Trip Volunteers must also hold current certification in Wilderness First Aid and CPR, which are valid for two years.

Benefits

- Lodging is provided at no charge, where available. Lodging may be in a bunkroom, cabin, lodge room, or campsite, depending on the facility. Volunteers may be sharing a room or bunkroom with other volunteers or guests, depending on the facility.
- Meals are provided at no charge, where available. Volunteers during self-service Hut season, or camping at Hermit Lake, Guyot, Liberty Springs, and the Greenleaf Tent Platform will need to bring/cook food.
- Trail lunches will be provided to 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, depending on availability. This applies at the same location where they are volunteering or at another nearby AMC facility where volunteers serve.
- 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 an online Service Record at the end of each volunteer stint. Service Records are important documents for record-keeping as well as sharing observations, questions, and concerns. Service Records are reviewed by the Volunteer Programs Manager, and data are uploaded, including volunteer dates, location, volunteer role, volunteer hours, and number of public service contacts (an estimate of the number of people a volunteer interacts with over the course of their stint). Volunteers receive the link to access the online Service Record in their pre-stint email.

Volunteer Uniforms

Nametag: All 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.

Shirt: An AMC volunteer t-shirt is provided to Information Volunteers and Volunteer Naturalists. Please wear your t-shirt while volunteering in warm weather. 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). Alpine Stewards wear a Forest Service volunteer uniform shirt.

Patches: An AMC logo volunteer patch (with Velcro) is provided to 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 Steward Vest: Alpine Stewards may wear a bright safety vest over their clothes to help them stand out in a crowd and stay visible during inclement weather.

Alpine Steward Hat: When weather allows, Alpine Stewards wear a ball cap with the Alpine Steward logo, a bright orange Forest Service volunteer hat, or a bright orange knit hat.

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. Within 7-days of receiving the authorization email, the volunteer must follow the directions explained in the email to access the link and enter their information.

Scheduling and Communicating Volunteer Stints

Requesting Stints: Open volunteer dates are announced periodically in mass emails. Volunteers ready to commit to volunteer dates ("stints") should email their request to the Volunteer Programs Manager, including dates, location, and volunteer role. The Manager will check the schedule and the volunteer's qualifications, and then sign them up accordingly. The Manager will also set up a lodging/meals reservation, if applicable, or direct Contact Center staff to do so.

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 Volunteer Programs Manager or call the Contact Center. 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 Volunteer Programs Manager 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 documents to review prior to volunteering.

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. If you have or will volunteer at least 96 hours this year, please submit your Stewardship Society tally sheet by December 1st.

AMC VOLUNTEER MENTORING OVERVIEW

In 2025, AMC will roll out one-on-one mentoring for new Information Volunteers, Volunteer Naturalists, and Alpine Stewards.

The Mentoring Plan: Every new volunteer (Mentee) will be matched with a Volunteer Mentor. Mentors will be experienced and highly qualified AMC volunteers with multiple years of experience in that volunteer role. Under the direction of the AMC Volunteer Programs Manager, Kyra Salancy, volunteer mentoring will be managed by two Lead Mentors. The Lead Mentors will introduce the Mentors and their Mentees via an email, which explains the next steps.

Mentoring via Telephone or Zoom Call

Pre-Stint Call: The Mentor and Mentee will schedule, at a mutually convenient time, a pre-stint phone or Zoom call. The call will provide the opportunity for the new volunteer to ask any questions they have about what to expect and how to prepare. The Mentor may, for example, provide information about volunteering logistics, suggestions about what to bring, and tips for interfacing with AMC staff, day visitors, and overnight guests.

Post-Stint Call: Within approximately a week after the Mentee's stint, a debriefing phone or Zoom call will be scheduled for the Mentee to discuss their stint experience. The Mentee can ask questions they may have before their next volunteer stint. The call allows their Mentor to provide feedback and address any concerns. The goal is to make sure the new volunteers have the support necessary to be successful as they gain experience volunteering.

On-Going Mentee Support: The Mentee may contact their Mentor via email for help/information anytime during their first year.

Volunteer Mentoring Benefits: Volunteering Mentoring provides multiple benefits to the AMC and volunteers:

- New volunteers will be better prepared for their first volunteer stint, will come "up to speed" more quickly, and will have reduced stress as they approach their first volunteer stint.
- The after-the-stint call will provide a forum for the AMC mentor to gauge how the new volunteer is adapting to the role and to address issues and concerns before the new volunteer's next stint.

INFORMATION VOLUNTEER

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, Corman Harriman – summer & fall weekends; also mid-week Madison, Greenleaf
- Guyot Campsite – summer 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 weekends
- Reeves Meadow Visitor Center – summer weekend mornings

VOLUNTEER NATURALIST

Volunteer Role: AMC Volunteer Naturalists lead evening programs, nature walks, and other activities. Naturalists draw on their own expertise to create and deliver their programming.

Where and When

- Medawisla and Gorman Chairback – daily in summer; possibly September weekends
- Huts -- Sunday through Wednesday, June through Columbus Day but most stints are July & August

EVENING SPEAKERS

Volunteer Role: Speakers draw on their own expertise to create and deliver educational programs.

