



Chapter 11- Commuter Crew: Risk Management

RISK ASSESSMENT AND MANAGEMENT

Without a doubt, your number one priority in the management of your Commuter Crew Program is the safety and well being of all Members of the group. While safety must be the concern of participants and Crew Leaders alike, you are ultimately responsible for making sure that safe working and living conditions prevail throughout your program. SCA has an excellent safety record, primarily because of the alertness and care of our Crew Leaders. Recognizing unsafe conditions and anticipating potential trouble are skills that you must hone and use with conscious effort and commitment. Managing difficulties that do occur requires knowing the capabilities and limitations of both Leaders and Members. The remote location of some SCA Crews magnifies the seriousness of any accident.

The best way of managing accidents, illness or incidents in the field is to prevent them from happening in the first place. You can do much to avoid dangerous situations and prevent accidents by developing a strong safety mindedness yourself and instilling good habits in your Crew. Safety is one of the fundamental values of SCA and all of us should be working to develop a culture where it is fostered. We should also be instilling the principle that everyone should be proactive in identifying hazards and, assessing and mitigating risks. Anticipating potentially hazardous situations and discussing them with your Crew will help prevent accidents and begin to prepare everyone to calmly manage emergencies if they do happen.

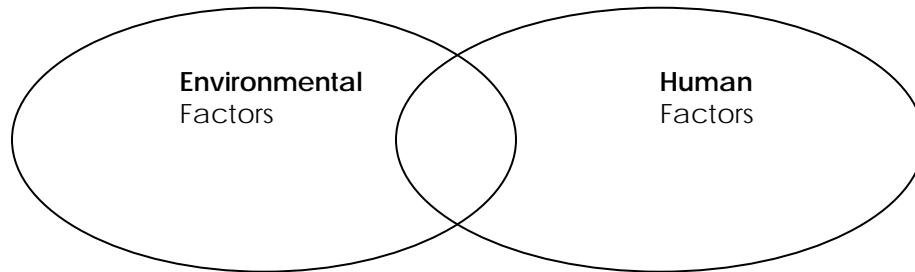
Anticipate and Prevent Accidents

By thinking through the consequences of circumstances and situations, you can train yourself to recognize potentially harmful situations, and thus avoid them. Every Crew Leader should go through the mental exercise of working out in advance the different kinds of accidents and mishaps that might occur during your program and what you would do in each instance. Discuss these scenarios and solutions with your co-leader and agree in advance upon a risk management program and how you will respond to emergencies. Integrate *Take-5 for Safety* in your activities to involve your group in decisions about their safety. For this exercise focus on:

- Developing your ability to anticipate events.
- Identifying and eliminating the causes of accidents.
- Determining what you would do if you or your co-leader (or both of you) were hurt.
- Developing a safety plan to share with your participants that details what steps they should take if you are hurt. This is especially important if you are a solo Crew Leader.
- Researching and completing an emergency response plan.
- Familiarizing yourself with the medical history, general health, and stamina of each participant early in the program. Make note of participants who suffer from allergies.

The Accident Dynamic

Over the years, SCA has used on an approach to teach risk assessment skills that was developed by Alan Hale of the National Safety Network. In analyzing accidents, Hale determined that two different dynamics -- Environmental Factors and Human Factors -- intersect to create an area of potential for accidents. He has identified the zone where these two factors intersect as the area for Accident Potential, as the following illustration shows:



Human and Environmental Factors

Human factors consist of all the aspects of human behavior we bring to this environment when we venture out into it. The factors are too numerous to list completely, but they include stress, fatigue, health, preconceptions, ego, overconfidence, motivation, expectations, and lack of experience, leadership ability and decision-making ability. Environmental factors consist of all the aspects of the environment with which we have become familiar. The factors include temperature, lightning, animals, plants, rock, elevation, fire, water, visibility, wind and many more.

