

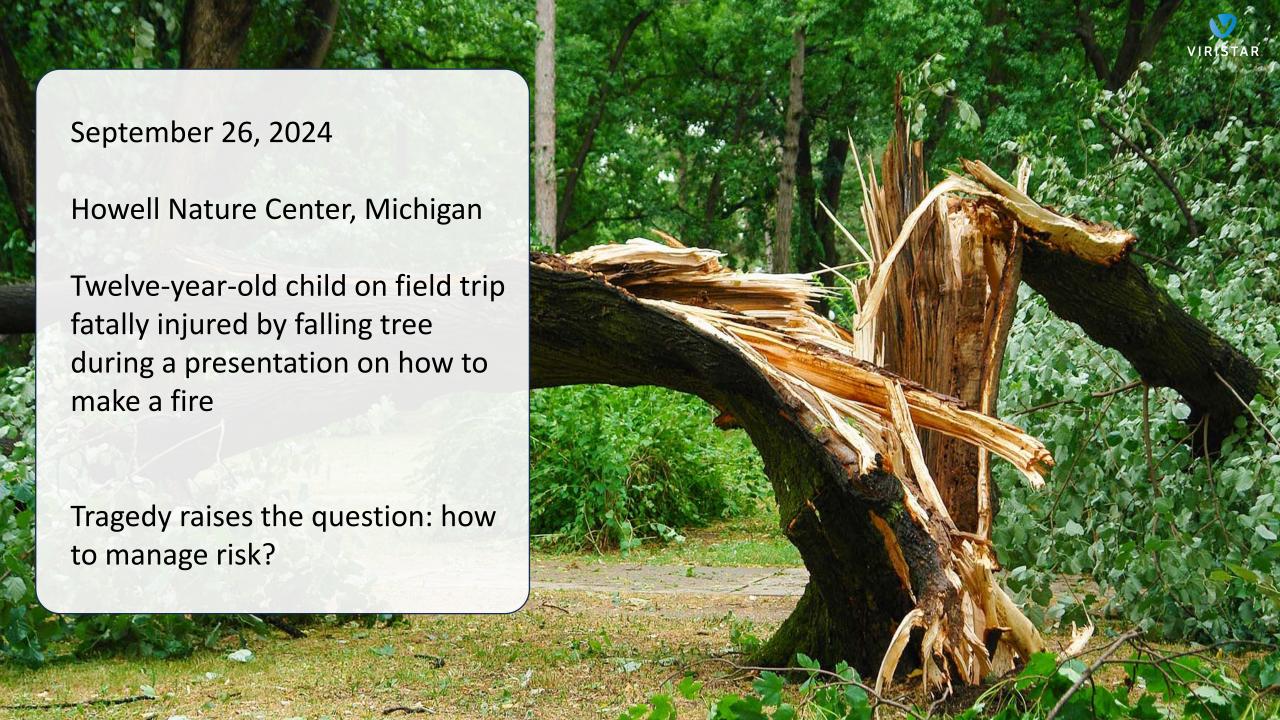
Risk Management for Nature Centers



ANCA CONNECTS • November 20, 2025

Jeff Baierlein, Director, Viristar





Outline

- Basic Concepts
- Incident Prevention Models
- Risk Domains model
 - Risk Domains
 - Risk Management Instruments
- Safety by Design
- Standards
- Laws
- Additional Resources



Core Points

- 1. Nature center risks are generally low
- 2. Take advantage of safety science and models to understand incident causation & reduce risk
- 3. Attend to safety standards, laws, and industry good practice

Q&A

This presentation available at viristar.com/post/nature-center-safety

Presenter: Jeff Baierlein



- Director, outdoor consultancy Viristar
- Starting in 1987, led env. ed. activities at Aullwood Audubon Center, Glen Helen Outdoor Education Center, Mass Audubon Wildwood Nature Camp, Audubon Ecology Camp in Maine
- Served as Director of Education Services at NatureBridge-Olympic, Executive Director of the Boojum Institute for Experiential Education, Executive Director of Chesapeake Bay Outward Bound School
- Currently outdoor safety consultant & trainer, expert witness



Basic Concepts

Risk: the possibility of undesirable loss

Risk Management: the process of reducing risk so far as is reasonably practicable

Four ways to manage risk:

Ŵ	Eliminate	Avoid certain activities, locations, conditions	No whitewater paddling
	Reduce	Institute sound safety practices	Remove hazard trees
Θ	Transfer	Pass risk to insurers, contractors, participants	Liability waivers
	Accept	Acknowledge some risk as unavoidable	Inherent risk



Models of Incident Causation and Prevention

Contemporary models based on complex socio-technical systems theory

- Not possible to identify all risks and their probability & outcome severity
- Risk environment is always changing
- Failure of one or more elements of safety system is inevitable—but how & when unclear
- Use 'resilience engineering' practices, including redundancy & extra capacity
- Models include AcciMap, Risk Domains model, among others



AcciMap

- Originally developed for nuclear power industry
- Now used across industries globally
- For optimal safety outcomes, act at all levels of the system