Where and When

- Pinkham, Highland – Saturday nights year-round; Friday nights and holiday weeknights are welcome

VOLUNTEER ALPINE STEWARD

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.

Where and When

- Franconia Ridge and Mt. Washington -- Weekends, late-May through mid-October

GUIDED TRIP VOLUNTEERS

Volunteer Role: GT volunteers assist AMC staff guides with multi-day trips, such as Intro to Winter Hiking, Lodge-to-Hut trips, Family Camp, and Fall Foliage Hiking.

Where and When

- Based at Highland and Pinkham – as needed, sporadically throughout the year, typically on weekends

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.
- Optional -- offer evening programs and nature walks, if interested.

Schedule Outline

- Arrival day: Check-in between 3PM and 5PM. Help guests as they arrive and 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 also 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 8:00pm
- 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
 *Winter/Spring hours on full volunteer days include 7am to 11am, big break, then 4pm to 8pm.
- 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 membership, and encourage visitors to get involved in AMC activities
- Assist with answering hiker questions through the Trail Information phone line.
- Assist with lending demo gear to overnight guests

Typical Schedule Outline ***single day options also 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 hikers from about 7:00 to 11:00. Take a lunch break. Continue volunteering 11:30 to 1:00. Take a long break. Assist from about 5:00 to 8:00, including a break for dinner.
- Departure day: Assist guests and staff from about 7:00 to 10:30.

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

Hermit Lake Shelters Info Vols

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).

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.

Typical Schedule Outline – Spring Skiing Season

- Friday: Check-in at Pinkham between 3PM and 6PM
- Saturday: Hike 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.

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

Guyot Campsite Info Vols

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
- 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

- 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.

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

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.**

Corman Harriman Outdoor Center Info Vols

The Role of the Information Volunteer at Corman Harriman Outdoor Center

- Welcome guests, orient them to the facility, and talk about activities they can enjoy during their stay.
- 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

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 9:00AM to 12:30, and again from about 2:30 to 5:00.
- Sunday: Assist guests and staff from about 9:00 until 12:00

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

Reeves Meadow Visitor Center Info Vols (in Harriman State Park)

The Role of the Information Volunteer at Reeves Meadow

- Greet visitors and orient them to the State Park
- Offer recommendations for hiking trails and other activities
- Provide information about Leave No Trace principles and the 10 Essentials for Hiking
- Promote AMC's mission and opportunities at AMC facilities in the Park and in the greater region

Schedule Outline -- Fridays, Saturdays, and Sundays, 8:00am to 12:00pm

Huts Information Volunteer

The Role of the Information Volunteer in the Huts

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

Schedule Outline

- Friday: Hike in and check-in at the hut between 3PM and 4PM. Help guests as they arrive and engage with guests before, during, and after dinner.
- Saturday: Assist guests and staff from about 7:00AM to 9:00, including breakfast. Take a big break. Assist again from about 11:00 to 8:00, including a shorter break late afternoon. Eating breakfast and dinner with guests is included in these times.
- Sunday: Assist guests and staff from about 7:00AM until about 11:00AM. Then hike out.

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

Huts Volunteer Naturalist

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.** Also offer a short walk or talk after breakfast.
- 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.
- Promote the Junior Naturalist program
- Engage with guests during breakfast and dinner.

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 a short outside walk or talk in the late afternoon as guests are waiting for dinner, and lead an evening program after dinner.
- Departure day: Offer a short morning program after breakfast. Then hike out.
- 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 Huts Volunteer Naturalist Guidelines document for more detailed information about the volunteer role and typical schedule.**

Lodge Volunteer Naturalist - Medawisla and Gorman Chairback

The Role of the Volunteer Naturalist

- Lead an evening program after dinner.
- Lead a morning nature walk after breakfast.
- Engage with guests in late afternoon, leading up to dinner.
- Promote AMC's mission and encourage visitors to be involved with iNaturalist, the Junior Naturalist program, and other conservation and education initiatives.
- Talks should be relevant to the Maine Woods region and focus on natural history, outdoor skills, or area cultural history. Walks can focus on general nature appreciation or specific topics.

***Please see the Volunteer Naturalist Guidelines document for each facility for more detailed information about the volunteer role and typical schedule.**

Evening Speaker – Highland and Pinkham

The Role of the Volunteer Naturalist

- Lead an evening program after dinner.
- Talks should be relevant to the White Mountains region and can focus on natural history, outdoor skills, or area cultural history.

***Please see the Evening Speaker Guidelines document for each facility for more detailed information about the volunteer role and typical schedule.**

Parameters for Volunteer Naturalists – Walks, Talks, and Activities

Duration and Distance

- Keep all activities you lead to a max of 60 minutes. (*Longer activities would require participants to sign a liability waiver.*)
- 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 an AMC first aid kit provided by the facility staff, and must carry an EAP provided by the facility staff.
- Do not lead walks that travel farther than 1/2 mile from the facility.

Starting Your Nature Walk

- Verbally review the "Liability Statement" with your group at the beginning of the nature walk.
Liability Statement: Tell your participants about any inherent risks of the activity (ticks, hypothermia, thunderstorms, etc.).

