



Outdoor Program Centers Volunteer Handbook

Outdoor Program Center (OPC) Volunteers :
Information Volunteers, Volunteer Naturalists,
Program Volunteers, and Alpine Stewards

2022

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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.

Our Mission

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.

The AMC has taken a leading role in conservation issues including the protection of the Northern Forest, clean air and water advocacy, environmental quality research, and more. The AMC also offers educational experiences to the people of the Appalachian region through providing visitor information and conducting programs that include trail maintenance, Leave No Trace ethics, safe and efficient backcountry travel, local ecology, and more. The AMC slogan, "conservation, education, recreation" defines our overall effort.

General Volunteer Information

Locations and Roles

Outdoor Program Center Volunteers serve at many AMC facilities, including the eight High Huts, the Highland Center, Pinkham Notch Visitor Center, Cardigan Lodge, Medawisla Lodge, Mohican Outdoor Center, Corman Harriman Outdoor Center, Gorman Chairback Lodge, Hermit Lake Shelters, Guyot Campsite, Liberty Springs Tentsite, and Reeves Meadow Visitor Center. They serve as Information Volunteers, Volunteer Naturalists, Program Volunteers, and Alpine Stewards.

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
- Additional minimum requirements for Program Volunteers and Alpine Stewards

Training

Training includes a variety of topics, with content dependent on the volunteer role and location. All volunteers must take the training on Code of Conduct, Youth Protection, and Harassment Prevention once every three years. Additionally, Volunteer Naturalists and Program Volunteers take Risk Management & Leadership once every three years, and new Alpine Stewards participate in Alpine Trail Maintenance (Cairns & Scree Walls), iNaturalist, and Alpine Ecology. Alpine Stewards must also hold current certification in Wilderness First Aid (WFA) and CPR.

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, and Liberty Springs, will need to bring and cook their own food.
- Trail lunches will be provided to Program Volunteers (assisting staff guides on premium programs), 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 OPC Volunteer Coordinator, 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. A list of questions on both Service Records is provided on pages 31 & 32 of this handbook.

Volunteer Uniforms

Nametag: All OPC 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, Volunteer Naturalists, and Program Volunteers. Please wear your t-shirt while volunteering. 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 Information Volunteers, Volunteer Naturalists, and Program 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 Stewards receive a similar patch, with the Alpine Steward logo (includes AMC, ATC, and USFS), and should wear it on their backpack strap while volunteering.

Alpine Steward Vest: Alpine Stewards 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 or a bright orange Forest Service volunteer 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. The email will show that the AMC sender is Denise Horne (dhorne@outdoors.org). Denise is an AMC business office supervisor and she is our main staff contact with the company that runs the background checks (Intellicorp).
- Within 7-days of receiving the authorization email, please follow the directions explained in the email to access the link and enter your information. *If you don't complete your part of the process during the 7-day window, don't panic, we will initiate a new invitation, which opens up a new 7-day window for you.
- These are criminal background checks, not credit checks.
- Canadians need to fill out a paper copy.

Scheduling and Communicating Volunteer Stints

Requesting Stints: Open volunteer dates are announced periodically in mass emails to OPC Vols and/or Alpine Stewards. Volunteers ready to commit to volunteer dates (“stints”) should email their request to the OPC Vol Coordinator, including dates, location, and volunteer role. The Coordinator will check the schedule and the volunteer’s qualifications, and then sign them up accordingly. The Coordinator will also set up a lodging/meals reservation, if applicable.

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 Coordinator. 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 Coordinator 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.

Anniversaries

Volunteer anniversaries are celebrated after 5 years, 10 years, and 20 years of service. Volunteers receive a token of appreciation from AMC (pin at 5 years, mug at 10 years, and vest at 20 years), a shout out at volunteer training weekends, and recognition in *The Volunteer Exchange* biannual newsletter.

The Volunteer Exchange

The Volunteer Exchange is a biannual newsletter, typically published in early summer and late fall (bookending the high season for volunteers). This newsletter features original articles written by and for OPC volunteers. Volunteers are invited to submit written content and photographs focused on their own volunteer experiences with AMC, natural history, and outdoor skills. AMC staff may also include content related to volunteer trainings, introducing new facility managers and Volunteer Steering Committee members, and sharing important updates. This newsletter is focused solely on the OPC volunteer program, not the broader AMC volunteer community. A separate “Volunteer Newsletter” is sent out to all AMC volunteers (OPC vols, Chapter Trip Leaders, Trail Adopters, YOP vols, VCC vols, etc.) from AMC’s Volunteer Management Team periodically throughout the year.