Government Passes laws

Regulators, Associations *Create regulations*

Company Sets policies

Management Makes operating plans

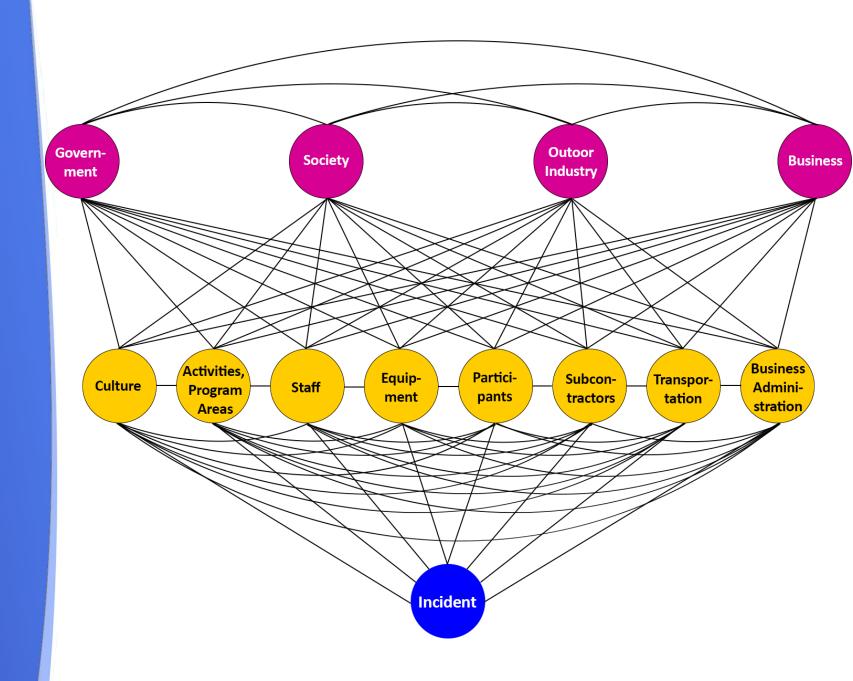
Staff *Performs work actions*

Work May involve hazardous processes



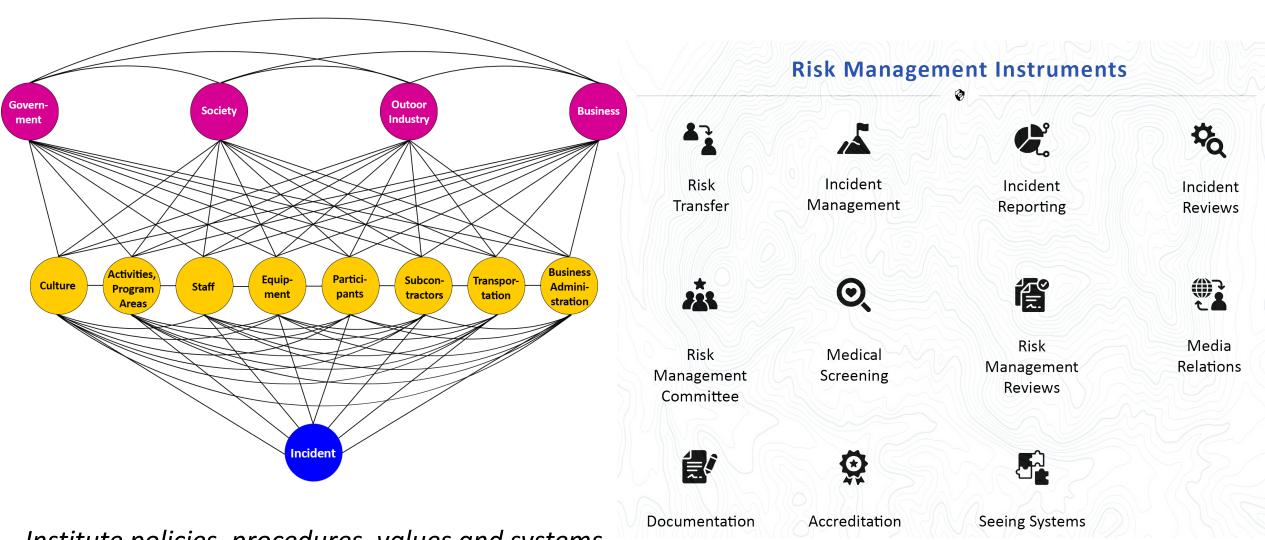
Risk Domains Model

- Systems-informed model
- Developed for outdoor sector
- Direct risk domains (yellow)
- Indirect risk domains (fuchsia)



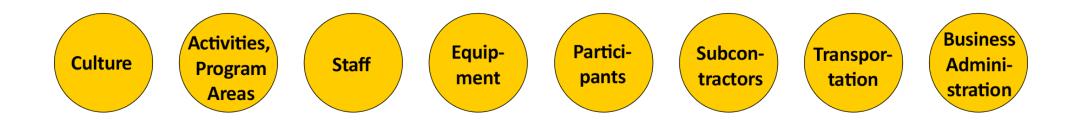


Risk Domains Model



Institute policies, procedures, values and systems to reduce risks so far as is reasonably practicable





Safety Culture

The **values** and **beliefs** that drive safety **behavior**



Actions--like leaves and stems, visible

Values and beliefs--like soil and roots, invisible

Issues may include:

- Financial pressures
- Pressure to please customers
- Check-box safety vs. proactive vigilance
- Absence of 'Just Culture'



Activities & Program Areas

Before:

- Select areas with lowest risk that meet objectives
- Risk assessments when new conditions
- Establish standard operating procedures (SOPs)

During:

• Dynamic risk management

After:

Review & follow-up



Activities & Program Areas

Program area-related incidents:

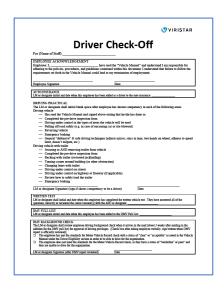
- July 10, 1996, massive rockslide in Yosemite National Park damaged Happy Isles Nature Center and killed 20-year-old nearby hiker
- 2018, Santa Monica Mountains Institute closes following Woolsey Fire damage
- October 2025, Wild Bear Nature Center destroyed in fire



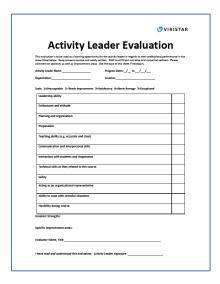


Staff

- Competent & qualified staff
- Certification (e.g. activity-specific; first aid)
- Verifiable training
- Supervision & evaluation









Equipment

- Manage to OEM, industry standards:
 - Selection
 - Purchase
 - Use
 - Maintenance
 - Repair
 - Inspection
 - Location and storage
 - Retirement
- Inventory control
- Documentation
- Inspection of third-party items
- Staff, participant training



















Equipment

- Ijams Nature Center, Tennessee
- July 29, 2015
- 18-year-old dies after falling on nature center's challenge course, and becoming entangled in safety lanyards
- Review found contributing factor to death could have been "incompatibilities in the equipment"