Since it's both our intent and desire to operate in various hazardous environments, and since risks are inherent to those environments, we cannot completely avoid risk. But what we can do is to develop our ability to predict and recognize where risk occurs, so that we can manage it to the best of our ability. Where the circles come together as indicated above is where we must put our energy and attention as Crew Leaders to prevent incidents, accidents, injuries and illnesses.

Minimizing Accident Potential

It is also not possible to separate the circles completely, of course, unless we remove the humans from the environment. Here are some critical tools you can use to manage the people in your Crew and mitigate the risks associated with your work:

- **Rules.** SCA's policies are articulated throughout this handbook, representing a full spectrum of institutional experience. You are expected to enforce these policies, and it is important that both you and your Crew understand the reasoning behind them, and their non-negotiable nature.
- **Communication.** You cannot be an effective leader unless you can communicate with your Crew, co-leader and others involved in your program. This doesn't mean just the ability to articulate a specific statement or point, but also the observation skills necessary to perceive how or if your message has been received and understood. And, you must also model the behavior you are expecting of others.
- **Managing Unsafe Acts.** The mechanism that most often causes the collision between human and environmental factors resulting in an accident is the "unsafe act". These mechanisms include inappropriate role modeling, errors

in planning, inadequate supervision, poor position or technique, or plain systems failure. Most of these examples are things that remain in our sphere of influence to control.

- **Proactive Planned Response.** Having a plan to rely on when accidents occur, despite the best intentions or skills.

Use this method of presentation for briefing your Crew on safety issues. Empower students to analyze the human and environmental factors at work in any given situation, and enlist their aid in determining the method to keep the accident potential zone as reasonably small as possible.

FIRST AID CERTIFICATION

Another important step in managing risk on any SCA program is to make sure you have the skills and experience necessary to contain a situation involving an accident or illness from becoming a larger situation. Holding current first aid certification is a requirement for running an SCA program. Crew Leaders assigned to SCA Commuting programs are minimally required to have American Red Cross Standard First Aid. All Crew Leaders must also have current certification in CPR, with appropriate copies of certification on file.

In order to be eligible for hire, all first aid certification must be current for the period of employment, *and* on record with SCA. Providing a photocopy of your certification (front and back) is a required element of the hiring process.

First Aid Kits

If you need to employ your first aid training, the tool you will undoubtedly turn to first is the first aid kit that SCA provides for each Crew. The first aid kit contains the materials necessary to treat common medical problems in the field and to stabilize serious injuries until evacuation. Because time is often a critical element in the treatment of any patient, it is very important that you thoroughly familiarize yourself with the kit in advance of going into the field.

This kit should essentially go everywhere with you. Your kit must go to the work-site every day and generally remain with the Crew wherever you go. The first aid kit is packed into a fanny pack that can be worn by you or a Crew Member or attached to the outside of a pack. Wherever it may be, the kit should be accessible at all times.

In addition to the medical contents, the first aid kit is also the best place to store some critical paperwork you may need to access in the management of a medical emergency. This important paperwork includes:

- Participant/Crew Leader medical history forms
- Medical Response Waivers / SCA Emergency Contact Sheets
- Emergency Response Plan
- Incident report forms and functioning pens

Although the Crew should also become familiar with the first aid kit, you should not allow Crew Members ready access to the kit for routine maintenance of minor illnesses or injuries. First, it is important that the Crew Leaders are monitoring seemingly simple medical situations to assure that these situations do not escalate. And second, the first

aid kit could easily get disorganized and generally out of order enough to impact your ability to provide first aid response quickly in some circumstances.

SCA encourages you to have your participants bring their own personal comfort kits including items like sunscreen, lotions, chapstick, etc. (personal medications such as epi-pens or inhalers obviously need to stay with the student, but other prescription medications needed during the work day should stay in your kit). It will be easier for them to utilize these items on their own, and will help reserve the main first aid kit to deal with more serious issues.