INFORMATION VOLUNTEER (all “Info Vols”)

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 and fall weekends
- Guyot Campsite – summer weekends and Labor Day weekend
- 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, and fall holiday weekends
- Reeves Meadow Visitor Center – summer weekend mornings

VOLUNTEER NATURALIST (all “Vol Naturalists”)

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. Volunteer Naturalists may orient guests to the facility, and offer advice about outdoor activities, gear, and backcountry safety.

Where and When

- Medawisla and Gorman Chairback – daily in summer; possibly September weekends
- Highland Center and Pinkham Notch Visitor Center – as needed throughout the year
- Huts -- Sunday through Wednesday, June through Columbus Day but most stints are July & August

PROGRAM VOLUNTEER (all “Program Vols”)

Volunteer Role: AMC Program Volunteers assist AMC staff guides with multi-day programs. These programs include a variety of activities, such as hiking, paddling, backcountry navigation, and family camping. Program Volunteers hold current WFA+CPR certification or higher.

Where and When

- Highland Center and Pinkham Notch Visitor Center – when assistance is needed.

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. The Volunteer Alpine Steward Program is a partnership between the Appalachian Mountain Club, the White Mountain National Forest, and the Appalachian Trail Conservancy.

Where and When

- Franconia Ridge (camping at Liberty Springs) -- Weekends, late-May through mid-October
- Mt. Washington (lodging at Pinkham)– Weekends, late-May through mid-October

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.
- Host a campfire.
- 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. This may include answering the phone and/or returning calls addressing hiker voicemail questions.

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 -- Saturday 8:00am to 12:00pm; Sunday 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.** Offer short talks or walks after breakfast and in late afternoon.
- 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.
- Engage with guests during breakfast and dinner.
- Volunteers need Risk Management & Leadership training if offering nature walks. All nature walks should be limited to travelling up to ½ mile away from the facility.

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 - Highland, Pinkham, Cardigan, Mohican, Medawisla, and Gorman Chairback

The Role of the Volunteer Naturalist

- Lead a short pre-dinner nature walk or talk around 5:00pm. Volunteers are also welcome to use this time to informally interact with arriving guests and promote programming.
- Lead a 60-minute evening program after dinner. Evening programs are the highest priority for the Volunteer Naturalist stint.
- Lead a 60-minute morning nature walk after breakfast. You can alter the timing if you prefer to lead a pre-breakfast birding walk or if you want to tailor the timing to work with interested guests.
- Promote AMC's mission and encourage visitors to be involved with iNaturalist, the Junior Naturalist program, and other conservation and education initiatives.
- Talks can focus on natural history, outdoor skills, area cultural history, or leave no trace principles. Walks can focus on general nature appreciation or specific topics like tree ID, mosses & lichens, birding, etc.
- Campfire programs may be possible at Medawisla, Gorman, Cardigan, and the Highland Center.

***Please see the Volunteer Naturalist 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.
- 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 Activity

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

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. Take the Auto Road above treeline (or hike up). Hike above treeline, 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.**

Alpine Stewards on Mt. Washington – Auto Road Use

Alpine Stewards serving on Mt. Washington can use the Mt. Washington Auto Road to get to/from trails above tree line. Auto Road management generously allows Alpine Stewards to use the Auto Road at no cost while they are volunteering.

Drive Yourself: The hours of operation vary throughout the season. Alpine Stewards can drive up in their own vehicle any time after the road opens. They need to clear the summit and begin driving down 45 minutes after posted closing time, at the latest.

Identify Yourself: The Auto Road staff has a copy of the of the Alpine Steward roster at the Tollhouse. They know that one Steward may be using the Auto Road each Saturday and Sunday during the summer/fall season.

Auto Road Opening and Closure Status: Weather and road conditions play factors on the road being open and how far up the road drivers can access, and the Auto Road will be closed for special events this season, including the Road Race, ATV Day, the Bicycle Hillclimb, and more. The best way to get up to date information about hours, events, road openings and closures is to reference the Auto Road website.

Website: For more information about the Auto Road, please visit <http://mtwashingtonautoroad.com>
If you have additional questions or need clarification from an Auto Road staff member, please direct those questions to: Kevin Devine, 603-466-3988, kevin@mt-washington.com

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. Gear is available at Liberty Springs for up to two Stewards, including a 2-person tent, two mess kits, and a backpacking stove. 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.

Schedule Outline – Little Haystack

- 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.