Participants

Pre-program

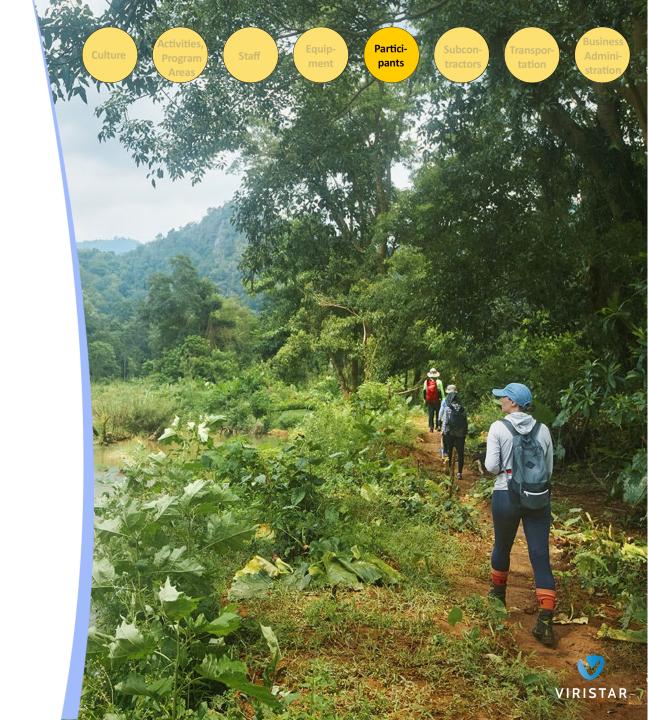
- 1. Selection
- 2. Medical screening
- 3. Risk transfer:
 - Acknowledgement & assumption of risk
 - Release of liability
 - Indemnification

During program

- 1. Education
- 2. Supervision

After Program

- 1. Evaluation
- 2. Follow-up



Participants

Pre-program

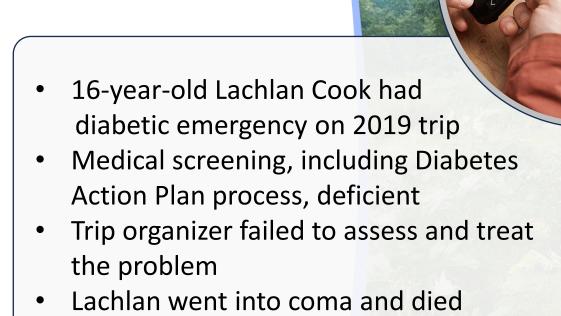
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During program

- 1. Education
- 2. Supervision

After Program

- 1. Evaluation
- 2. Follow-up



Inquest found the death was preventable

Providers (Contractors)

Assess provider prior, during & after hire



Provider Questionnaire

Please provide responses to the items below. All information will be held in strict confidence.

- Permits & Certificates. Please provide copies of any authorizations (including permits and licenses), accreditations, and certifications relevant to the activities and areas under consideration
- Prior Experience. Please describe the organization's level of experience with the activity and activity
 area (measured, for example, by length of time)
- Safety Record. Please provide a summary of your safety record for last 10 years, including incidents, insurance claims and legal actions
- 4. **Safety Reviews.** Please provide a summary of findings of any safety reviews of the organization in the last 10 years
- 5. **Emergency Plan.** Please provide a copy of the organization's emergency plan
- Equipment Standards. Please describe your standards for equipment use, care, and management
 (including selection, inspection, maintenance, repair, storage, and retirement) for the equipment that will be used
 with the activities under consideration. Please list all safety and emergency response equipment provided.
- Staff Qualifications. Please describe the qualifications for staff, including required experience, skills, training, certifications (medical, technical outdoor skills, licenses, or other) and background check results
- Transportation. If you will be providing transportation: please provide your transportation safety
 policies, including vehicles (including management standards in item number five above), licensing, operator testing
 and training, motor vehicle record checks, vehicle operating procedures
- 9. **Sub-Providers.** Please list all sub-providers (sub-subcontractors) that you may use, and the above information for each one
- Liability Insurance. Please provide a copy of your current certificate liability insurance to USD \$1,000,000
- 11. Facilities Inspections. For facilities and structures: please provide a copy of safety inspections from the last three years. We may conduct our own on-site inspection.



Transportation

- 1. Operator eligibility: testing, record check
- **2. Training:** vehicle operations, emergencies
- **3. Procedures:** impaired driving, breakdowns, rest, collisions, loading, trailers, diminished conditions, etc.
- 4. Occupants: safety rules
- **5.** Administrators: repair, insurance, documentation





