Risk Management

Risk can be defined as the potential for loss or harm. Most activities have a certain level of inherent risk. No matter how careful and safe we are, some things are just dangerous. Risk cannot be eliminated, but it can be managed.

Risk management can be implemented using three steps:
1. Make an exhaustive list of all of the factors that contribute to the risk of an activity.
2. Make a list of ways to reduce or mitigate each risk factor.
3. When all risk factors have been identified and reduced or mitigated to the maximum extent practicable, a decision can be made as to whether the benefits of the objective outweigh the risks.

Travel

The wellbeing of our members/students is our number one concern. To make travel as safe as possible, we take numerous precautions before and during trips. Any student who is going to drive must follow CCESL driving policies, which are enforced by the Community Service Coordinator or Faculty/Staff Advisor and the Student Director or Crew Leader.

The Center for Civic Engagement & Service-Learning (CCESL) utilizes USU Motor Pool vehicles for non-local service projects. These vehicles are well maintained by USU mechanics and all students are strongly encouraged to use this mode of transportation. Only students who have completed defensive driving and have demonstrated driving competency are allowed to drive USU vehicles for CCESL. If a student is not comfortable driving a USU vehicle, they may choose to not accept this responsibility.
Travel/driving policies include:

- Slow down! Vehicles used for USU CCESL program purposes (USU CCESL vehicles) must adhere to posted speed limits at all times. If the road is steep, has corners, or is only one lane wide, keep speed below 25 MPH. In many cases, safety will dictate your speed. Violation of the law, including speeding and reckless driving, will **not be tolerated**. Unsafe drivers will be immediately revoked of driving privileges.
- Each vehicle must have at least 2 qualified drivers.
- Drivers of USU CCESL vehicles must observe all state and local laws. All tickets for vehicle/traffic violations must be paid by the driver and reported to CCESL staff immediately (for USU insurance purposes). If the reason for the ticket was in violation of USU CCESL policies, the student will be revoked of driving privileges.
- Before departing on a destination road trip, drivers must complete the vehicle checklist to ensure that the vehicle is not damaged and is in safe condition for travel (check fluids, tire pressure, etc.). Drivers must perform regular maintenance checks on the vehicles throughout the trip.
- Upon return, drivers must clean the vehicle if excessively dirty (interior & exterior) and report/follow-up on any damages. Vehicles must be returned to the USU Motorpool parking lot. There is a key drop box at Motorpool where keys and travel logs with ending mileage recorded can be dropped off.
- Drivers of USU CCESL vehicles must have a driving record free of the following citations occurring within the past twelve (12) months: any moving violation involving an accident, unless the drivers have completed an approved driving course subsequent to receiving each moving violation citation; reckless driving; or driving under the influence of alcohol or drugs.
- Smoking is prohibited in USU CCESL vehicles.
- Overnight sleeping in USU CCESL vehicles is prohibited.
- Drugs and alcohol are not permitted in, on or around USU CCESL vehicles and violations of this rule will result in immediate dismissal.
- USU CCESL vehicles used for non-service purposes such as training, recreation, and education must have pre-approval from the **CCESL staff or staff/faculty advisor**. USU CCESL
vehicles may not be taken from the group housing or service project site without prior approval from CCESL staff.