Volunteer Alpine Stewards – Mt. Washington

The Role of the Volunteer Alpine Steward on Mt. Washington

- Provide outreach education to help protect the fragile alpine ecosystem above tree line.
- Talk with day hikers about Leave No Trace principles and alpine ecology.
- Advise hikers about camping options, trail conditions, trip planning, and backcountry safety.
- Monitor alpine plants at designated research plots, collecting data for AMC research.
- Perform light trail maintenance, such as cairn and scree wall repair.

Schedule Outline – Mt. Washington

- Friday: arrive at Pinkham Notch, check in, get settled, pick up Steward gear, and eat dinner.
- Saturday: Breakfast at 6:30. Check weather. Pick up your trail lunch. Hike up to the alpine zone and as you're hiking, keep an eye out for trash, new fire rings, damaged scree walls, damaged cairns, and false cairns. Talk with hikers, especially those who are off-trail and in need of outreach. Station yourself at busy trail junctions to engage with hikers while they take breaks. Visit the 5 alpine plant phenology stations and record your observations using iNaturalist. Return to Pinkham in time for a break and dinner at 6pm.
- Sunday: Repeat Saturday but shorten your day – you're welcome to only volunteer for a half-day on Sunday. Return the Steward gear to Pinkham before you drive home.

*** If the weather is stormy, stay below treeline. You can stay low and interact with hikers at Hermit Lake, or stay at Pinkham and ask the staff if you can assist as a second Information Volunteer.

***Please see the Alpine Steward (Mt. Washington) guidelines document for more detailed information about the volunteer role and typical schedule.**

Volunteer Alpine Stewards – Franconia Ridge

The Role of the Volunteer Alpine Steward on Franconia Ridge

- Provide outreach education to help protect the fragile alpine ecosystem above tree line.
- Talk with day hikers about Leave No Trace principles and alpine ecology.
- Advise hikers about camping options, trail conditions, trip planning, and backcountry safety.
- Monitor alpine plants at designated research plots, collecting data for AMC research.
- Perform light trail maintenance, such as cairn and scree wall repair
- One Steward will focus on Little Haystack and another Steward will focus Lafayette. Each Steward can traverse the ridge once during the weekend or Stewards may meet half-way.

Camping & Lodging Options for Franconia Ridge

One Steward can have free meals/lodging at Greenleaf Hut each weekend during full-service hut season. Stewards are also welcome to camp at Liberty Springs Tentsite or the Greenleaf Tent Platform. One 2-person backpacking tent is stored at Liberty Springs for Alpine Steward use. Stewards are also welcome to volunteer as day-hikers, camp at the Forest Service drive-in volunteer site near Lincoln Woods, or they can arrange lodgings elsewhere, or sleep at home if they live locally.

Stormy Weather

If the weather is stormy, stay below treeline. You can station yourself just below treeline, or if that would be unsafe (or miserable) for you, you can stay at Liberty Springs for the day, or even just hike down early and go home.

Sample Schedule Outline – Camping at Liberty

- Friday: pick up Steward gear at Lafayette Place packhouse, hike up to Liberty Springs Tentsite, check in with the caretaker and get settled.
- Saturday: Hike to Little Haystack and station yourself to engage with hikers in the summit area. Record plant phenology observations at the F1 research site. Traverse the ridge at some point today or tomorrow, if weather allows, to interact with hikers and record plant observations at F2 and F3. Keep an eye out for cairns and scree walls that need repair.
- Sunday: Repeat the same but shorten your day, and remember to return Steward gear to the Lafayette Place packhouse before you drive home.

Sample Schedule Outline – Lodging/Camping at Greenleaf

- Friday: pick up Steward gear at Lafayette Place packhouse, hike up to Greenleaf Hut, check in and get settled. Enjoy dinner with the guests.
- Saturday: Hike to Lafayette, interacting with hikers along the way. Station yourself on Lafayette for a couple of hours. Depending on the weather, consider a traverse to Lincoln or Little Haystack and back. During a traverse, use iNaturalist on your smartphone to record plant phenology observations at F2 and F3. Keep an eye out for cairns and scree walls that need repair.
- Sunday: Repeat the same but shorten your day, and remember to return Steward gear to the Lafayette Place packhouse before you drive home.

Directions to the Lafayette Place Packhouse

The “packhouse” is one of the sheds behind the campground store at Lafayette Place Campground. Drive to that camp store and you’ll see a little driveway next to the left of it that’s labeled something like “authorized vehicles only” or “staff only.” Drive down that driveway behind the store and you’ll see about 3 or 4 storage sheds. The AMC shed is the one in front of the Prius in the photo below. It’s the only shed with a combination lock (all other sheds have a key lock). The combination is the year AMC was founded, 1876.