Business Administration

Immediate risks

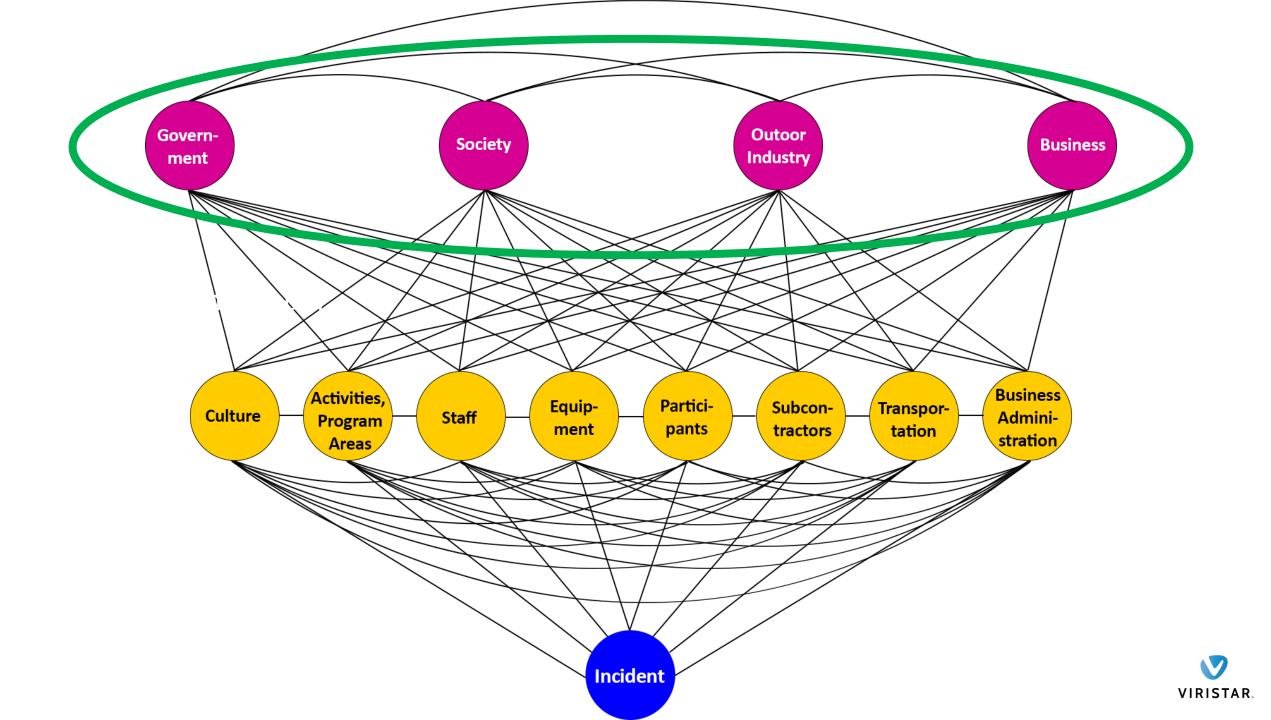
- Workplace health and safety
- Truthful marketing
- Physical facilities
- Human resources
- Data protection
- Finance
- Legal

Strategic risks

- Geopolitics
- Climate change

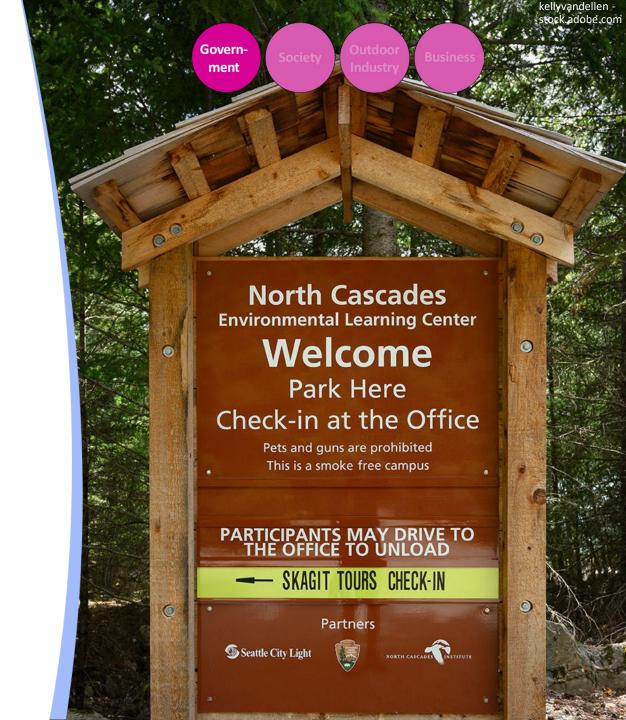






Government

- Safety law and regulation
- Licensure, e.g. nature-based preschool
- Funding, e.g. nature-based preschool, outdoor school
- Public land use, permitting, access; public-private partnership





Society, Business

Society valuing safety, well-being



Corporate citizenship; supporting government oversight





Industry

Industry associations

Standards





Activity leader certification

Organization accreditation

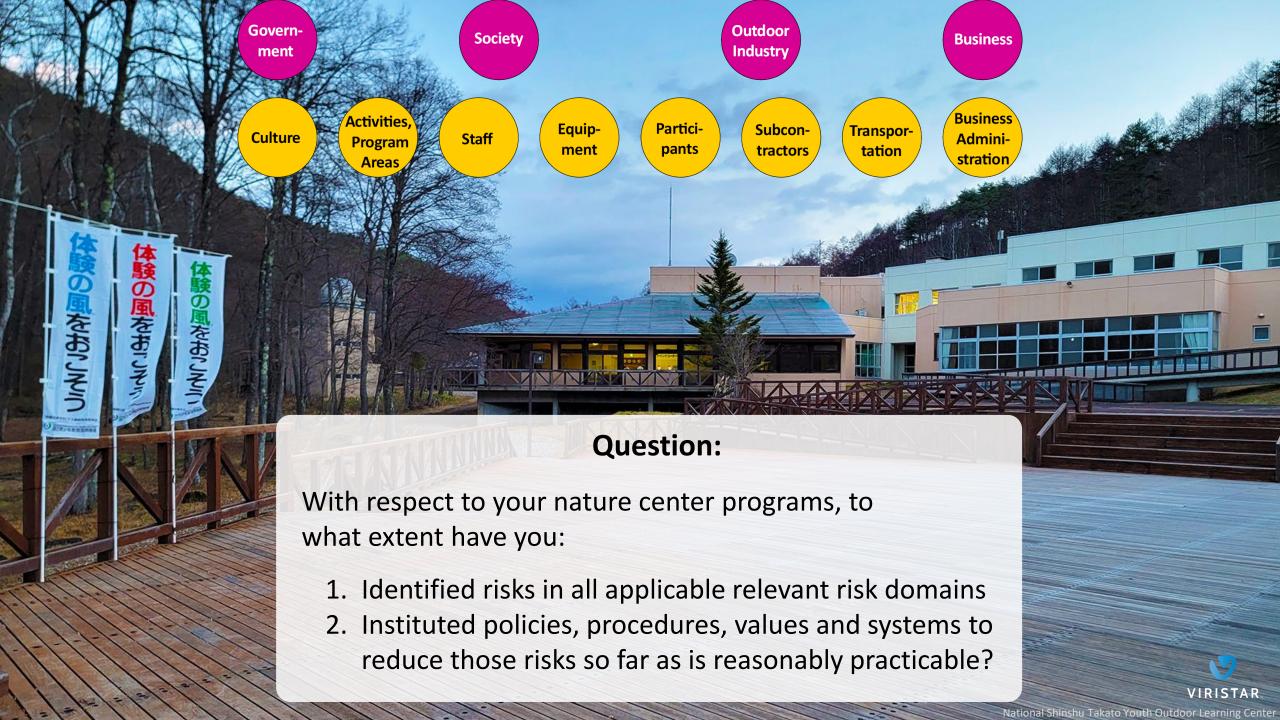












Risk Management Instruments



Risk Transfer



Incident Management



Incident Reporting



Incident Reviews



Risk Management Committee



Medical Screening



Risk Management Reviews



Media Relations



Documentation



Accreditation



Seeing Systems





Risk Transfer

Risk may be transferred to:

- Insurance company
 - Liability, property, inland marine, D&O, etc.
- Group
 - Release of liability
 - Indemnification
- Participants
 - Acknowledgement & assumption of risk
 - Release of liability
 - Indemnification
- Third-party provider (via contract)
 - Certificate of insurance, additional insured
 - Indemnification



Consult a qualified attorney and an insurance broker for guidance

Incident Management

Emergency Response Plan

- Written and practiced
- Initial field response
- Administrative response
- Includes long-term follow-up
- Regularly reviewed, updated, & approved



EMERGENCY RESPONSE PLAN

Revised October 15, 2025 Safety Committee Approval November 20, 2025





Incident Reporting

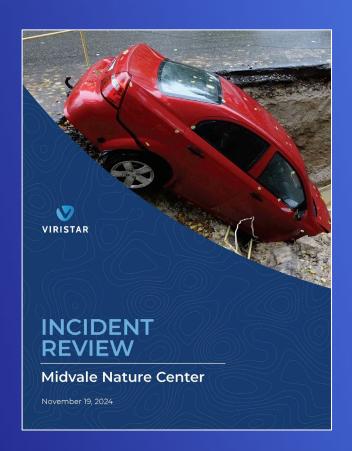
- Document incident & near-miss details
- Analyze individually and in the aggregate
- Implement changes based on analysis
- Culturally support incident reporting

	npletely. Complete be	oth sides. \	Write legibly in blu		ditional sheets f			,,
Subject Full Name: _			oloyee 🛮 Guest 🛭	Other (specify) Age:			Age:	
Gender Identity: 🗖	Male 🗆 Female 🗅 C	ther; plea	se specify:	Guest home a	ddress:			
Guest email address	N	ame of guest ship	/hotel:	Guest room/cabin number:				
Activity/Tour:		De	epartment:	Tou	r Guide Name:			
Incident Date:	Time:	a.m. /	p.m. Geographic	cal Location of Inc	ident:			
Type of Incident: (check all that apply)	☐ Injury ☐ Near Miss	☐ Illne:		☐ Motivational,☐ Missing Perso		☐ Prop	erty Dan lity	nage
Type of Injury or Pro Superficial wound Crush		☐ Spine	cable) I Not app e/nervous system nd, open f property damage	☐ Heat-related☐ Head trauma		ernal nputation		culoskeletal er
☐ Upper Arm ☐	Shoulder	st nd/finger	Upper Back Eye Lower Back	☐ Chest	☐ Foot/toe ☐ Pelvis ☐ Other:	☐ Face		☐ Knee ☐ Forearm
☐ Abdominal/GI ☐ Allergic reaction, local/mild ☐ Anaphylaxis ☐ Drowning ☐ Food-related illness ☐ Skin infection ☐ Eye infection		□ Lo. □ Car □ Alt □ Hy	per respiratory ille wer respiratory ille diovascular itude-related ponatremia pothermia (core te at illness (core tem	ness mp if known°C	Fever Urinary tract infection Heat cramps Heat extraction Heat trackston Heat stroke Other Oth			
Environmental Cond	litions at Time of Inc	dent:						
	°C Precipitation		☐ Rain ☐ Oth	ner:		Wind	d Speed:	kph
Visibility:	☐ Limited to	☐ meter	s or □ km Wa	ve height (if appli	cable):			
Surface & Conditions			_	_			_	
☐ On/under water ☐ Grass	☐ On land ☐ Sand		☐ Even ☐ Dirt	☐ Uneven ☐ Rock	□ Slo		☐ Wet	
							,	
Program Activity at Bus transport	Time of Incident:		☐ Parasaili		□ SUP			orkshop/class
☐ Car transport	☐ Flamingo:		☐ Retail		☐ Glass-sided b	nat		ner:
☐ Catamaran	☐ Hiking		☐ SeaTREK		☐ Swimming			
☐ Community	☐ Jeep		□ Snorkeling		☐ Team-building			
service	☐ Jetski		□ SNUBA		□ UTV	-		
De Palm Island	□ Kayaking		Splash page		Van transpor	t		
■ Deep-sea fishing	■ Meal time	e/eating	■ Submari	ne	■ Water park			
a peep-sea listing								



Incident Reviews

- For major incidents
- To help prevent future serious incidents
- Internal and/or external reviewers
- Develop & act on recommendations





Risk Management Committee

- Includes members external to the organization
- Provides unbiased, candid viewpoints
- Proactive and reactive safety roles
- Broader scope than technical advisor



SAFETY REPORT FALL 2025

A. Palmata, Executive Director M. Sylvestra, Chair of Risk Management Committee



Medical Screening

- Evaluate participants, staff for medical suitability
- Health history forms, follow-up forms, screening manual, trained screener
- Provide details to managers, leaders: meds, allergies, conditions, etc.
- Full or conditional acceptance, medical rejection

HEART DISEASE									
Related information to look for on Participant Medical Record pertaining to this condition									
Participant Medical Record – 6 Page; 4 Page; 2 Page Youth and Adult Physician's Section Only									
IDENTIFICATION	HISTORY	LIFESTYLE	PHYSICIAN FEEDBACK						
History/current status: heart	Surgery/procedures:	Smoker	Assessment—						
attack, angina. Related	angioplasty, stent placement,	Height/Weight	Referral—						
symptom(s): chest pain,	CABG Current medication(s)	Activity Level	Restriction(s)—						
abnormal cardiac rhythm	Hx, hospitalization/ER Tx	_							
A COURT ANCE CRITERIA.									