An important reminder! There is a big difference between administering and dispensing drugs. No SCA Crew Leader or anyone else who is not properly trained and licensed should administer any drugs, prescription or non-prescription (except for epinephrine, under dire circumstances). When suggesting treatment to one of your Members, whether it is two Advil tablets or aloe cream, you must monitor the use of the items in person. If dispensing prescription drugs belonging to the participant, you must assure that the participant is taking the prescribed amount, and record it appropriately.

Each Crew Leader will be assigned a first aid kit. Each kit contains an inventory list. The Crew Leader is responsible for returning the kit at the Crew Leader exit interview. The kit should be returned clean and with a list of items needing to be replaced. Please refrain from buying too many extra items for your kit. We throw away hundreds of dollars in bottles of Tums, Roloids, Aspirin, Pepto-Bismol, etc. every year. Please note that any Crew Leader **not returning their kit** will have \$100 deducted from her or his final compensation.

EMERGENCY RESPONSE PLAN (ERP)

One of the most important tools for use in anticipating both the risks inherent in the program, and for preparing an appropriate response to situations that may arise, is the Emergency Response Plan (ERP). You or your Regional Coordinator will research, prepare and distribute it before the program begins. The preprinted form that SCA has developed and refined over the years will guide you in efficiently gathering the information you require. Having this plan prepared prior to deploying into the field will enhance your ability to manage a challenging emergency situation. Also, by having this plan, your Agency Coordinator will understand all of the crews' needs and requirements. And finally, because SCA will have the plan in hand, you can be assured that the support SCA provides will be consistent and informed.

**While your Regional Coordinator may draft the ERP, you are ultimately responsible for the plan's accuracy. You should test telephone numbers and directions. If you don't know the exact route to the hospital, drive to it to familiarize yourself. Even if you are in an area with 911 response, the ultimate responsibility for the care of your Crew still lies with you until you hand off your patient to the proper medical responder (more about this in the next chapter).

Visit Nearest Hospital/Clinic

Visit the hospital or clinic that you would use if you needed to get medical care for yourself or one of your Crew Members. If there is a possibility you might be driving, learn

the fastest way there from the work site. Get the address and phone number of the emergency room.

Develop a Contingency Plan

Develop and write up contingency plans. Imagine what you would need to do if you found cell reception unavailable in an emergency situation or inclement weather suddenly developed while your Crew was deep in a park. Obviously you cannot anticipate every situation that might arise, but having a brief alternate plan will be a great reassurance if you need to fall back on it.

Once you have completed your research, fill out the pre-printed Emergency Response Plan form SCA provides, make sure all appropriate parties have a copy of your plan, and that a copy is well-protected (in a plastic bag) in your First Aid Kit.

REVIEWING PARTICIPANT MEDICAL HISTORY

One of the most important pre-program tasks you will accomplish toward your goal of running a safe program for SCA this season will be reviewing each Crew Member's medical information to assure that they are safely accommodated throughout the rigors of the SCA experience.

SCA will provide you with copies of your participants' medical history form, physician form, and medical review documents. These documents will detail what needs to be done to keep that particular participant safe and healthy. If you have any questions about conditions or procedures, contact your supervisor or the regional medical screener immediately. Never go into the field unsure about the status of your participants' health. If the medical review documents dictate that a participant bring a particular medication with them on Crew activities, be sure to check (in a respectful way) that they have that medication with them EVERY DAY.

****Please review your participant's medical forms at least one week before the Crew begins.**** This will give you the opportunity to follow up on any unanswered questions. It will also give you time to notify SCA of and replace any missing paperwork.

All Crew Leaders and SCA staff must do their utmost to preserve the confidentiality of the information contained within the medical form.

In order to insure that SCA staff can provide the best possible guidance in medical matters, we retain the services of Dr. William Forgey, MD and Dr. Todd Mandell, MD as SCA's Physician Advisors. Dr. Forgey and Mandell are available to SCA staff for consultation or evaluation of any medical concerns that the Medical screening process may unearth.