Directions & Info for the “Friends of the Forest Camp” (formerly “Hancock Pit”)

This campsite is available only to Volunteer **Alpine Stewards**, as part of the Alpine Steward partnership with AMC, USFS, and ATC. It is dry camping, with no facilities -- just tent pads, a picnic table, and one central fire ring. From Lincoln, head east on the Kancamagus Hwy (112). When you pass the Lincoln Woods trailhead, reset your odometer and drive exactly 1.5 miles further east. The dirt road for the campsite is on the right. There is a green “cattle style” gate with reflective markers on it. Use the combo 6100 to unlock the gate (and re-lock it behind you). Please don’t share the gate combo with anyone. Camping here is only for Forest Service volunteers and it’s available on a first-come, first-served basis.

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.

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

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. They also provide feedback and ideas about various elements of the volunteer program.

Members and Commitment -- The Volunteer Steering Committee is made up of 4 to 6 active volunteers who serve 3-year terms. One or two members rotate out each year. Terms begin and end September 1st. The committee should meet online and/or in-person at least twice per year. Each committee member should attend and assist with online trainings as well as at least one in-person training per year, if possible/needed. Members must also be available for on-going communication via email and phone throughout the year.

Minimum 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
- Availability to participate in meetings and assist at trainings

AMC Membership

AMC Membership gives you a year of adventure packed with benefits:

- Access over 8,000 activities each year: paddling, biking, hiking, camping, skiing, climbing, and more.
- Discounts up to 20% off lodging, 10% off gear, 20% off books and maps.
- Protect the Outdoors: Your membership supports trail maintenance, outdoor recreation and education, and environmental protection across our region.

Membership Levels

- Individual Membership – \$50.00
- Family Membership (Up to 2 Adults & all children under 21 in household) – \$75.00
- Under 30 Membership (under age 30) – \$25.00
- Senior Membership (over age 69) – \$25.00

How to Join

- Sign up in-person at an AMC lodge or hut
- Join online at www.outdoors.org
- Call AMC's Contact Service Center at 603-466-2727

AMC Chapters

Chapters are like local outing clubs. AMC has 12 chapters from Maine to Washington, D.C. Chapters are led by volunteers and offer local outdoor activities, training, and social events. Chapters include Boston, Connecticut, Delaware Valley, Maine, Narragansett, New Hampshire, New York/North Jersey, Potomac, Southeastern Massachusetts, Western Massachusetts, and Worcester. AMC members are automatically assigned to the chapter closest to their mailing address, but they can elect to switch to a different chapter, and all AMC members are welcome to participate in activities hosted by other chapters. Chapter activities can be searched through the activity listings at AMC's website.

AMC ORGANIZATION-WIDE POLICIES

AMC Code of Conduct (updated 2025)

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 access opportunities 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 provide opportunities that we can best reach and reflect the population of the Northeast and Mid-Atlantic Regions. As a multi-faceted nonprofit, our greatest opportunity for success and mission impact lies with engaging those who share our passion for the outdoors; which includes reaching out to the broad community of people from diverse backgrounds and experiences and actively managing any barriers to access of the outdoors to expand opportunities for community members.

AMC strives to provide:

- An accessible, safety conscious, and welcoming community
- Outdoor recreation, adventure, and enjoyment
- Opportunities for teaching, learning, sharing, and skill building for our communities
- 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 strive to provide opportunities for all 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, as outlined in the Essential Eligibility Criteria. https://www.outdoors.org/amc_eec-5/.

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 commitment to fostering a welcoming and inclusive outdoor experience for all. Individuals are expected to conduct themselves in a manner that upholds AMC's values, respects its members, staff, and the public, and fosters a positive and enjoyable experience for all participants in AMC-sponsored activities and events. With this in mind, individuals will:

- Represent the AMC and its mission in a positive, professional, and respectful manner

- 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.

We encourage the involvement of individuals in our mission and activities through membership, program participation, facility visitation, and volunteerism. Our goal is to be a community that values kindness, is welcoming, and accessible.

4. Misconduct

Misconduct includes actions in violation of the Standards of Conduct and inconsistent with AMC's commitment to supporting a welcoming and respectful community. 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:

- Failure to represent the AMC and its mission in a positive, professional, and respectful manner towards other people or the natural environment.
- Unwelcome or exclusionary behavior toward others in conflict with either applicable law or AMC's goal of providing opportunities to the broad community.
- 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.

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.
- Violence or threats of violence toward others, including but not limited to threats of or actual physical or sexual assault/battery.
- Discrimination, harassment, or hostility toward others in conflict with either applicable law or AMC's goal of providing opportunities to the broad community.
- Bullying; repeated aggressive behavior by one or more individuals towards another person.
- Sexual harassment; unwelcome and inappropriate sexual remarks, or physical advances.
- 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.

Confidentiality

Once an individual reports a Code of Conduct incident—or is notified that they are involved in a Code of Conduct matter—there is an expectation that all parties involved will maintain the confidentiality of this information. This includes exercising discretion and only sharing information with individuals who are authorized and have a legitimate need to know based on their operational roles and responsibilities.

Maintaining confidentiality preserves the integrity of the process, protects the privacy of individuals involved, and supports a fair and respectful resolution. Any breach of confidentiality, such as sharing information inappropriately or with unauthorized individuals will be considered a violation of this policy and may result in disciplinary action, as described in the Consequences and Closure section.