- While traveling in a USU CCESL vehicle everyone must be wearing their seat belts at all times.
- Drivers must briefly rest from driving every 2 hours.
- Total travel time must not exceed 12 hours per day, irrespective of the number of drivers.
- USU CCESL vehicles cannot be operated between 11:00 p.m. and 5:00 a.m.
- Drivers must review weather conditions in advance of the trip. Travel plans should allow for emergency stopovers due to bad weather. Drivers must slow down if adverse weather conditions exist. Travel should not proceed in extreme weather conditions. In the event that a student group must rent a motel room to avoid an unsafe driving situation, expenses will be reimbursed upon staff approval.
- USU students who feel unsafe as a passenger should let the driver know immediately, inform USU CCESL staff, and fill out an Incident Report Form.
- USU CCESL vehicles must have a designated Assistant To Driver (ATD) sitting in the front of the vehicle. The ATD monitors speed, air quality, music, cell phone, GPS, maps, etc. and checks in with the driver to make sure that he/she is alert and well rested. Drivers may not use cell phones while operating vehicles!
- Drivers will have a backing spotter every time the vehicle is in reverse.
- USU CCESL vehicles cannot deviate from the travel route to/from the service project site described in the pre-trip information without approval from staff advisor.
- Students must comply with the buddy system and never go anywhere alone without pre-approval from staff advisor.
- Students/members must contact CCESL staff upon safe departures and arrivals for destination road trips.
- Students are strongly discouraged from using personal vehicles to travel to/from non-local project sites. If a student wants to use their personal vehicle, they must receive pre-approval from CCESL staff and fill out the necessary paperwork prior to the
trip. If USU Motorpool vehicles are available and they choose not to use this mode of transportation, they cannot be reimbursed for mileage.

**Vulnerable Populations**

“Vulnerable populations” are legally defined as:
- Children under age 18
- Individuals with disabilities
- Persons over 60

CCESL has adopted the following policies primarily for the safety and protection of vulnerable populations; however, they also serve to protect CCESL staff, students, volunteers, interns and AmeriCorps members.

1. **Background Checks:** All CCESL programs conduct three-part checks (including FBI, statewide repository, and sex offender registry checks) on individuals who will have recurring contact with vulnerable populations. While background check results are pending, the individual cannot have access to vulnerable populations without accompaniment by an individual that has completed the necessary 3 part checks and is so documented.

2. **National Sex Offender Registry:** All CCESL volunteers, regardless of recurring contact with vulnerable populations, must undergo the National Sex Offender Quick Search on the National Sex Offender Public Website prior to participation in any CCESL programs. A copy of the National Sex Offender Public Registry search must be maintained in the member/student file.

3. **Two-Adult Rule.** CCESL staff, students, volunteers, interns and AmeriCorps members will adhere to the “two-adult” rule. This means that adults working in an official capacity with CCESL programs are never alone with vulnerable populations without another non-related adult present. In situations that require one-on-one communication, the meeting is to be conducted in a visible and public setting.
Accidents and Emergencies

Guidelines for Injuries

TREAT ALL INJURIES TO THE SCOPE OF YOUR TRAINING

- Do the best you can with what you have.
- Do not go beyond the scope of your training.
- Use Accident Report/SOAP note to document.

Once you have initiated first aid, you must continue first aid until:

- You are relieved by someone of equal or higher training
- You are too exhausted to continue
- The scene has become unsafe

For Information regarding Wilderness First Aid and care refer to your Wilderness First Aid manuals.

HOW TO CONTACT HELP:

- Cell phone, project radio, payphone – Call 911 & USU CCESL staff

Evacuations

1. What type of evacuation do you need?

Things to consider:

- Urgency of the situation. Is this an emergent evacuation? (How life threatening is it? Is the condition getting worse?)
- What is the most probable type of evacuation? Are you in the wilderness (more than one hour from a hospital or physician)?
- What type of help can you get? (ambulance, helicopter, backcountry evacuation, etc.)

Types of Evacuations:

Driving the member to the hospital in a vehicle, Ambulance, Meet the Ambulance En-route, Overland Backcountry Evacuation, or Medivac Helicopter
2. Make a plan.
Once you have decided what type of evacuation is needed and possible, make a plan to carry it out. If you need to call for assistance or send runners, make sure you can give them the following information (SOAP):

- The patient’s condition
- The cause of injury/MOI
- Vital signs
- Your location – landmarks, coordinates etc.
- Emergent vs. non-emergent situation
- Directions for finding your location; road numbers, trail names, mileages, etc.
- What supplies you need: (oxygen, litter, fluids, shelter) Ask them to suggest additional supplies.
- Confirm the plan before breaking contact with them
- Make sure they know how to stay in touch with you
- DOCUMENT! COMPLETE ACCIDENT REPORT/SOAP NOTE!

Sending runners for help—Send at least 2 runners if possible, DO NOT leave patient unattended unless absolutely unavoidable.