CREATE A CULTURE OF SAFETY

Begin talking to the group about safety during the orientation meeting on the first day. Continue discussing safety throughout the program. Initially, you must assume that participants know nothing about how to identify hazards or assess and mitigate risks on an SCA program. Use ***Take-5 for Safety***, as well as other tools, to raise their awareness of hazards and how to reduce the risks associated with them.

1. Start off any new activity with a ***Take-5 for Safety***. Utilize the training you have received in hazard recognition and risk mitigation from SCA to communicate effectively with your Crew. Solicit input from participants. Be prepared to repeat the safety talk each day and review the safety procedures that apply to the group's activity.

2. Teach your students to be aware of their personal safety and to look out for each other's safety. Encourage them to feel personally responsible for the crew's safety record. Reward them for their good efforts.
3. Teach your Crew first aid principles and procedures through presentations and simulated practice sessions. Discuss what you all would do for each injury or accident if it happened.
4. Ask them if any one has ever witnessed a serious accident and emergency medical response. Discuss how much more difficult it would be to get such medical attention in your program's unique situation – whether it is in the backcountry or urban environment.
5. Encourage the Crew to participate actively in all discussions and formal demonstrations. Make sure everyone knows where the first aid kit is and what is in it. Remember that you should not administer medications, but that you must monitor and record all medications -- prescription or otherwise -- in your medical log.
6. Teach them to pay particular attention to safety during recreation activities. Avoid playing rough high-speed games like tackle football.

Having these discussions early and often serves two purposes. First, you convey important information that may prevent an accident. Second, by emphasizing that each Crew Member's knowledge is vital to overall safety, you impress upon them that each one must play an active role in risk management. They should not be allowed to remain passive about safety or to assume that it is solely the responsibility of the Crew Leader(s).

Crew Leaders employ a variety of tactics to instill safety consciousness in their Crews. You should have a number of techniques in your bag of tricks to pull out as necessary:

- Appointing a "safety officer" of the day. The officer's duties may include carrying the first aid kit, reminding students of safe working distances/stances, checking for hard hats, doing the vehicle check, etc.
- Utilize *Take-5 for Safety*.
- Having a daily wellness and safety circle.
- Simulating accidents and having practice sessions.
- Having the students make presentations on various safety and first aid topics.

Enforce Safety Policies

You will need to consider the fact that you must enforce SCA policies and *Field Operation Standards* during your program, as well as other policies you will develop that are unique to either your leadership style, or the environment you are in. You should appropriately model these policies and rules to set the tone for your group. Whatever rules you decide to make, you need to enforce them consistently and without exception. Follow these rules yourself. An inconsistent approach confuses and frustrates participants. Morale suffers when policies are followed only when it is expedient to do so.

A participant's repeated failure to observe established safety procedures should be considered a serious infraction of SCA rules. In this case you need to take assertive

measures to bring things into line. You must be firm in letting the Crew Members know that disregard for safety rules is grounds for dismissal. Also remember that SCA policies for ensuring the emotional safety of your participants are equally important.

SCA Safety Policy for All Crews

Refer to Chapter 2 for crew safety policies.

WELLNESS AND WELL BEING

Your primary responsibility throughout your program is the health and safety of your students, co-leader (if applicable) and yourself. Continually identifying hazards and assessing risks will get you started in the right direction. However, there are other factors that affect health that you will need to consider. You must be concerned with their overall well being. For some participants, coming on an SCA program can be quite scary or adventurous. There are many stresses on them that can cause unhappiness, antisocial behavior, carelessness, or the condition of being accident prone. For instance, they may not have the social skills to deal well with a group of strangers. The snacks you have planned may be totally foreign to them. They may be illiterate and feel uncomfortable when asked to read material for a group exercise. They may not know what is expected of them nor have the skills to do it.