ACCEPTANCE CRITERIA: MANDATORY ACTION:

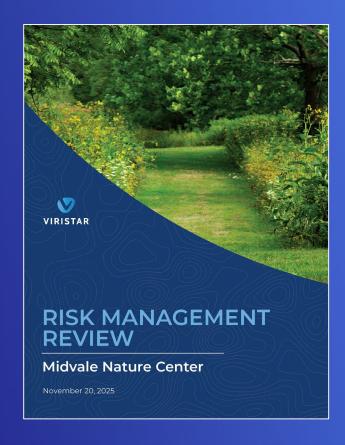
RED FLAGS:

- History of or continued chest pain/pressure, shortness of breath, heart palpitations, sweat or exertional dizziness or faint spells
- History of procedure (CABG, angioplasty, stent)
- History of a myocardial infarction (MI)
- History of risk factors
- Recent medication change Use of anti-coagulants (e.g. warfarin)



Risk Management Review

- Proactive safety audit, held periodically
- Internal or external auditors
 - Organizational Assessment, AAM Museum Assessment Program
 - Outdoor safety specialist





Media Relations

- For newsworthy incidents (fatality, etc.)
- Manage story for fair, accurate reporting
- Plan messaging points in advance
- Aim for a short story
- Avoid falling for interview traps

Sample Pre-Established Message Points

- 1. Our primary concern is for our participants.
- 2. Our Situation Response Plan worked as designed, and participants received medical care.
- 3. We are working with the authorities to determine the facts and cause.



Documentation

- Helps people know what should be done
- Provides evidence of what has been done
- E.g. SOPs, plans, SOAP notes, incident reports
- May be scrutinized by adversaries if incident



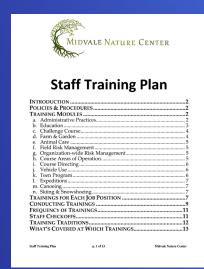
Policies and Procedures

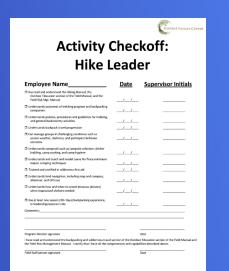
for

Field Leaders

HANDBOOK

Revised November 20, 2025







Accreditation

- Formal recognition of standards conformance
- By impartial, qualified independent body
- More effective than self-regulation
- Can boost safety, quality, reputation

Examples:

- American Alliance of Museums
- Association of Zoos & Aquariums
- American Camp Association; other camp associations
- NAEYC Early Learning Program
- ACCT International (challenge course, zipline)
- National Recreation & Park Association CAPRA
- Viristar Adventure Safety Accreditation
- Academic accreditation (formal education programs)











Seeing Systems

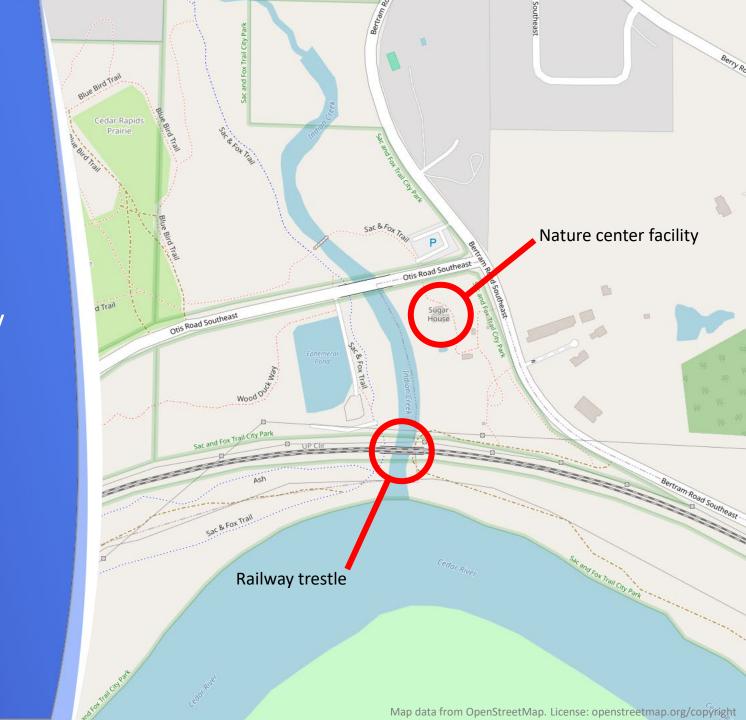
- Major incidents arise from multiple risk factors, which combine in unpredictable ways
- Treating each risk in isolation ineffective
- Build multi-layered, resilient systems with redundancy, extra capacity