Code of Conduct Support Team

The team that supports issue resolution will be comprised of employees from AMC's Human Resources, Risk Management, and Volunteer Relations departments. Additional assistance could come from the Leadership Team, Volunteer Unit Leadership, and 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 for investigation and will take disciplinary and/or remedial action as appropriate. 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 the incident
- Names of any witnesses

These details may be communicated to AMC through:

- Staff please submit your Code of Conduct report in one of the following ways; to your manager, amchr@outdoors.org or codeofconduct@outdoors.org
- Non-staff, visit our [website](#) to submit your report

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

Problem Solving and Investigation

AMC shall endeavor to acknowledge receipt of the initial complaint within five business days, and to resolve complaints connected with the Code as quickly as is practical under the circumstances. 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.

Understanding of Varying Investigative Processes

Reports where paid staff are identified as acting out of alignment with the Code of Conduct will be managed by the Human Resources Department. Reports where non-staff community members are identified as acting out of alignment with the Code of Conduct will be managed by the Code of Conduct Support team.

Consequences and Closure

At the conclusion of the investigation, a decision will be made as to the need for any disciplinary or other remedial actions, including but not limited to mediation or counseling, loss of membership, exclusion from AMC activities or AMC properties revocation of leader or volunteer status, termination of employment, or legal prosecution. AMC will also determine the length of time any disciplinary action or other requirements/restrictions will remain in place. The duration may be a) for a specific amount of time, b) indefinitely subject to periodic assessment as AMC determines appropriate, or c) permanent. As AMC deems appropriate, AMC will inform the involved person(s) of the investigation's outcome. Parties can engage in an appeal process and outcomes of the appeal process are final.

Federal Compliance Statement: AMC complies with all applicable federal, state, and local laws, including those governing non-discrimination, accessibility, and program eligibility on public lands. Nothing in this Code of Conduct is intended to modify or supersede AMC's obligations under federal law, including its status as a recipient of federal funding, special use permits, and cooperative agreements.

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.

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 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. 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

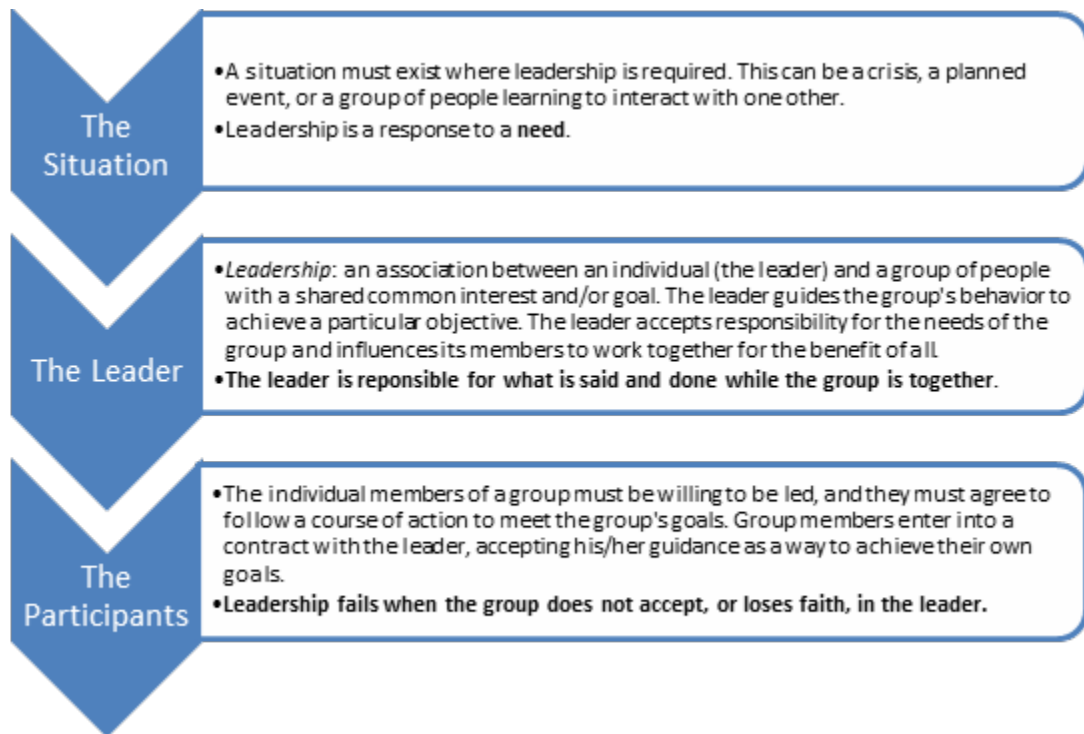
Ask for and use the names of the guests, staff, and other volunteers. This is a very easy way to make people feel truly welcome. Striving for personal, genuine connections and conversations will make your volunteer time rewarding and interesting in addition to providing memorable experiences for everyone

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.