Unfortunately, there is no magic formula for evaluating and mitigating these stresses. You need to be aware that stress manifests itself in many ways and be prepared to confront situations honestly, sympathetically and with a large dose of human kindness. Be alert to potential problems as indicated by moodiness, antisocial behavior, aggressive behavior, and crying. Make a point of asking your Crew how they are feeling about their SCA experience. Also, informally check-in with each crew member regularly and ask them how they are generally doing.

The answers to basic inquiries can be very illuminating. Either you will be reassured that everything is OK, or you will be set on the track of what is not well. Follow up with more questions, in a group forum or individually, to find out what is really going on. Sometimes it may not be any specific thing, just a sense of uneasiness that can be dispelled by encouraging a distressed student to vocalize his feelings and actively listening to what he says.

You can encourage emotional growth in participants by talking openly and honestly about the issues that concern them.

Preventative Health Care and Treatment

As well as anticipating and preventing accidents, you should focus some energy on preventing common illnesses. You should also remember that as much as you would like to respect the privacy of each member of your Crew, you may need to intrude a bit further into their personal health "space" than you would under many other circumstances to assure a Crew Member's well being.

Instruct Crew Members not to drink from one another's water bottles, and serve community food like trail mix in less communal ways. Instead of scooping food out of bags (with their potentially dirty hands), have participants pour the food out, into their hands or individual bowls. Insist that all Crew Members wash their hands as regularly as possible. Explaining the reason for these precautions to your group will help them to understand why you're doing it and help them to buy into the process.

Allergic Reactions

Keep an eye out for any reactions to bee stings, bugs, sun, food or other irritants. You can't rely completely on the medical forms to alert you to these, as participants may try to play down an allergy, or may not be aware of it. Refer to the SCA Allergy Protocol and Epinephrine Delivery Protocol for any severe allergic reactions.

Lyme's Disease

Ticks in an increasingly large portion of the country carry Lyme's disease. If you are in tick country, instruct your students to inspect themselves (and each other) carefully for ticks each night, and teach them how to remove imbedded ticks properly.

Blisters

Blisters present the most chronic and annoying of the injuries that Crew Leaders deal with. Teaching the students how to prevent blisters can alleviate much misery down the road. If students come with new boots that have not been well broken in, or with old, broken-in boots that they have not worn yet this year, there is bound to be trouble. In the breaking-in process, both feet and boots need to get accustomed to each other.

Common prevention strategies include:

- Before starting out, put tape or moleskin on areas that commonly blister.
- If boots are large enough, wear two layers of socks to reduce friction. The inner sock should be nylon, silk, or some other slippery fiber that allows easy movement between sock layers.
- Keep feet dry with powder to reduce friction.
- Stop to apply moleskin as soon as you feel a hot spot.
- Keep feet clean.

Health and Wellness Log

Keep track of all injuries and illnesses, both serious and minor, in your Health and Wellness Log. Take careful note of the date and time of first injury or complaint, the symptoms and the treatment. This record can help you identify patterns of behavior in the field, give a thorough medical history if professional medical help becomes necessary, and complete your final report accurately.

You must also use this log to record routine dispensing of medications and occasional use of OTC medications like aspirin or antacid, but also regular prescription medication that one or more students may require. It is also important to make sure that students using medication like asthma inhalers are informing you of how often they are using the medication, and this should be recorded as well. This medical log must be included with your final report.

Whenever you have serious medical issue, emergency or not, SCA wants to know about it. When in doubt, contact your immediate supervisor or implement the emergency response protocol.

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that one or more students may require. It is also important to make sure that students using medication like asthma inhalers are informing you of how often they are using the medication, and this should be recorded as well. This medical log must be included with your final report.

ENVIRONMENTAL STRESSES

It is important to be aware of the toll environmental conditions can take on a Crew. In your first meeting, introduce the Crew to potential environmental illnesses: heat prostration, fatigue, dehydration, and hypothermia. Teach them the causes of these problems, how to recognize the symptoms in themselves and others, and how to treat them.