3. Take Action
- Evacuations can take a long time. Make sure your plan is clear and everyone knows their responsibilities.
- Ensure that at least one individual stays with the injured member the entire time – including the hospital
- Delegate duties to members
- Pass on documentation to appropriate caregivers
- Make sure you are taking care of the needs of non-injured members (both physical and emotional)

4. Call CCESL staff and appropriate authorities immediately.
- CCESL Main Office (435) 797-9681
- Kate (469)-571-4890
- Sean (435) 770-6104
- Nelda (435) 881-8313
Keep media personnel away from all students until USU CCESL office has been given a chance to respond to the emergency.

5. **Follow up.**
   - Turn to the section titled FOLLOW UP, and begin working down the tasks. All students are encouraged to bring personal additional first aid supplies to supplement the first aid kit, in order to address personal needs, i.e. blisters, meds, allergies, etc.
   
   Remember, it is illegal for you to dispense prescription medication, or for people to share medication.

**Missing Person Protocol**

1. **Gather group and information.**
   - Spread calm
   - Ask and document responses to the following questions:
     - Did they complete a Personal Recreation/Travel Plan?
     - Where was missing person last seen?
     - When was missing person last seen?
     - What were they wearing?
     - Did they say anything to anyone about where they might be going?
     - Are there natural containment features that might dictate travel?
     - What equipment, clothing, food, or other supplies does missing person have?
     - How experienced is lost missing person?
     - What is the emotional state of missing person?

2. **Conduct a hasty search of the immediate area.**
   - Scan immediate area
   - Search high probability areas, i.e. trails, streams etc.
   - Ensure that one person stays in central area/camp
   - Search aggressively for 15 minutes
   - Yell out for lost person, but give enough quiet time to hear a response from them
• After 15 minutes of searching, regroup and compare findings

3. **Create a situational plan**
• Ensure that your plan does not jeopardize the safety of any other group members.
• How will you contact outside assistance?
• Delegate responsibilities to all group members and ensure that everyone is clear on what they are responsible for.
• ONLY SEARCH IN GROUPS of 2 or more.
• Ensure that one person stays at camp or home base in the event that missing person returns.
• Have a plan to reconvene at a specified time and place to compare findings.

Factors to consider that could affect your plan: location, time, weather, communication, number of people, information obtained through questioning (above).

4. **Make a plan to get help and call 911 & the USU CCESL staff!**
The office will respond and support this emergency until it is resolved. It is essential to keep in contact with the office staff at regularly scheduled interviews. Follow the direction of CCESL staff.

**Runners:** If you need to send runners for help, send 3 people.

Make sure they:
• Know where to go to call
• Know whom to call – do they have the phone numbers?
• Know the specific location of the group
• Know how long the individual has been lost
• Know where the Search and Rescue team can meet them to initiate search (FS/NPS road #s, directions, trailheads, etc.)
• Know how to stay in touch with the rest of the group
• Have adequate food, water and shelter

5. **Follow up**
• The CCESL staff will work with group members to follow up on the emergency.
Fatalities

1. **Secure the scene.**
   - Make sure everyone is safe.
2. **See if anyone else is injured.**
   - Treat any injuries to the scope of your first aid training.
3. **Move to a safe place.**
   - Get the crew to a safe location away from the area of the incident
4. **Spread calm.**
   - Address the emotional needs of the crew while you start making a plan. Stay calm, cool and collected. Keep crew away from the body.
5. **Secure the area.**
   - One leader will need to go back to the scene and flag out area.
   - Do not disturb the area or move the body in any way.
   - Cordon off the area with flagging tape and make sure no one enters the area.
   - Decide whether one leader should stay with the body. This is a very good idea if there is a chance the area will be disturbed or there are a lot of hikers nearby who might stumble upon the scene.
6. **Get to a phone or radio.**
   - Call local law enforcement (911) and follow their direction.
   - You need to call the CCESL main office staff immediately!
     Sean: (435) 770-6104 or Kate: (469) 571-4890
   - All communication with the public, including friends and family should be coordinated through the CCESL office staff. Please make sure members do not make any personal calls/texts about the event - all communication should take place through law enforcement and the main office. It will take some time for the office to respond and they need that time to get the word out appropriately.
   - Maintain Contact with office.
   - Ensure that the Office Staff has your number.
   - Do not let students speak with the media, a staff member will be appointed to be the media representative.
7. **Deal with the emotional needs of the group.**
   - Ensure that crew’s basic physical needs are met (food, water, shelter).
   - Different members will respond differently to the situation - try to accommodate all members’ needs.
   - Stay calm, CCESL staff will respond to help deal with all crew needs.