Schedule Outline – Lafayette

- 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. Terms begin and end June 1st.

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. The Volunteer Steering Committee also serves the volunteer community by listening to ideas and concerns, and sharing feedback.

Members and Commitment -- The Volunteer Steering Committee is made up of 3 to 5 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 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. 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 Berkshire, Boston, Connecticut, Delaware Valley, Maine, Mohawk Hudson, Narragansett, New Hampshire, New York – North Jersey, Potomac, Southeastern 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

Table of Contents

1. Introduction and Code of Conduct Value Statement
2. Scope
3. Standards of Conduct
4. Misconduct
5. Reporting and Issues Management
6. Related Policies and Information

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 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 equitable so that we can best reach and reflect the diverse population of the Northeast and Mid-Atlantic Regions. As a multi-faceted non-profit, our greatest opportunity for success and mission impact lies with engaging a broader community of people from diverse backgrounds and experiences who share our passion for the outdoors.

AMC strives to provide:

- An accessible, safety conscious, and inclusive community
- Outdoor recreation, adventure, and enjoyment
- Opportunities for teaching, learning, sharing, and skill building for people of all identities and backgrounds
- 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 encourage people of all identities 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.¹

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 Diversity, Equity, and Inclusion (DEI) values and in a way which is not detrimental to AMC, its members, the public or staff, and which will provide the highest level of enjoyment in the activities and other events sponsored by AMC. With this in mind, individuals will:

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

We encourage the involvement of all people in our mission and activities through membership, program participation, facility visitation, and volunteerism. Our goal is to be a community which values kindness, and is comfortable, inviting, and accessible for people with a broad range of identities and backgrounds.

4. *Misconduct*

Misconduct includes actions in violation of the Standards of Conduct and inconsistent with AMC's mission and Diversity, Equity, and Inclusion values. 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:

- Unwelcome or exclusionary behavior toward others of any kind (based on identities including, but not limited to race, gender identity, gender expression, sexual orientation, physical ability, physical characteristic, socioeconomic background, nationality, age, religion, or beliefs)
- 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.
- Failure to represent the AMC and its mission in a positive, professional, and respectful manner.

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
- Physical or sexual assault; violence or threats of violence toward others
- Discrimination, harassment, or hostility toward others of any kind (based on identities including, but not limited to race, gender identity, gender expression, sexual orientation, physical ability, physical characteristic, socioeconomic background, nationality, age, religion, or beliefs)
- Bullying
- Sexual harassment
- 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.

Support Team

The team that supports issue resolution will be comprised of employees from AMC's Human Resources, Risk Management, and Volunteer Relations departments. Where Volunteer Units have established internal review processes, volunteers will coordinate and communicate with staff. Additional assistance could come from the Leadership Team, Volunteer Unit Leadership, and Compliance Officers of 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 that are in violation of the Code for investigation and any possible disciplinary action. AMC will consider anonymous complaints, however, in order to facilitate AMC's investigation, 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 incident
- Names of any witnesses

These details may be communicated to AMC through:

- Email: CodeofConduct@outdoors.org
- Regular mail: AMC, Attention: Code of Conduct, 10 City Square, Boston, MA 02129
- Phone: 617/391-6626

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

Problem Solving and Investigation

AMC's standard is to acknowledge receipt of the initial complaint within five business days, and endeavor to resolve complaints connected with the Code as quickly as possible. 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.

Consequences and Closure

At the conclusion of the investigation, a decision will be made as to the need for any discipline, including but not limited to mediation or counseling, loss of membership, exclusion from activities, revocation of leader or volunteer status, termination of employment, or legal prosecution. As appropriate, AMC will inform the complainant(s) and the respondent(s) of the investigation's outcome. Parties can engage in an appeals process, which will be described when the parties are informed of the investigation's conclusions. Outcomes of the appeals process are final and are conducted by members of the Support Team (described above).

Metrics and Policy Management

While individual issues will be kept confidential by AMC, broader metrics such as issue types, locations and other un-identifying characteristics will be tracked internally by Risk Management and Human Resources departments to build better training programs and communications around AMC's Code of Conduct.

6. *Related Policies and Information*

If you have questions about any of these policies or information, please contact your staff or volunteer liaison.

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.

Diversity Statement of Purpose

The Appalachian Mountain Club promotes the protection, enjoyment and wise use of the mountains, rivers and trails of the Northeast for the benefit of all people. The AMC, through its membership, encourages the involvement of all people in its mission and activities, through its memberships, programs, policies and procedures. Our goal is to be a community which is comfortable, inviting, and accessible for people of any age, gender, race, religion, ethnicity, ability, sexual orientation or socioeconomic status.