Dehydration is also dangerous because it is a common contributing factor to serious illness such as altitude sickness, hypothermia, and hyperthermia. Explain the importance of drinking plenty of water and how to tell when they aren't drinking enough (urine will be yellow instead of clear).

In hot and humid weather, insist that everyone drink copious amounts of water and take breaks (in the shade!). Most people do not drink enough under "normal" circumstances and in conditions as described a gallon or more per person per day will be required! Even if you insist, your crew may not drink enough. Watch them carefully for symptoms of dehydration including headaches, sore eyes, nausea or stomach cramps and general malaise or discomfort. Refer to the **Heat Illness Protocol** for more details for prevention and treatment of heat illnesses.

Be aware of, and prepared to respond to, large environmental dangers that exist in your area such as fires, floods, large storms, or lightning. Identify the potential hazards before the program and instruct the group about these dangers and the precautions you will be taking.

Identify any poisonous plants, snakes or insects in your area. Teach the participants how to avoid them and how to treat any symptoms of reaction.

Do not underestimate the health damaging effect of direct exposure to the sun. Be sure to encourage your participants to wear sunscreen.

Environmental Hazards

A partial list of environmental hazards follows, though you will have many other conditions to manage in your program.

Lightning

Many SCA programs run in areas where lightning is common. Lightning is an indiscriminate killer. It can hit anyone who is in the wrong place at the wrong time. It always follows the path of least electrical resistance, which makes high promontories, isolated trees, and even caves particularly dangerous.

If your vehicle or an appropriate shelter is available in a lightning storm, by all means get your Crew to the safe location as soon as possible. The lightning procedure described below will not be necessary in most Commuting Crew situations, but in the event that you are unable to reach a safe place, here is the SCA protocol:

The natural inclination in a heavy storm is to seek shelter under an overhanging rock wall or large boulder. Unfortunately, this is the wrong thing to do. Such

places are likely conduits for ground currents. By sheltering in them you are offering yourself as an alternate path for the spark gap. If you are in an area of high lightning danger, individuals should not huddle together to wait out the storm. Instead, if possible, quickly move from the areas with the highest probability of lightening strikes and spread out. Remove yourself from items that attract lightening, such as metal tools, backpack frames and barbed-wire fences. The survival of one person may depend on prompt action by companions. It is quite unlikely that everyone in a dispersed group will be knocked unconscious simultaneously.

Put on your rain gear and layers and, sit out in the open rather than taking shelter in a potential spark gap "cave." Crouch on your pack or Ensolite pad to protect you from ground currents and to minimize the distance from one body part to the other. Keep your feet close together with your elbows on your knees and hands on your head.

Missing/Overdue Person

In the event that a member of your Crew becomes missing or is overdue at a meeting point (other than the morning pick-up), go through the following steps:

- Conduct a quick and efficient search of the immediate area; interview students for information about the person who is missing.
- If your quick search does not find the missing person, activate your emergency response plan.
- Maintain control of the rest of the group. Do not involve them in the search without direct adult supervision.

COMMON HAZARDS AT WORK

All Crew Leaders must carefully review the chapter on safety in *Lightly on the Land*. This information is your guide to maintaining safe work practices on the project site. Each project will have its own family of associated hazards that you should anticipate. Among the most common potential accidents at work are:

- Back injuries from incorrect lifting.
- Pinched fingers and toes.
- Slips, trips and falls.
- Swinging tools missing their mark.
- Rolling rocks down switchbacks onto workers below.

Work Attire

As a work site Leader, you must adhere to the following SCA policies related to the physical safety of the Crew. If you explain these policies to the Crew on the first day and never back down, you will be less likely to have a problem later on.