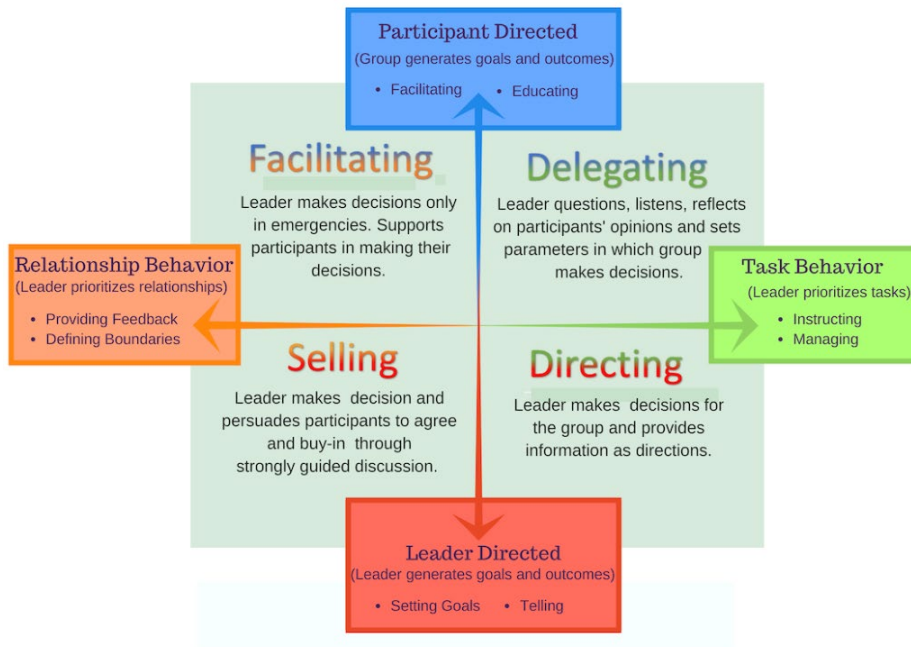
Leaders become most effective through hard work and extensive experience. In the outdoors, a leader must be prepared to face physiological, psychological, and environmental challenges. Experience generally reduces a leader's anxiety about the situations they may confront, and thus makes them more confident 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.

LEADERSHIP STYLE CONTINUUM



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.

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. Stewards are expected to follow the WFA standard of care and to follow AMC Search & Rescue (SAR) protocol for communications (see “AMC Radio Guidelines for Alpine Stewards”).

First Aid Kits

- Use the provided first aid kit, containing ‘AMC Standard First Aid Kit’ contents. Steward First Aid Kits are stored at Lafayette Place Packhouse and at Pinkham Notch Visitor Center.
- 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, you are responsible for noting those supplies and for restocking the kit. One full kit worth of extra supplies will be stored on-site for Steward first aid kit replenishment

Paperwork

- If Stewards administer minor first aid (like treating a skinned knee) they only need to complete a Patient Care form. If the injury is more serious (broken bone, head injury, etc.) they will complete both a Patient Care Form and an Incident Report form. Submit forms via email attachment to Kyra Salancy at ksalancy@outdoors.org.

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 and submit it to Kyra at the end of your volunteer stint. Restock any first aid supplies you used before you head home.

Major First Aid Situation on the Trail

Example: A day hiker has a suspected broken leg. 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 your campsite/lodge/hut. 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.

See the document “AMC Radio Guidelines – Alpine Stewards” for more information about calling out to 911, Pinkham, Greenleaf, and Mt. Washington State Park, with your cell phone or AMC radio. The “AMC Radio Guidelines – Alpine Stewards” document is included in a ziploc bag with each radio’s extra battery & antenna, and it is also available in the OPC Volunteer Handbook.

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

Example: you’re having dinner 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 staff to help keep guests comfortable, fed, and happy. Please don’t share any information about rescue/emergency situations with guests.

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 at Pinkham, call Unit 19 Front Desk. Say "Unit One Nine Front Desk." To reach the staff at Mt. Washington State Park, call Unit 77 and say "Unit 77 Mt. Washington State Park Summit."

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.

AMC Radio Guidelines – Alpine Stewards Continued

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

UHF RADIO NETWORK • UNIT NUMBER ASSIGNMENTS

(All info correct as of 5.2.2025)

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 Hut Coordinators (Seasonal)
10 Will Oliver, HIC Guest Services Manager (SAR)
11 Kaitlin Vardaro, PNVC Asst. Manager (SAR)
12 Bethany Taylor, Huts Manager (SAR)
13 Jess Wilson (occasional SAR)
14 Storehouse
15 Construction Crew
16 EB Brandt, Huts Asst. Manager (SAR)
17 Hiker Shuttles 1&2
18 Reservations
19 Pinkham Front Desk
302 Highland Center Front Desk

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 Director of Trails
30 Trails Program Ops Manager
31 Camp Dodge
50 Pro Crew Supervisor/ Coord.
51 Trail Crew One
52 Trail Crew Two
53 Trail Crew Three
54 Trail Crew Four
55 Trail Crew Five
60 Joe Roman & Seasonal Staff
61 GYO Coos/North Country Coordinator
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
O1 Nauman

AMC Education--mostly not on radios

100 GYO Educators
101 Highland Center Education On-Call
102 Pinkham Education On-Call
103 Stu Hickey
106 Educators Outdoors
107 Educators Outdoors
108 Emily Davenport
109 Outdoor Guides

U.S. Forest Service

40 Jeff Fongiemae
41 Pat Scanlan
42
43

Mt. Washington Observatory - WQVE 785

20 Obs

Trip Introduction Talk

Introductions

- Gather the group together as social distancing allows
- Introduce Leader(s), sweep, and any other roles. Have participants introduce themselves.
- Thank AMC members for supporting our mission of conservation, education and recreation. Invite others to join.
- Describe the trip (conditions; distance/duration; expected pace/time and levels of exertion; turnaround time; etc.)
- 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.”
- Affirm that people have appropriate equipment, food, and water. Distribute any group safety gear (water treatment, sleeping bags, cue sheets, etc.)
- Ask if anyone has first aid or other training, and locate first aid kits.