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

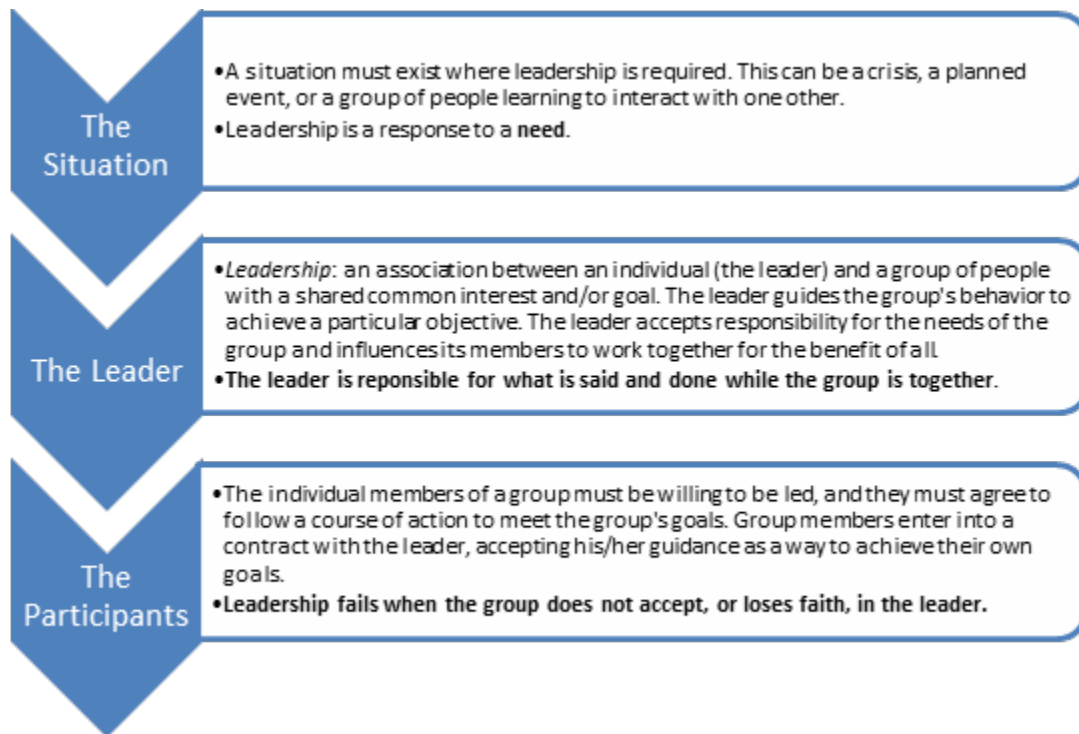
Ask for and use the names of the guests, staff, and other volunteers. This is a very easy way to make people feel truly welcome. Striving for personal, genuine connections and conversations will make your volunteer time rewarding and interesting in addition to providing memorable experiences for everyone

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.

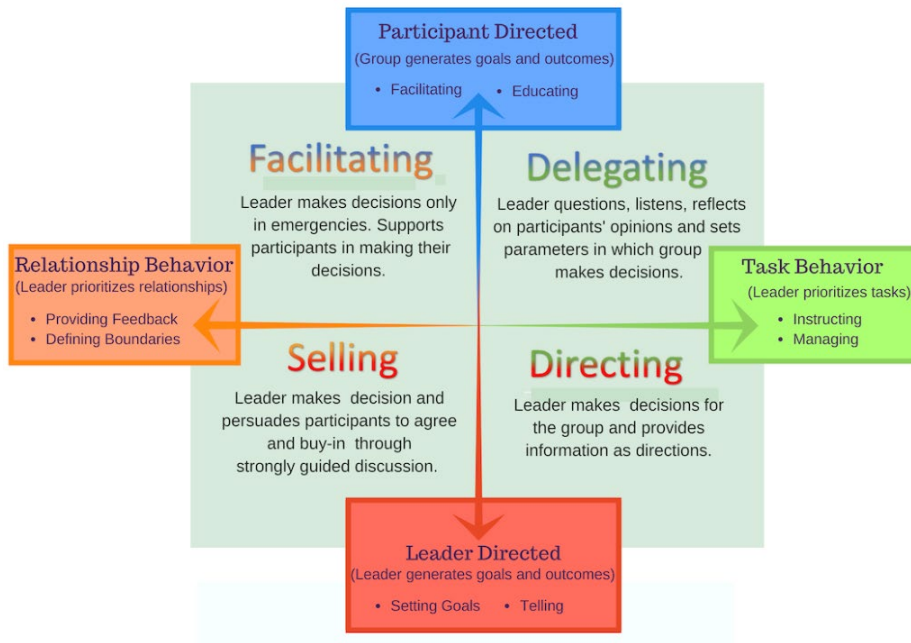
Leaders become most effective through hard work and extensive experience. In the outdoors, a leader must be prepared to face physiological, psychological, and environmental challenges. Experience generally reduces a leader's anxiety about the situations they may confront, and thus makes them more confident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