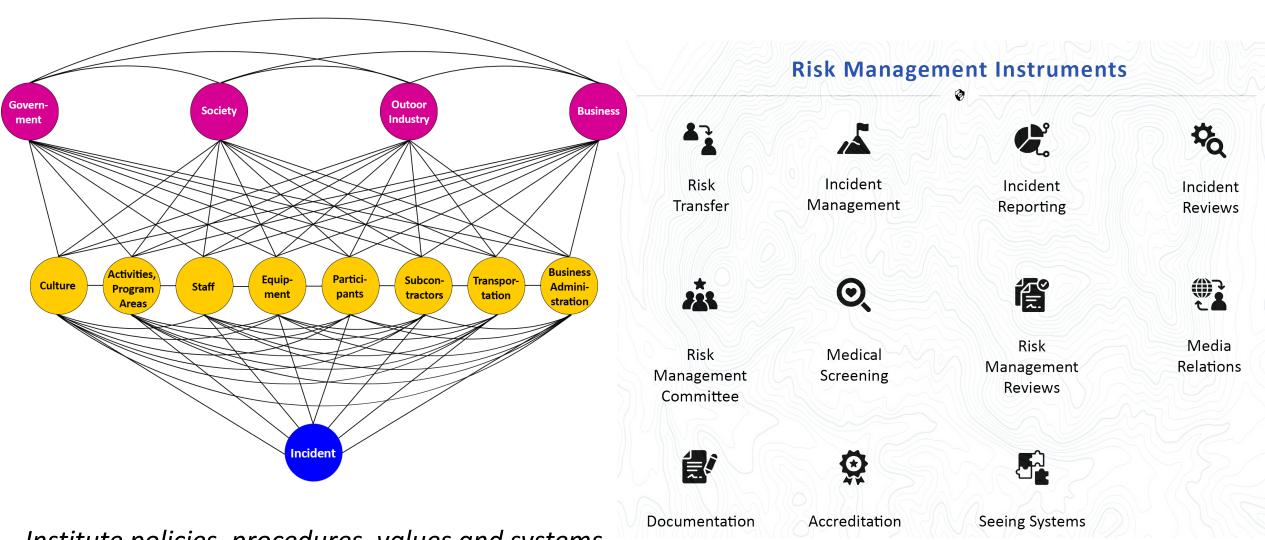
Seeing Systems

- Indian Creek Nature Center, Iowa, 2002
- Child with a rental group wanders outside off nature center property
- Fatally hit by train
- Nature center was sued
- Tragedy highlights complexity, unpredictability of incident causation





Risk Domains Model



Institute policies, procedures, values and systems to reduce risks so far as is reasonably practicable

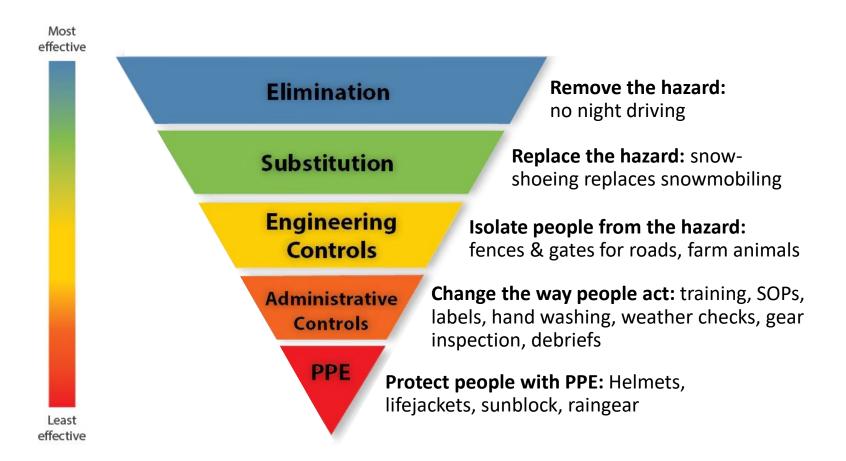


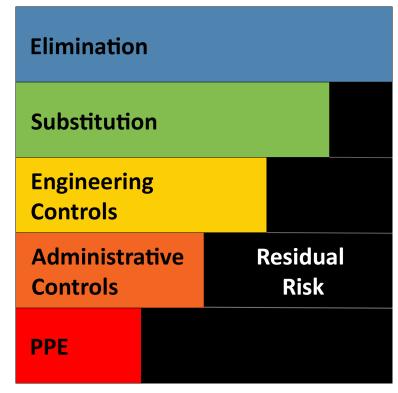
Outline

- Basic Concepts
- Incident Prevention Models
- Risk Domains model
 - Risk Domains
 - Risk Management Instruments
- Safety by Design
- Standards
- Laws
- Additional Resources



Safety by Design: Hierarchy of Controls





More effective measures don't require human action or judgment



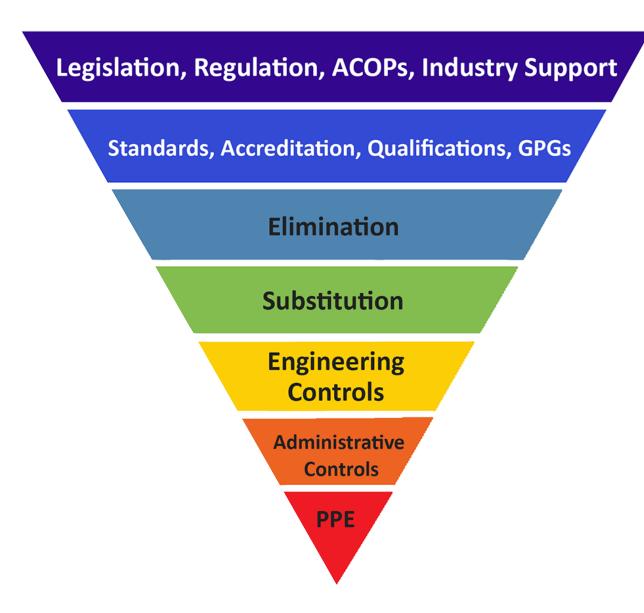
Systems-Informed Hierarchy of Controls

Government

Industry Bodies

(associations & federations, governing/peak bodies, training centers)

Operators





Standards

Scope

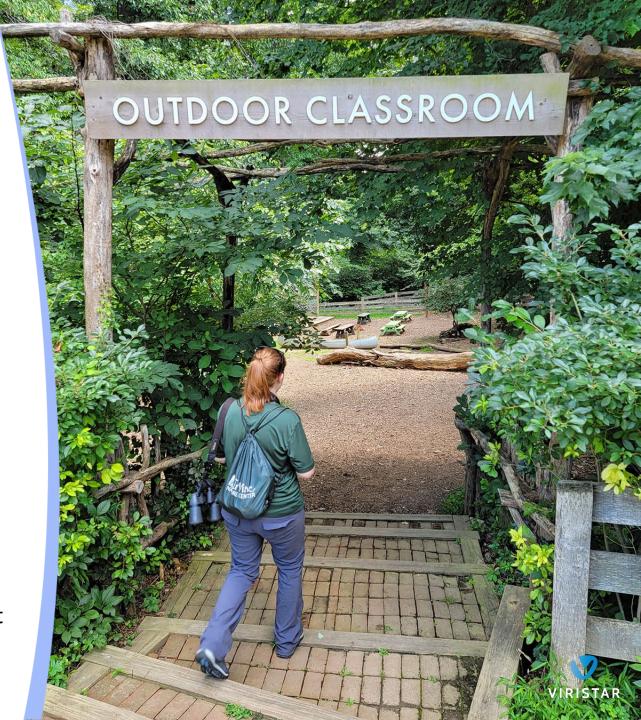
- Can provide valuable guidance regarding good safety practice
- Typically conformance is voluntary
- Safety standards may be combined with program, operations standards