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.

Ground Rules and Expectations for Group Trips

- Leader(s) are trained to make decisions in the best interest of group safety and comfort.
- 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 Alpine Stewards

Lines indicate supplies grouped within a single re-sealable bag (8 Total Ziplocs needed)

- ☐ 1 CPR pocket mask (*not in a bag*)
- ☐ 1 SAM splint (*not in a bag*)

-
- ☐ 2 maxi pads
 - ☐ 2 tampons

-
- ☐ 8 non-latex gloves
 - ☐ 1 biohazard bag
 - ☐ Hand sanitizer
 - ☐ 4 disposable face masks

-
- ☐ 2 triangle bandages (cravats)
 - ☐ 1 roll 1" medical tape
 - ☐ 1 3" ACE bandage
 - ☐ 1 cold compress (ice pack)

-
- ☐ 1 tube liquid glucose
 - ☐ 6 iodine prep pads
 - ☐ 6 alcohol prep pads
 - ☐ 6 packets diphenhydramine
 - ☐ 1 tube hydrocortisone cream
 - ☐ 6 packets antibiotic ointment
 - ☐ 6 packets antacid tablets
 - ☐ 3 packets burn gel/cream
 - ☐ 6 packets ibuprofen
 - ☐ 6 packets acetaminophen
 - ☐ 6 packets aspirin
-

-
- ☐ 2 3" rolls conforming gauze
 - ☐ 4 4"x4" gauze pads
 - ☐ 1 5"x9" trauma dressings
 - ☐ 15 bandages (variety of sizes)
 - ☐ 2 sheets moleskin
-

- ☐ 1 irrigation syringe
 - ☐ 1 bottle Potable Aqua
 - ☐ 1 pair tweezers
 - ☐ 1 pair trauma shears
 - ☐ 1 small roll duct tape (rolled around pen/pencil)
 - ☐ 1 lighter
 - ☐ 6 safety pins
 - ☐ 1 pen or pencil
 - ☐ 1 notepad
 - ☐ 1 laminated tick ID card
 - ☐ 1 hand-held mirror
 - ☐ 1 first aid handbook
-

- ☐ 3 AMC Patient Care Forms
 - ☐ 3 Incident Report Forms
 - ☐ 1 copy of this form
-

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: _____

Page 4

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 _____

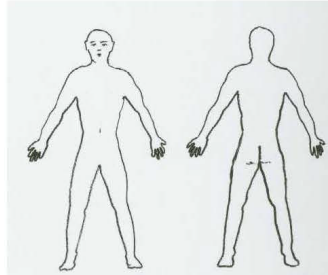
Environmental _____

Page 1

11/05

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 _____

Page 2

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) _____

Page 3

10/11



INCIDENT REPORT FORM

Greenville, ME
Northampton, MA
Alexandria, NH
Bretton Woods, NH
Gorham, NH
Blairstown, NJ
Haverstraw, NY
New York, NY
Bethlehem, PA

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: _____ Gender: _____
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



Greenville, ME

Northampton, MA

Alexandria, NH

Bretton Woods, NH

Gorham, NH

Blairstown, NJ

Haverstraw, NY

New York, NY

Bethlehem, PA

☐ **Section 5 – Primary Contributing Factor (please select one):**

- ☐ Not Specified
- ☐ Unknown
- ☐ Animal Encounter
- ☐ Carelessness
- ☐ Cold Exposure
- ☐ Dehydration
- ☐ Equipment
- ☐ Exceeded Ability
- ☐ Exhaustion
- ☐ Fall on Rock
- ☐ Fall on Snow
- ☐ Fall/Slip on Trail
- ☐ Falling Object
- ☐ Fitness/Ability
- ☐ Poor Hygiene
- ☐ Immersion/Submersion

- ☐ Instruction
- ☐ Attention
- ☐ Loose Rock
- ☐ Misbehavior
- ☐ Missing/Lost
- ☐ Not Following Instructions
- ☐ Overuse
- ☐ Plant Toxicity/Contact
- ☐ Technique
- ☐ Pre-existing Medical Condition
- ☐ Psychological Issue
- ☐ Rock Fall
- ☐ Screening
- ☐ Sun Exposure

- ☐ Supervision
- ☐ Technical System Failure
- ☐ Avalanche
- ☐ Visibility – Poor
- ☐ Weather
- ☐ Cultural Misunderstanding
- ☐ Not Giving Instructions
- ☐ Inexperience
- ☐ Judgement
- ☐ Mental Impairment (Alcohol/Drugs)
- ☐ Lightning
- ☐ Insects
- ☐ Fire

SECTION 6 – Evacuation Information:

- ☐ **Not Applicable**, skip to section 7

How did subject leave the program or facility?