Service Record – Info Vols, Vol Naturalists, and Program Vols

Use the online Service Record.

If you want to print out a copy of the questions so that you can write down notes while you're volunteering, you're welcome to do so. When you return home after your volunteer stint, please open the online Service Record form and type in your information to complete and submit the Service Record electronically. You will receive a reminder about the online Service Record in your pre-stint email, and that will include a hyperlink to the online form.

These are the questions you'll need to complete with the online Service Record

- Name
- Arrival and Departure Dates
- Location
- Type of Volunteering
- Number of Hours Volunteering
- If you volunteered at a BACKCOUNTRY location (Hut, Guyot Campsite, or Hermit Lake Shelters), how many hours did you spend hiking to/from the facility? *If you volunteered at a roadside lodge, please skip this question.*
- Altogether, approximately how many visitors did you actively engage with?
- How was your overall volunteer experience? (Terrible, Disappointing, Satisfactory, Positive, Fantastic)
- How did you feel you were the most helpful while volunteering?
- Do you have any observations, ideas, comments, or concerns to share?
- If you offered, delivered, or assisted with any evening programs, nature walks, games/crafts, campfires, night sky viewing, or other programming, please note the following about each activity:
ACTIVITY - DATE - TIME - # ATTENDED
**Required for Vol Naturalists and Program Vols. Please skip this question if you're an INFO VOL, unless you did offer any of the programming listed above during your Info Vol stint.*
- How did your programs/activities go?
**Required for Vol Naturalists and Program Vols. Please skip this question if you're an INFO VOL, unless you did offer any of the programming listed above during your Info Vol stint.*
- With which staff member did you interact the most? This could be seasonal staff or a manager.
**You only need to type in their first name.*

Service Record – Alpine Stewards

Use the online Service Record.

If you want to print out a copy of the questions so that you can write down notes while you're volunteering, you're welcome to do so. When you return home after your volunteer stint, please open the online Service Record form and type in your information to complete and submit the Service Record electronically. You will receive a reminder about the online Service Record in your pre-stint email, and that will include a hyperlink to the online form.

These are the questions you will need to complete with the online Service Record.

- Name
- Volunteer Dates
- Location
- Weather Conditions
- Volunteer Hours above treeline
- Volunteer Hours assisting hikers NOT above treeline (while hiking to/from, or while at Liberty Springs or Pinkham)
- Other hiking hours (ex. from parking lot up to Liberty Springs)
- In total, approximately how many visitors did you actively engage with?
- On which day did you interact with the most hikers?
- On the busiest day, how many hikers did you interact with that day?
- On the busiest day, about how many people did you see above treeline?
- In total, how many people did you see hiking off-trail?
- What type of information did you discuss with hikers (alpine plants, Leave No Trace, safety issues, weather, volunteer program, trail conditions, backcountry camping, trail advice/directions, other)
- Do you feel you were able to increase public awareness of stewardship issues?
- Do you have any concerns to report about trails or signage?
- Did you lead or help with an evening program?
- Do any gear/supplies need replenishing?
- If you provided first aid to hikers, describe it.
- If you used any supplies from the first aid kit, list them, and indicate you replenished them yourself.
- Note if (and how many) you repaired any cairns, removed false cairns, repaired scree wall, cleaned waterbars, or performed other light trail maintenance.
- Other comments