Clothing – T-shirts and long pants must be worn at all times. Tank tops, T-shirts with the sleeves cut-off, and Wind Pants are not allowed. One-piece "jumper

suits" are also ok, as long as they are worn correctly (i.e. no sleeves tied off at the waist). Also, please do not let the crew wear super baggy clothes or pants. **Students are not allowed to change their clothing in the van.**

Footwear – All-leather boots that cover the ankle are the only acceptable footwear. If one of your participants does not have leather boots, they cannot work.

Gloves – Work gloves must be worn at all times on all projects. If you are handling tools you must be wearing gloves. This includes loading and unloading vans and sharpening tools.

Hard Hats – Hard hats must be worn at all times on projects involving overhead work or swinging tools. The best practice is to mandate that crew Members wear helmets at all times during the work day. Special note: No photos of students working without helmets and gloves can be published by SCA.

Safety Goggles – Safety goggles must be worn anytime participants are swinging tools or smashing. When in doubt, have your crew members wear them.

Safety Vests – These vests increase visibility, which can reduce accidents. Vests also reassure park visitors and community Members that SCA Crews are legitimate laborers.

At the beginning of the program, make sure to check (before you leave the meeting site) that each and every participant has the proper boots, pants, T-shirts, safety vest etc. If someone does not, send him or her home with proper directions and instruction so they can make arrangements to be properly attired for the next outing. If you send a participant home you are required to call their parent/guardian to let them know that you have sent their student home. You must also notify the SCA office as soon as possible.

SAFETY DURING EDUCATIONAL, RECREATIONAL, OR "DOWN" TIME

Remember that accidents can occur when people are relaxing, roughhousing, and off their guard. As with work projects, each site varies in its potential hazards, but many harbor the same dangers. Talk with your crew about these dangers and get them to devise ways to prevent accidents.

HIKING SAFELY

You will very likely find yourself hiking with your Crew, whether for recreation, to incorporate environmental education activities, to reach the worksite, or to access some other amenity. As with any other activity, start your hike by using the **Take-5** method. Also follow the protocols below.

1. Before you start out, review with the entire group the route you will be taking.
2. When hiking, the group needs to stay together OR stop to recollect OFTEN. If you have two Crew Leaders, one will lead the party while the other brings up the rear. If you are a solo crew leader, determine whether the terrain and group warrant a student "leader" while you bring up the rear, or vice-versa. In either case, regroup often to keep from becoming so spread out that someone could get lost without

being noticed. **If “hiking” through a neighborhood (as on sidewalks), there is no alternative to staying together as a group.**

3. Re-group at all trail junctions and do a head count.
4. Establish clear rules about what the group will do when it comes to a stream crossing, snow slopes, cliff areas, or when it loses the trail.
5. Use caution on slopes. When possible, take gentler, more circuitous routes to avoid knee injuries or falls. Instruct crew members to orient their feet perpendicular to the incline to minimize imbalance.

INJURY PROTOCOL

If you or one of your participants experiences any type of serious injury, secure scene safety, treat the immediate injury, and/or call 911 if necessary. Manage the situation as indicated by the emergency responders and your medical training.

Report the incident to SCA as soon as reasonably possible. Injuries that require professional medical attention or that would substantially change the participant’s medical review status must be documented using the SCA Field Incident Report Form found in this binder. Changes in medical review status include; a systemic allergic reaction, the irritation of an injury over 6 months old, etc.

Minor injuries which do not require professional medical attention (scrapes, cuts, poison ivy, sunburn, etc.) must be documented in the Health and Wellness Log. The SCA Regional office does not need to be contacted in these cases, but if you are in doubt, or need some advice, please call.

CONTACTING SCA

When contacting SCA in case of an emergency, follow this list of candidates until you make contact with an SCA staff person:

1. Your immediate supervisor (ie, the Regional Coordinator responsible for your local program) via the Regional Office number
2. Your immediate supervisor (ie, the Regional Coordinator responsible for your local program) via cell phone
3. Any available SCA Staff Program Responders via the Regional Office
4. If no Regional Program Responders can be reached, call the SCA emergency line at 1-800-967-6449