**Follow Up**

The following things need to happen after an emergency. Some of them will be taken care of by office staff, and some of them will need to be completed by you. Make sure you address each one of these steps when talking to your supervisor and make sure they are being covered.

1. **Get in touch with office staff:** staff will help you through the process, support your needs, give direction and handle all of the media relations and most other communications. Their job is to help you and your group of students through the process. They will need to stay in repeated contact with you; make sure they have a phone number where you can be reached, or set up a series of call backs. Call CCESL staff when you have agreed to, even if you have no updated information.

2. **Contact local law enforcement:** CCESL staff or the community partner will help you contact the appropriate law enforcement agencies. Make sure you coordinate a plan to meet law enforcement officials if necessary.

3. **Contact project sponsor/community partner:** If your group will be missing work, or if the incident somehow affects the community partner, CCESL staff will work with you to get in touch with them.

4. **Media:** If the media is involved in the emergency, CCESL staff will act as a media representative. **Never let members talk with the media during an accident or emergency!**

The CCESL Office will immediately contact USU Risk Management, and they will handle the media during a major incident. The office will send out press releases and keep the media
updated throughout the situation. Try to keep your time focused on your student group and not the media.

Under no circumstances should names of anyone in the group be released.

5. **Getting help sent your way:** CCESL staff will help you identify group needs and get help sent out to your location. Take time to figure out what your crew needs:

   - Is the vehicle still operational?
   - Has any gear been damaged?
   - Do you need any human resources for a search?
   - What do the members need?

6. **Critical incident stress debrief:** In the event of a major emergency, CCESL staff will make a plan for a Critical Incident Stress Debrief (CISD). This may happen at your location, or the group may need to travel. The important thing is that you remain calm and focus on the needs of your group until you can give over your charge to others who are on the way. CCESL staff will need a lot of information from you to determine what type of debrief might be needed.

7. **Close every loop:** If you have left messages with people throughout the incident, make sure to call them back with updates as to how the situation is going, and most importantly, make sure to leave a message that the situation is completed and under control when it is over. Anyone who has been notified of the emergency must also be notified that the emergency is over.

8. **Paperwork:** For every accident or incident, there is required paperwork...

   - Incident/Accident Reports – for every accident or near-miss
   - Worker’s Compensation Form for any work-related accident. This needs to be filled out completely and turned into the office within 24 hours of the incident.

• Return to Work Forms – for every injury that will prevent an individual from working/serving. These must be filled out by a physician or hospital official.
• A written report detailing the entire incident may be required for any accident or injury. As soon as you can, take time to jot notes down about the time, place, people, and response to the incident so that you can write a thorough report if needed.
• Get this paperwork completed and turned in as soon as possible.

Paperwork required for work-related injuries

2. Contact: Kristie Larsen
USU Human Resources office
9510 Old Main Hill
Logan, UT 84322-9510
Phone: (435) 797-1805
Emergency Contact Information

CCESL Main Office
Diane Anderson, Office Manager
(435) (435) 797-9681 (office)

Sean Damitz, CCESL Director
(435) 797-0964 (office)
(435) 770-6104 (cell)

Kate Stephens, CCESL Asst. Director
Service-Learning/SSO Director
(435) 797-8135 (office)
(469) 571-4890 (cell)

Nelda Ault, Community Service Coordinator
(435) 797-1740 (office)
(435) 881-8313 (cell)

USU Motor Pool/Vehicle Repair
(435) 797-3145