

Digital Training



RECREATION  
LAW GROUP

## CRITICAL INCIDENT RESPONSE

For outdoor recreation  
businesses and  
organizations

### OVERVIEW

**Is your outdoor business or organization prepared to respond to a critical incident such as serious injury or death?**

Recreation Law Group's Critical Incident Response training instructs students in a framework that informs competent critical incident response.

### INSTRUCTORS & CURRICULUM DEVELOPMENT



**Leah Corrigan**  
Recreation Law Group  
Managing Attorney



**Sarah Carpenter**  
Recreation Law Group  
Risk Management Consultant

**Skip King**  
Reputation Strategies, LLC

**Steve Smith**  
Experiential Consulting, LLC

**Dave Richards**  
Alta Ski Area Mountain Rescue

### LEARNING OUTCOMES

**Upon completion, students:**

- Understand the importance of training for critical incident response, including the legal framework.
- Connect professionalism, risk management, and incident response; and understand their duty of care to participants and the business or organization.
- Learn how to inform and warn participants of the risks involved in an activity.
- Understand the practice of implementing a critical incident response system including incident documentation and investigation.
- Are prepared to offer an emotionally competent response to an incident, including understanding their own long-term stress response as providers.
- Practice crisis communications including conversations with a victim and the victim's loved ones.

## *Critical Incident Response Digital Training*



# RECREATION LAW GROUP

## The Digital Training Advantage

### Quality Instruction on Your Schedule

The Recreation Law Group Critical Incident Response Digital Training is distributed via the online Learning Management System LearnDash. Following a simple online login, students are instructed in course content via brief, engaging presentations and videos, then quizzed on their mastery of the material.

#### **Advantages for Owners / Managers**

You have limited time to train your seasonal workforce. The digital training format eases scheduling issues so you can prioritize in-person hours for high-impact training such as scenarios and technical skill building. Our Recreation Law Group team helps students work through their questions or technical issues so you can focus your attention where it's most needed: preparing for the season ahead.

#### **Advantages for Seasonal Staff and Office Staff**

Seasonal staff and office staff use the digital training platform to learn at their own pace, on their own schedule. Content questions are answered directly by our team of attorneys, risk managers, and outdoor educators and technical troubleshooting is only an e-mail or call away. The platform also includes a mobile responsive platform for staff learning on the go..

### *Sample Training Agenda*

**April 15:** Introduction, digital training link, and login instructions e-mailed to seasonal staff by owner/manager. *Digital training takes approximately 5-6 hours to complete, including quizzes and reflection questions.*

**May 15:** Outfitter sends deadline reminder to students. RLG sends student progress report to owner/manager.

**May 20:** Deadline for digital course completion.

**May 22, 9:00 AM - 12:00 PM:** Team (owners / managers, seasonal staff, office staff) completes an in-person, critical incident response scenario and debrief.

# Critical Incident Response Digital Training



## RECREATION LAW GROUP

### Learning Sections

#### 1 - Introduction: What Is Critical Incident Response?

<p><b>2 - Why Train for Critical Incident Response?</b></p> <p><i>A lawyer and a risk manager's perspective.</i></p> <p>Instructors: Leah Corrigan and Steve Smith</p>	<p><b>3 - Professionalism and Risk Management</b></p> <p><i>Understand your role as an outdoor leader and the interplay between professionalism and risk.</i></p> <p>Instructor: Sarah Carpenter</p>	<p><b>4 - Legal Framework of Incident Response</b></p> <p><i>Learn key legal concepts that inform critical incident response in the outdoors.</i></p> <p>Instructor: Leah Corrigan</p>
<p><b>5 - Informing and Warning Participants</b></p> <p><i>Explore best practices for ensuring participants understand inherent risk and the activity.</i></p> <p>Instructor: Sarah Carpenter</p>	<p><b>6 - Critical Incident Response Structure</b></p> <p><i>Including plan overview and in-office vs. on-scene responses.</i></p> <p>Instructor: Sarah Carpenter</p>	<p><b>7 - Documentation and Investigation</b></p> <p><i>Learn what details and items should be captured following an incident.</i></p> <p>Instructor: Dave Richards</p>
<p><b>8 - Crisis Communications 101</b></p> <p><i>Learn about common public relations mistakes during and following an incident.</i></p> <p>Instructor: Skip King</p>	<p><b>9 - Emotional Competence and Stress Response</b></p> <p><i>Develop skills to respond with compassion during and following an incident. Understand stress response on responders and how to mitigate.</i></p> <p>Instructors: Leah Corrigan and Dave Richards</p>	<p><b>10 - Next Steps for Managers and Owners</b></p> <p><i>Advice for how to integrate training with on-the-ground operations. Prepare to train your team using a critical incident scenario.</i></p> <p>Instructor: Leah Corrigan</p>

#### 11 - Conclusion: Critical Incident Response and your Career as an Outdoor Professional