- ☐ Subject left without staff assistance on _____ Accompanied by: _____
mm/dd/yyyy
- ☐ Subject left with staff assistance on _____ Assisted by: _____
mm/dd/yyyy
- ☐ 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, when was the parent/guardian notified?: _____
mm/dd/yyyy

Report prepared by: _____ Position: _____

Signature: _____ Date: _____

Please submit this form to your program/facility supervisor and leadership@outdoors.org.

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.

**Appalachian Mountain Club
Confidential Health Questionnaire**

Participant Name: _____
First Middle Last

Program Name: _____ **Program Start Date:** _____

Birthday: _____ **Height:** _____ **Weight:** _____ **Gender:** _____
Month/Day/Year

Home Address: _____
Street City State Zip code

Phone #s: _____
Day Evening Cell

Emergency Contact: _____
Name Relationship

Emergency Contact's Phone #s: _____
Day Evening Cell

HEALTH QUESTIONNAIRE

Parent or legal guardian should complete form for all children under 18 years participating in AMC program.

- 1. Have you experienced an asthma attack at any time in your life?** ☐ Yes ☐ No
If Yes: Will you be carrying your inhaler on the program? _____
How often do you use your inhaler to treat asthma or wheezing? _____
- 2. Have you ever been diagnosed with type I or type II diabetes?** ☐ Yes ☐ No
If Yes: Do you have poor or reduced circulation due to your diabetes? _____
Will you be carrying insulin or wearing an insulin pump during the program? _____
- 3. Have you ever experienced a serious allergic reaction, or have you ever been given a shot of epinephrine for an allergy or anaphylaxis?** ☐ Yes ☐ No
If Yes: What are you allergic to and how does your body typically respond when exposed? (e.g. bee sting → hives) _____
Will you be carrying or bringing epinephrine on the program? _____
- 4. Have you ever experienced or received medical treatment for angina, a heart attack, or any type of heart disorder/disease?** ☐ Yes ☐ No
If Yes: Are you able to exert yourself for more than 30 minutes without experiencing angina (chest pain)? _____

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5. Have you ever been diagnosed with or are you currently being treated for high ☐ Yes ☐ No blood pressure?

If Yes: Is your blood pressure currently under control (i.e. systolic under 140 and diastolic between 60 and 100)? _____

6. Have you ever experienced a seizure, or are you currently being treated for ☐ Yes ☐ No any type of seizure disorder?

If Yes: Are you currently taking medication for your seizures? _____
Have you experienced a seizure within the past year? _____

7. Is there anything else you think we should know about your medical ☐ Yes ☐ No background? (i.e., anything that could affect your safety or ability to participate fully?)

DIETARY RESTRICTIONS: Do you have any dietary restrictions? ☐ Yes – list below ☐ No

Please be specific: (food allergies, iodine/seafood allergy, vegetarian, no red meat, vegan, lactose intolerant, strong food dislikes, etc.) _____

PLEASE READ CAREFULLY! Participants (or 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
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
Category One - Remain within 1/2 mile of a road or Full service facility including hut										
1	Primary Leader			✓	✓	✓		✓	1/25	✓
	* Secondary Leader				✓			✓	2/30	✓
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										
1	Primary Leader	✓	✓	✓	✓	✓	✓	✓	1/10	✓
	* Secondary Leader	✓			✓			✓	2/20	✓
Category Three - Travels more than 2.5 miles from a road or full service facility including a hut										
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
Category One - Outdoor Activities remain within 1/2 mile of a road or hut										
1		✓		✓	✓	✓		✓	2/12 ***	✓
Category Two - Outdoor Activities travel more than 1/2 mile from a road or full service facility including a hut										
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
Category One - Trips remain within 1/2 mile of a full-service facility										
1		✓		✓	✓	✓	✓	✓	2/12	✓
Category Two - Trips travel more than 1/2 mile from a full service facility										
1		✓	✓	✓	✓	✓	✓	✓	2/10	✓

IMPORTANT CONTACT INFORMATION

Kyra Salancy
Outdoor Program Centers Volunteer Coordinator
AMC Highland Center
Route 302
Bretton Woods, NH 03575
ksalancy@outdoors.org
603- 374-8521

AMC Contact Service Center
603-466-2727

Pinkham Notch Visitor Center
Staff Desk & Info Vol: 603-466-8116
Emergency Line (6:30am-10:00pm only): 603-466-8117

Mt. Washington State Park
603-466-3347

Highland Center
603-374-8520

Cardigan Lodge
603-744-8011

Mohican Outdoor Center
908-362-5670

Medawisla Lodge
207-695-3085

Gorman Chairback Lodge
207-717-0270

Corman Harriman Outdoor Center
617-523-0636 x 56523

AMC's Website --- www.outdoors.org

If you need to report an immediate lift-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 if 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.