Application

- Used alongside any regulatory & licensing requirements
- Self-assessment or third-party conformance assessment
- Centers may be held to written or unwritten standards

Limits

- Standards vary in rigor, depth, other characteristics
- Not all standards are applicable to all nature centers
- Conformance does not guarantee safety or eliminate liability
- Conformance takes ongoing investment and commitment



Standards

Examples:

- NAAEE Environmental Educator Knowledge and Skills: Guidelines for Excellence
- NAEYC Early Learning Program Quality
 Assessment and Accreditation: Assessment Items
- ACCT Challenge Courses & Canopy/Zip Line Tours Standards
- Viristar Adventure Safety Accreditation Standards
- AZA Accreditation Standards
- AAM Core Standards for Museums: Facilities & Risk Management
- NRPA CAPRA National Accreditation Standards
- Natural Start Alliance Nature-Based Preschool Professional Practices
- Am. Camp Association Accreditation Standards
- ISO, NFPA, ASTM subject-specific standards



Laws

(USA-focused)

Law

- General OH&S law
- Topic-specific law (e.g. employment, civil rights, privacy, confidentiality, liability release/waiver, etc.)
- Negligence (duty of care, breach of duty, damages, causation)

Regulatory context

- Permits (e.g. public land use, conditional use)
- Licenses (e.g. camp, amusement rides/devices, outdoor nature-based child care/education ("forest school," "nature preschool," "forest kindergarten"))
- Zoning, building codes
- Activity-specific (e.g. USCG maritime regulations, food/beverage)
- Some countries have adventure safety regulations

Approved Code of Practice

 Outdoor Adventure Education Code of Practice, Singapore



Laws

- Law varies widely by jurisdiction
- Rule of law uneven globally
- Generally, law represents the minimum, not industry good practice
- Laws are ever-changing
- Relevant associations may have guidance
- Maintain evidence of compliance
- Consult a qualified attorney



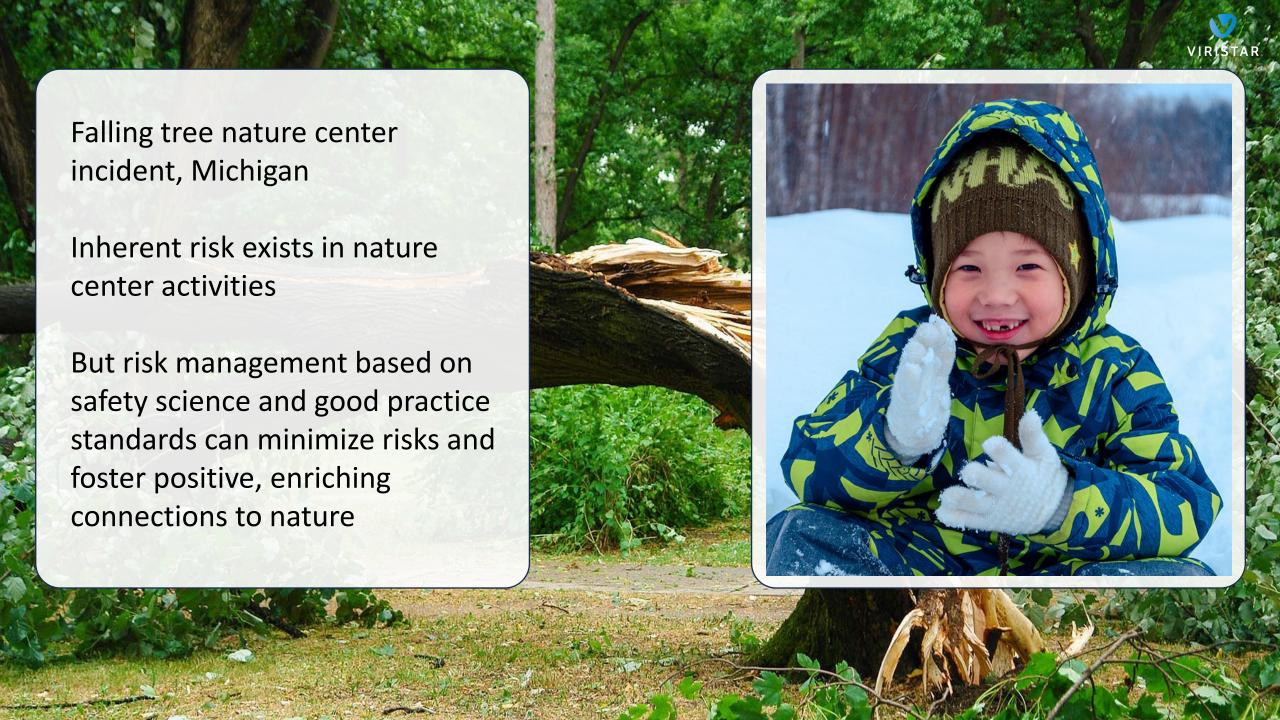


Conclusion

- Nature center risks are generally low
- Apply results of safety science research
- Use suitable theoretical model of incident prevention
- Meet legal requirements
- Consider industry good practice standards







Additional Resources

Links to this slide presentation and other resources:

viristar.com/post/nature-center-safety









Risk Management for Nature Centers



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Jeff Baierlein, Director, Viristar