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 -- updated 5/2019**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 Jake McCambley
 10 Ian Benton-Highland Center/SAR
 11 Parker Peltzer-Pinkham Notch/SAR
 12 Whitney Brown- Huts/SAR
 13 James Wrigley
 14 Storehouse
 15 Construction Crew
 16 Emily Griffin-Huts/SAR
 17 Hiker Shuttles 1&2
 18 Reservations
 19 Information Desk
 302 Highland Center
 303 Sara Delucia
 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 Alex Delucia
 30 Amanda Peterson
 31 Camp Dodge
 32 Dodge Project Coord.
 33 Dodge Volunteer Crew One
 34 Dodge Volunteer Crew Two
 35 Dodge Volunteer Crew Three
 36 Dodge Volunteer Crew Four
 50 Zack Urgese/Trailmaster
 51 Trail Crew One
 52 Trail Crew Two
 53 Trail Crew Three
 54 Trail Crew Four
 55 Trail Crew Five
 60 Joe Roman-SAR/Field Coordinator
 61 Mahoosuc Rover
 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
 1 Nauman

AMC Education

100 NC Education Staff Administrator
 101 Highland Center Education On-Call
 102 Pinkham Education On-Call
 103 NC Education Field Staff
 108 YOP
 107 MLS
 108 Pinkham Naturalist Guides
 109 Highland Center Adventure Guides

U.S. Forest Service

40 Frank Carus
 41 Helon Hoffer
 42 Ryan Matz
 43 Various

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 2021

Lines indicate supplies grouped within a single re-sealable bag

- 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
- 3 re-sealable bags (do not include if using 3 or more re-sealable bags to organize kit)
- 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
- 6 packets (or 1 tube) hydrocortisone cream
- 6 packets (or 1 tube) antibiotic ointment
- 6 packets (or 1 roll) 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 eye irrigation syringe
- 1 bottle Potable Aqua
- 1 pair tweezers
- 1 pair trauma shears
- 1 small roll (a few yards) duct tape
- 1 lighter
- 6 safety pins
- 1 pencil or pen
- 1 notepad
- 1 laminated tick ID card
- 1 hand-held mirror
- 1 first aid handbook

- 3 AMC Patient Care Forms
- 3 Incident Report Forms
- 3 Self-Evacuation Forms
- 1 copy of your driver's license for ID purposes
- 1 copy of the AMC Health Questionnaire filled out by YOU

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 _____

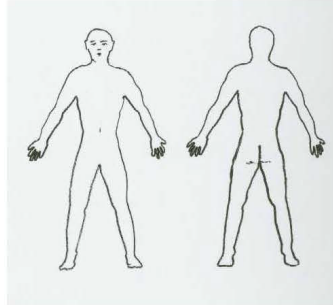
Environmental _____

Page 1

1/05

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



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

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

- | | | |
|---|---|--|
| <input type="checkbox"/> Not Specified | <input type="checkbox"/> Instruction | <input type="checkbox"/> Supervision |
| <input type="checkbox"/> Unknown | <input type="checkbox"/> Attention | <input type="checkbox"/> Technical System Failure |
| <input type="checkbox"/> Animal Encounter | <input type="checkbox"/> Loose Rock | <input type="checkbox"/> Avalanche |
| <input type="checkbox"/> Carelessness | <input type="checkbox"/> Misbehavior | <input type="checkbox"/> Visibility – Poor |
| <input type="checkbox"/> Cold Exposure | <input type="checkbox"/> Missing/Lost | <input type="checkbox"/> Weather |
| <input type="checkbox"/> Dehydration | <input type="checkbox"/> Not Following Instructions | <input type="checkbox"/> Cultural Misunderstanding |
| <input type="checkbox"/> Equipment | <input type="checkbox"/> Overuse | <input type="checkbox"/> Not Giving Instructions |
| <input type="checkbox"/> Exceeded Ability | <input type="checkbox"/> Plant Toxicity/Contact | <input type="checkbox"/> Inexperience |
| <input type="checkbox"/> Exhaustion | <input type="checkbox"/> Technique | <input type="checkbox"/> Judgement |
| <input type="checkbox"/> Fall on Rock | <input type="checkbox"/> Pre-existing Medical Condition | <input type="checkbox"/> Mental Impairment (Alcohol/Drugs) |
| <input type="checkbox"/> Fall on Snow | <input type="checkbox"/> Psychological Issue | <input type="checkbox"/> Lightning |
| <input type="checkbox"/> Fall/Slip on Trail | <input type="checkbox"/> Rock Fall | <input type="checkbox"/> Insects |
| <input type="checkbox"/> Falling Object | <input type="checkbox"/> Screening | <input type="checkbox"/> Fire |
| <input type="checkbox"/> Fitness/Ability | <input type="checkbox"/> Sun Exposure | |
| <input type="checkbox"/> Poor Hygiene | | |
| <input type="checkbox"/> Immersion/Submersion | | |

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.

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
603-466-2721

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.